Faxed on 5/24/07 Faxed again on 6/4/07 Faxed again on 6/15/07 Mailed to: Chevrolet

06/16/2007 08:26

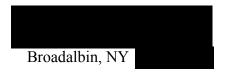
PO Box 33170

Detroit, MI 48232-5170 Reference #71-501331551

I have not heard anything from anyone yet. Is there just no one in the whole corporation that will talk to me? Does no one care about my situation? I don't even know who to take my car to anymore, since Eagle Chevrolet said everything was tested and fine. Apparently the company (Chevrolet) believes them and not me. I challenge any one of you to come take a ride in my 2005 Cobalt and keep in mind if anyone is brave enough to do this, I have been driving my car like this since it has had 7,000 miles on it. I am very disappointed with the lack of service I have received from the company as a whole. If I do not get a response soon I will turn this over to an attorney that handles cases like this. I really do not want to do that I would prefer that we can talk and settle this matter quickly. Although I understand that a buy back or repurchase is unacceptable to your company I feel that asking for coverage for my car going forward is a reasonable solution for all parties. If someone, anyone could get back to me I would appreciate it.

06/13/07

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



Service Request: 71-501331551

Customer Relationship Specialist: MaryAnn Whelan

Dear wski:

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, please 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

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

1 of 3

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+ vear 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

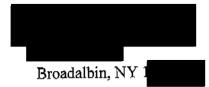
Reference #71-501331551

2 db3

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.



ADR File Checklist

SR Numbe <u>r:71-501331551</u>	BBB Case: CHV0748024						
Customer: VIN:1G1AL52FX57							
Make/Model/Year: Chevroelt/Cobalt/2005	8 ,						
Received Date: 7-19-07 Day 15 Day							
Primary Concern: klunk noise, brake ped	lal , shifts hard, steering,						
Case Scan / Acknowledgement (24 hrs	Completion Date/Time:						
Initial Calls (72 hrs):							
◯ Customer	Completion Date/Time: 7/20/07 / 3:09 pm						
Dealer Svc Mgr	Completion Date/Time: 7/20/07 / 3:14 pm						
Dealer Finance Mgr	Completion Date/Time: /						
\boxtimes AVM	Completion Date/Time: 7/19/07 / 3:16 pm						
Repair Orders Requested:	Received: 8/1/07						
∑ Sales Documents:	Received: 8/1/07						
BARS / Finance Sheet							
Case Assessment (by Day 14):							
Lemon Law Eligible:	Yes No						
Presumption:	Yes No No						
M Position – Customer / BBB Due Date (7-10 days):							
Settlement / Goodwill Offered Date:							
All Documents Attached (by Day 15)							
Arbitration Date:							
☐ Closing Activities:							
Settlement	Completion Date/Time: 8/27/07 / 12:16 pm						
Executive Summary	Completion Date/Time: 8/27/07 / 12:14 pm						
Close Siebel	Completion Date/Time: /31/2007 / 1:25 pm						
DVM: Glenn Jacob Node/Box: 914055/8113							
Service Dealer: EAGLE CHEV-OLDS-C							
Selvice Dealer: EAGLE CHEV-OLDS-C. Selling Dealer: SALISBURY CHEVROL	8						
Johns Bealer, Milligbert Cite (ROL	21, 11.0 Contact. Raipii i ostei						

NOTES:

Privileged and Confidential Information

Case Assessment By: 0	Giovanna Floreno	Siebel/CARS Request #: 71-501331551		
Customer Name:				
Veh year: 2005	Make: Chevrolet	Model: Cobalt	Current mileage: 23,000	
Veh ID #:	In Service Date: 9 /2005	Purchased:	If used:	
1G1AL52FX57				

What is the customer seeking? I want an extended bumper to bumper warrantee at no cost to me. I am not happy with the lack of response. I contacted by fax, phone or mail on 4/407, 4/11/07, 5/24/07, 6/4/07 and 6/16/07, to date no response. I have all original paperwork submitted to Chevrolet.

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date: R	O#: <u>M</u>	ileage:	Days Out:	Description of Repair:
4/12/2007	90060	22,790	22 (2)	Customer states clicking in brake pedal, shifter sticks, and is hard to get in gear. Diagnosis. Verified concern, check bulletins and found document # 1844344. Removed and replaced shifter and shifter handle. Tested operation. ***Dealer verified on 8/17/07 that RO was left open due to special parts were ordered for completion of repair, and customer had cancelled 2 appointments prior to vehicle repair. Service Manager states ROs are not closed until they are coded and completed. Customer had vehicle returned to customer at time of repair***
1/22/2007	86571	15,296	88 (2)	Customer states when hitting brakes getting a clicking noise when hitting brakes sounds like it is coming from shifter and having problem with getting key out of ignition. Diagnose. Verified concern, found problem to be internal problem with shifter, remove and replace shifter assembly. Re-tested operation, all ok at this time. ***Dealer verified on 8/17/07 that RO was left open due to special parts were ordered for completion of repair, and customer had cancelled 2 appointments prior to vehicle repair. Service Manager states ROs are not closed until they are coded and completed. Customer had vehicle returned to customer at time of repair***

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date: R	O#: <u>™</u>	lileage:	Days Out:	Description of Repair:
4/12/2007	90060	22,790	*	Customer states clicking in clunk noise in front end over
				bumps on rough roads. Diagnose and repair. Diagnosis:
				Verified concern. Found play in lower control arm
				bushings, removed and replaced lower control arm
				bushings, align to spec and road-tested
1/22/2007	86571	15,296	*	Customer states when hitting bumps getting a clunking
				noise. Diagnose. Road-tested, verified concerns.
				Inspected. Found play in sway bar links. Removed and
				replaced front sway bars links, all ok at this time.
6/26/2006	83324	10,656	*	Customer states there is a clunking noise from the front
				end of the vehicle. Heard many noises on test drive-
				found everything in front end of the vehicle to be tight.
				Lubed front end components. Road-tested vehicle much
				better at this time.

Team Lead Approval:

OTLIED	CAMPLOI	MCONCERN:

OTTIER	I I OIVII C	ONCLINI.		
Date: RO#	#: <u>Mi</u>	leage: Da	ys Out:	Description of Repair:
4/12/2007	90060	22,790	*	Customer states shaking in steering and all brakes. Check
				brakes, found front brakes at half and rear ate at ¾. Check
				all steering components, all ok at this time
OTHER SYM	PTOM/C	CONCERN:		
Date: RO#	#: <u>Mi</u>	leage: Da	ys Out:	Description of Repair:
1/22/2007 8	86571	15,296	*	Customer states rear Chevy emblem fell off of back
				located in cup holder. Diagnose. Inspected, verified
				concern. Replaced rear Chevrolet Bowtie emblem.
OTHER SYM	PTOM/C	CONCERN: I	gnition- key	
Date: RO#	#: <u>Mi</u>	leage: Da	ys Out:	Description of Repair:
6/26/2006	83324	10,656	1	Customer states key sometimes will not come out of
				ignition has to fiddle with the key and the shifter to get the
				key out. Checked key operation could not get vehicle to
				act up- tried many times- finally got ignition to act up and
				found shifter sticky. Removed center console and lubed
				latch assembly in shifter. All ok at this time.
				interior de contratti de la co

Total Days Out of Service: 5 verified by dealer (111 days not verified) (excluding days for customer pay reasons such as: Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO: X

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

<u>DVM and/or DEALER RECOMMENDATION(s)</u>: On 8/17/07 Service Manager Mark Mancini states according what he is seeing, it appears the customer did not want to keep appointments that were scheduled for repair to be completed. On RO# 90060, 3/21, customer did not return until Apr 12 to have repaired completed, took customer almost 3 weeks to come in for repair. DLR states RO# 86571, looks like customer came in 12/28 and 1/22 3 visits to have RO repaired Left customer message, customer has appointments that she did not keep and re-schedule. Do not close ROs when ordering parts. Last time customer there 1/22 repair was completed, Ro's are not closed until submitted to warranty.

CRS RECOMMENDATION & RATIONALE (EXPLAIN): On General Motors position for customer is that General Motors will continue to repair customer's vehicle under bumper to bumper. 8/22/2007. On 8/27/07 Customer accepted 48/48 GMPP Major Guard to offset the inconvenience and negativity experienced with vehicle. CRS verified contact information and advised delivery of 48/48 GMPP Major usually takes 6-8 weeks to receive. CRS adv offer expires 8/22/2011 or 71,000 miles, whichever comes first. Customer accepted offer. Followed up with customer on 8/31 and advised that 48/48 GMPP Major has been entered into GMVIS. Customer states thank you.

Team Lead Approval:

Date:



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

July 19, 2007

Re:m01 CHV0748024

vs Chevrolet Motor Division

GIOVANNA FLORENO 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

Have you contacted the mfr regarding your claim?	Contact Date: 07/19/07	Start Date:		Case Number: CHV0748024
Day Phone: Fax Number: Customer Contact Info: Vehicle Information Name(s) of individual(s) or business that appear on vehicle title:	Have you previously filed a claim of	on this vehicle with t	the BBB or anothe	
Day Phone: Fax Number: Customer Contact Info: Vehicle Information Name(s) of individual(s) or business that appear on vehicle title:	Titled Owner(s) Name&Ado	<u>lress</u>		
Day Phone: Fax Number: Customer Contact Info: Vehicle Information Name(s) of individual(s) or business that appear on vehicle title:				
Name(s) of individual(s) or business that appear on vehicle title: Vehicle Use: ☑Personal ☐Business☐Both Percentage of time vehicle used for business purposes: Transmission Type: Number of vehicles owned or leased by the business: Make: Chevrolet Model: Cobalt Model Year: 2005 Current Mileage: 30400 Vehicle Identification Number:	Day Phone: Fax Number:			Cell Phone:
Name(s) of individual(s) or business that appear on vehicle title: Vehicle Use: ☑Personal ☐Business☐Both Percentage of time vehicle used for business purposes: Transmission Type: Number of vehicles owned or leased by the business: Make: Chevrolet Model: Cobalt Model Year: 2005 Current Mileage: 30400 Vehicle Identification Number:	Vehicle Information			
Servicing Dealer/City/State : Eagle Chevrolet, Selling Dealer/City/State : sailsbury chevrolet, Schenectady, NY Insurance Carrier : State Farm Policy Number: Has vehicle been in an accident/had body damage? Yes No X Date of accident: Description of Damage : 53 Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased) Purchase Date:09/30/05 Mileage at purchase: Purchased As: ☑ New ☐ Used ☐ Demo Leased As: ☐ New ☐ Used ☐ Demo Is the vehicle in your possession? yes Lienholder's Name: First Niagara Bank Address: Address: Address: Address: Address: Address: Address: Address: Policy Number: Policy Number: Policy Number: Policy Number: Attack Farm Policy Number: Lease daccident: Date of accident: Purchased or right side if vehicle was leased) Lease Date: Mileage at lease: Lease Date: Mileage at lease: Leased As: ☐ New ☐ Used ☐ Demo Leased As: ☐ New ☐ Used ☐ Demo Address: Address	Name(s) of individual(s) or busing Wehicle Use: ☑Personal ☐Busines Transmission Type: Make: Chevrolet Mode	s□Both Pe Number o el: Cobalt	rcentage of time v of vehicles owned	or leased by the business:
Selling Dealer/City/State : sailsbury chevrolet, Schenectady, NY Insurance Carrier : State Farm Policy Number: Has vehicle been in an accident/had body damage? Yes No X Date of accident: Description of Damage : 53 Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased) Purchase Date: 09/30/05 Mileage at purchase: Purchased As : ☑ New ☐ Used ☐ Demo Leased As : ☐ New ☐ Used ☐ Demo Is the vehicle in your possession? yes Lienholder's Name: First Niagara Bank Address: Address: Address: Address:			- — — — — —	
Insurance Carrier : State Farm Policy Number: Has vehicle been in an accident/had body damage? Yes No X Date of accident: Description of Damage : 53 Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased) Purchase Date:09/30/05 Mileage at purchase: Lease Date: Mileage at lease: Purchased As : ☑ New ☐ Used ☐ Demo Leased As : ☐ New ☐ Used ☐ Demo Is the vehicle in your possession? yes Is the vehicle in your possession? Lienholder's Name: First Niagara Bank Leasing Company's Name: Address: Address:			henectady, NY	
Description of Damage : Description of Damage 53 Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased) Purchase Date: 09/30/05 Mileage at purchase: Lease Date: Mileage at lease: Purchased As : □ New □ Used □ Demo Leased As : □ New □ Used □ Demo Is the vehicle in your possession? yes Is the vehicle in your possession? Leasing Company's Name: Address: Address				cy Number:
Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased) Purchase Date: 09/30/05 Mileage at purchase: Lease Date: Mileage at lease: Purchased As: □ New □ Used □ Demo Leased As: □ New □ Used □ Demo Is the vehicle in your possession? yes Is the vehicle in your possession? Lienholder's Name: First Niagara Bank Leasing Company's Name: Address:			Yes No <u>x</u> D	ate of accident:
Purchase Date:09/30/05 Mileage at purchase: Purchased As: ☑ New ☐ Used ☐ Demo Is the vehicle in your possession? yes Lienholder's Name: First Niagara Bank Address: Address: Lease Date: Mileage at lease: Leased As: ☐ New ☐ Used ☐ Demo Is the vehicle in your possession? Leasing Company's Name: Address:		53		
Purchased As: ☐ New ☐ Used ☐ Demo Is the vehicle in your possession? yes Lienholder's Name: First Niagara Bank Address: Address: Leased As: ☐ New ☐ Used ☐ Demo Is the vehicle in your possession? Leasing Company's Name: Address:				
Is the vehicle in your possession? yes Lienholder's Name: First Niagara Bank Address: Address: Address: Leasing Company's Name: Address:	e e e e e e e e e e e e e e e e e e e	*		G
Lienholder's Name: First Niagara Bank Leasing Company's Name: Address: Address:				
Address: Address:	· •			
	_	ank	Leasing Com	1 ,
City/St/ZiD: City/St/ZiD:				
	City/St/Zip:			· · · · · · · · · · · · · · · · · · ·
Phone: () - Phone:				
Lienholder Acct #: Leasing Company's Acct #:	Lienholder Acct #:		Leasing Com	ipany's Acet #:
Customer's Desired Outcome (Describe what you want done to resolve your concern) I want an extended bumper to bumper warrantee at no cost to me. I am not happy with the lack of response. I contacted by fax, por mail on 4/407, 4/11/07, 5/24/07, 6/4/07 and 6/16/07, to date no response. I have all original paperwork submitted to Chevrole	want an extended bumper to bumper	warrantee at no cost to	me. I am not happ	by with the lack of response. I contacted by fax, phone
Signature of Titled Owner(s)/Lessee(s): I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.	I am submitting this dispute for resolution		INE program, and I	

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

Customer Name:	Case Nun	nber: CHV0748024			
First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:	Date: 04	/10/06 Mileage: 7929 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. Clunk noise when going over bumps	yes				
2. Click in brake pedal & shifter hard to get in gear	yes				
3. Shaking in stering	no				
4. steering pulls left & does not feel right	yes				

If you need additional space, please attach a separate sheet of paper following the above outline.

yes

brakes do not feel right



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. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

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 or manufacturer-sponsored credit card earnings the customer received or 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 be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. 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 vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- Claims alleging that an airbag failed to deploy or deployed when it should not have.
- 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.
- Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple 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 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.

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 if it was purchased or leased new.

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 mouthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- Replacement of a vehicle purchased or leased new 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.

Important: Replacement is not an available remedy if the current customer purchased or leased a used 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 bearing x price or gross
Payment 1.00,000 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 or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

STANDARDS OF THE NEW YORK LEMON LAW New Car Lemon Law

The following is a 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

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, and does not apply to the living facilities of motor homes.

CONSUMERS COVERED

The 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; or
- 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.

VEHICLE CONVERTERS

The lemon law does not apply to vehicle converters.

PROBLEMS COVERED

The 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 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 motor vehicle (other than a motor home) 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

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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.

The consumer has the option of returning the motor vehicle to the dealer or other authorized agent of the manufacturer who sold the vehicle to the consumer, or to the dealer or other authorized agent who attempted to repair or correct the nonconformity that necessitated the return. The consumer cannot be subject to any further shipping charges.

A manufacturer must repurchase or replace a motor home if either of the following occurs:

REFUSAL TO REPAIR

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

OR

2. INABILITY TO REPAIR

If the motor home manufacturer, its agent or authorized dealer, or a repair shop to which the manufacturer referred a consumer are unable to repair or correct any covered nonconformity after a reasonable number of attempts within 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 motor home manufacturer must, at the consumer's option, either replace or repurchase the motor vehicle.

For motor homes, a repair attempt will not be counted if the repair facility is not authorized by the applicable motor home manufacturer to perform warranty work on the identified nonconformity. It will count as only one repair attempt for a motor home if the same nonconformity is addressed a second time due to the consumer's decision to continue traveling and to seek repair of the same nonconformity at another repair facility rather than wait for the initial repair to be completed.

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 vehicle's original delivery to a consumer, whichever is earlier, the same covered nonconformity has been subject to repair two 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. After the motor home has been out of service by reason of three repair attempts or for at least 36 days, the consumer may institute any proceeding or other action pursuant to 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.

A repair attempt will not be counted if the repair facility is not authorized by the applicable motor home manufacturer to perform warranty work on the identified nonconformity. It will count as only one repair attempt for a motor home if the same nonconformity is addressed a second time due to the consumer's decision to continue traveling and to seek repair of the same nonconformity at another repair facility rather than wait for the initial repair to be completed.

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.

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 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 of operation;
- 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. In addition, information provided by the Attorney General's Office indicates the refund will not include other expenses or charges, such as loss of use, insurance premiums and tinance charges.

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

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

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- 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. Loss an allowance for the consumer's use of the vehicle in excess of the first 12,000 miles of operation;
- 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:

$$\frac{\text{Deduction} = \underbrace{\text{Mileage in excess of } 12,000 \text{ miles}}_{100,000} \quad \text{X} \quad \text{lease price}}{100,000}$$

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 notices 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.

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NEW MOTOR HOME LEMON LAW BILL OF RIGHTS

- (1) IN ADDITION TO ANY WARRANTIES OFFERED BY THE MANUFACTURER, YOUR NEW MOTOR HOME, IF PURCHASED AND REGISTERED IN NEW YORK STATE, IS WARRANTED AGAINST ALL MATERIAL DEFECTS FOR EIGHTEEN THOUSAND MILES OR TWO YEARS, WHICHEVER COMES FIRST. HOWEVER, THIS ADDITIONAL WARRANTY DOES NOT APPLY TO THE LIVING FACILITIES OF MOTOR HOMES, WHICH ARE THE PORTIONS THEREOF DESIGNED, USED OR MAINTAINED PRIMARILY AS LIVING QUARTERS AND SHALL INCLUDE, BUT NOT BE LIMITED TO THE FLOORING, PLUMBING SYSTEM AND FIXTURES, ROOF AIR CONDITIONER, FURNACE, GENERATOR, ELECTRICAL SYSTEMS OTHER THAN AUTOMOTIVE CIRCUITS, THE SIDE ENTRANCE DOOR, EXTERIOR COMPARTMENTS, AND WINDOWS OTHER THAN THE WINDSHIELD AND DRIVER AND FRONT PASSENGER WINDOWS.
- (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, WITHIN THE FIRST EIGHTEEN THOUSAND MILES OF OPERATION OR DURING THE PERIOD OF TWO YEARS FOLLOWING THE DATE OF ORIGINAL DELIVERY OF THE MOTOR VEHICLE TO SUCH CONSUMER, WHICHEVER IS THE EARLIER DATE THE MANUFACTURER OF A MOTOR HOME OR ITS AGENTS OR ITS AUTHORIZED DEALERS OR REPAIR SHOPS TO WHICH THEY REFER A CONSUMER ARE UNABLE TO REPAIR OR CORRECT ANY COVERED DEFECT OR CONDITION WHICH SUBSTANTIALLY IMPAIRS THE VALUE OF THE MOTOR HOME TO THE CONSUMER AFTER A REASONABLE NUMBER OF ATTEMPTS, THE MOTOR HOME MANUFACTURER, AT THE OPTION OF THE CONSUMER, SHALL REPLACE THE MOTOR HOME WITH A COMPARABLE MOTOR HOME, OR ACCEPT RETURN OF THE MOTOR HOME FROM THE CONSUMER AND REFUND TO THE CONSUMER THE FULL PURCHASE PRICE OR, IF APPLICABLE, THE LEASE PRICE AND ANY TRADE-IN ALLOWANCE, PLUS FEES AND CHARGES, AS WELL AS THE OTHER FEES AND CHARGES, INCLUDING BUT NOT LIMITED TO ALL LICENSE FEES, REGISTRATION FEES, AND ANY SIMILAR GOVERNMENTAL CHARGES, LESS AN ALLOWANCE FOR THE CONSUMER'S USE OF THE VEHICLE IN EXCESS OF TWELVE THOUSAND MILES TIMES THE PURCHASE PRICE, OR THE LEASE PRICE IF APPLICABLE, OF THE VEHICLE DIVIDED BY ONE HUNDRED THOUSAND MILES, AND A REASONABLE ALLOWANCE FOR ANY DAMAGE NOT ATTRIBUTABLE TO NORMAL WEAR OR IMPROVEMENTS.
- (5) SPECIAL NOTICE PROVISION: IF WITHIN EIGHTEEN THOUSAND MILES OR TWO YEARS, WHICHEVER COMES FIRST, THE SAME COVERED NONCONFORMITY, DEFECT OR CONDITION IN YOUR MOTOR HOME HAS BEEN SUBJECT TO REPAIR TWO TIMES OR YOUR MOTOR HOME HAS BEEN OUT OF SERVICE BY REASON OF REPAIR FOR TWENTY-ONE DAYS, WHICHEVER COMES FIRST, YOU MUST HAVE REPORTED THIS TO THE MOTOR HOME MANUFACTURER OR ITS AUTHORIZED

DEALER BY CERTIFIED MAIL, RETURN RECEIPT REQUESTED. AND YOU MAY INSTITUTE ANY PROCEEDING OR OTHER ACTION PURSUANT TO THE LEMON LAW IF THE MOTOR HOME HAS BEEN OUT OF SERVICE BY REASON OF THREE REPAIR ATTEMPTS OR FOR AT LEAST THIRTY-SIX DAYS. THIS SPECIAL NOTICE REQUIREMENT SHALL ONLY APPLY IF THE MANUFACTURER OR ITS AUTHORIZED DEALER PROVIDES WRITTEN COPY OF THE REQUIREMENTS OF THIS PARAGRAPH TO YOU AND RECEIPT OF NOTICE IS ACKNOWLEDGED BY YOU IN WRITING, IF YOU FAIL TO COMPLY WITH THE SPECIAL NOTIFICATION REOUREMENTS OF THIS PARAGRAPH, ADDITIONAL REPAIR ATTEMPTS OR DAYS OUT OF SERVICE BY REASON OF REPAIR SHALL NOT BE TAKEN INTO ACCOUNT IN DETERMINING WHETHER YOU ARE ENTITLED TO A REMEDY PROVIDED IN PARAGRAPH FOUR, HOWEVER, ADDITIONAL REPAIR ATTEMPTS OR DAYS OUT OF SERVICE BY REASON OF REPAIR THAT OCCUR AFTER YOU COMPLY WITH SUCH SPECIAL NOTIFICATION REQUIREMENTS SHALL BE TAKEN INTO ACCOUNT IN MAKING THAT DETERMINATION. NOTICE TO THE MANUFACTURER SHOULD BE SENT TO THE FOLLOWING: NOTICE TO THE DEALER SHOULD BE SENT TO THE FOLLOWING:

- (6) A MANUFACTURER MAY DENY LIABILITY IF THE PROBLEM IS CAUSED BY ABUSE, NEGLECT, OR UNAUTHORIZED MODIFICATIONS OF THE MOTOR HOME.
- (7) A MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE MOTOR HOME OR REFUND YOUR PURCHASE PRICE IF THE PROBLEM IS NOT COVERED BY THE LEMON LAW OR DOES NOT SUBSTANTIALLY IMPAIR THE VALUE OF YOUR MOTOR HOME.
- (8) IF A MANUFACTURER HAS ESTABLISHED AN ARBITRATION PROCEDURE, THE MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE MOTOR HOME OR REFUND YOUR PURCHASE PRICE UNTIL YOU FIRST RESORT TO THE PROCEDURE.
- (9) IF THE MANUFACTURER DOES NOT HAVE AN ARBITRATION PROCEDURE, YOU MAY RESORT TO ANY REMEDY BY LAW AND MAY BE ENTITLED TO YOUR ATTORNEY'S FEES IF YOU PREVAIL.
- (10) NO CONTRACT OR AGREEMENT CAN VOID ANY OF THESE RIGHTS.
- (11) 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 ARBITRATION. CONTACT YOUR LOCAL CONSUMER OFFICE OR ATTORNEY GENERAL'S OFFICE TO FIND OUT HOW TO ARRANGE FOR INDEPENDENT ARBITRATION.



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

August 27, 2007

Re: vs Chevrolet Motor Division # CHV0748024 VIN: 1G1AL52FX57:

BROADALBIN NY



Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

Giovanna Flore no of GM has offered and the customer Joanna Kleniewski has accepted the following to resolve case CHV0748024. GM will issue to the customer a GMPP Major Guard with a zero deductible. The plan would expire the earlier of 8/22/11 or 71,000 miles. This will be issued by October 27, 2007.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

John Ryan at Extension 529

cc: Giovanna Floreno

Privileged and Confidential Information

Casa As	coccmon	t Dy: Ciovann	a Eloropo		Sighal/CADS Daguest #: 71	E01221EE1	
Case Assessment By: Giovanna Floreno Siebel/CARS Request #: 71-501331551 Customer Name:					301331331		
Veh yea		l N	lake: Chevrolet		Model: Cobalt	Current mileage: 23,000	
Veh ID #			In Service Date: 9 /2005 Purchased: If used:				
1G1AL5			Tocivide Bate. 7	72000	i di cilasca.	ii uscu.	
		mer seeking?	Lwant an extend	ded bumpe	r to bumper warrantee at no o	cost to me. Lam not happy	
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			VE	HICLE REP	PAIR HISTORY		
CUSTO	MED'S DE	DIMADV CAMD	TOM/CONCERN:				
Date:	RO#:	Mileage:			ption of Repair:		
					-		
CUSTOMER'S PRIMARY SYMPTOM/CONCERN:							
Date:	RO#:	Mileage:			ption of Repair:		
	210 11 0				<u> </u>		
<u>. </u>							
OTHER SYMPTOM/CONCERN:							
Date:	RO#:	Mileage:	Days Out:	Descrip	tion of Repair:		

Team Lead Approval:

Date:

Privileged and Confidential Information

Total Days Out of Service:	(excluding da Illision Repairs)	ays for custome	r pay reasons such	as; Maintenance and
VEHICLE MEETS PRESUMPTION LE	EMON LAW?	YES:	NO: X	
What is customer eligible for (ba States lemon law requirements f				
DVM and/or DEALER RECOMMEND	ATION(s):			
CRS RECOMMENDATION & RATION	NALE (EXPLAIN)	<u>:</u>		
Decision reached by CRS:	Arbitrate case	e:	Settle case:	X

Team Lead Approval:

Date:

ADR File Checklist

SR Number:71-501331551	BBB Case: CHV07 <u>48024</u>
Customer:	VIN:1G1AL52FX57
Make/Model/Year: Chevroelt/Cobalt/2005	In Service : 9/2005 Mileage : 23,000
Received Date: 7-19-07 Day 15 Day	ate: Goes Active:
Primary Concern:	
	C 14' D 4 //E'
☐ Case Scan / Acknowledgement (24 hrs	s) Completion Date/Time:
Initial Calls (72 hrs):	
Customer	Completion Date/Time: /
Dealer Svc Mgr	Completion Date/Time: /
Dealer Finance Mgr	Completion Date/Time: /
\square AVM	Completion Date/Time: /
☐ Repair Orders Requested:	Received:
☐ Sales Documents:	Received:
☐ BARS / Finance Sheet	
Case Assessment (by Day 14):	
Lemon Law Eligible:	Yes No
Presumption:	Yes No
☐ GM Position – Customer / BBB Due 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: Glenn Jacob	Node/Box: 914055/8113
Service Dealer:	Svc Mgr:
Selling Dealer:	Contact:
~	
Nome	
NOTES:	

CMPP Request for Processing

SR# 71-501331551						
New/Used: New Division: Ch	evrolet Vehic	le Style: Car				
Complete VIN 1G1AL52FX57	Complete VIN 1G1AL52FX57 Vehicle Year: 2005					
Division – Dealer Code: Chevro	let 13-32888					
General Motors has agreed to: 1. Approve and pay for a new pla 2. Authorize a new plan or upgra 3. Approve and pay for an upgra	an – no GMPP Cov ide; customer will p	ay total cost				
Special Instructions: Check is ☐ Transfer all claims to new p		dorse selling dea	ler code to Division code			
(Selling dealer to keep profit. D	ivision is debited	d the dealer's pro	ofit)			
Delivery Date: 9/30/2005	Od	dometer reading:	23,000			
Plan Purchase Date: 8/22/07 C	Sustomer Owner	ship: Owner				
Business Name:						
Customer Name - Title: Ms. (F	irst - M.I Last): Joanna Klenie	wski			
Address Line 1: P.O. Box 905						
Address Line 2:						
City: Broadalbin State: NY	Zip: 12025					
Plan Type: Major Guard	# of Months: 48	8 Months	Mileage: 48,000			
Plan Type:	# of Months:		Mileage:			
Deductible: 0	MSRP: \$	1030				
Plan Lien Holder (Select Division): Chevrolet						
Division Address: P.O. Box 33170 Detroit, MI 48232-5170						
CRS (Decision Maker): Giovani	na Floreno/ADR	/Chatham				
Team Lead / Liaison: Bridget C	azabon/TL-ADF	R/Chatham 1154	.9			
Team CARS Site: Chatl	nam	Date: 8	8/27/2007			
□ DVM Requested						

Privileged and Confidential Information

Case Assessment By: Gi	iovanna Floreno	Siebel/CARS Request #: 71-501331551		
Customer Name:				
Veh year: 2005	Make: Chevrolet	Model: Cobalt	Current mileage: 23,000	
Veh ID #:	In Service Date: 9 /2005	Purchased:	If used:	
1G1AL52FX57555166				

What is the customer seeking? I want an extended bumper to bumper warrantee at no cost to me. I am not happy with the lack of response. I contacted by fax, phone or mail on 4/407, 4/11/07, 5/24/07, 6/4/07 and 6/16/07, to date no response. I have all original paperwork submitted to Chevrolet.

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date: R	O#: <u>M</u>	<u>ileage:</u> D	ays Out: D	escription of Repair:
4/12/2007	90060	22,790	22 (2)	Customer states clicking in brake pedal, shifter sticks, and is hard to get in gear. Diagnosis. Verified concern, check bulletins and found document # 1844344. Removed and replaced shifter and shifter handle. Tested operation. ***Dealer verified on 8/17/07 that RO was left open due to special parts were ordered for completion of repair, and customer had cancelled 2 appointments prior to vehicle repair. Service Manager states ROs are not closed until they are coded and completed. Customer had vehicle returned to customer at time of repair***
1/22/2007	86571	15,296	88 (2)	Customer states when hitting brakes getting a clicking noise when hitting brakes sounds like it is coming from shifter and having problem with getting key out of ignition. Diagnose. Verified concern, found problem to be internal problem with shifter, remove and replace shifter assembly. Re-tested operation, all ok at this time. ***Dealer verified on 8/17/07 that RO was left open due to special parts were ordered for completion of repair, and customer had cancelled 2 appointments prior to vehicle repair. Service Manager states ROs are not closed until they are coded and completed. Customer had vehicle returned to customer at time of repair***

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date: R	O#: <u>™</u>	lileage:	Days Out:	Description of Repair:
4/12/2007	90060	22,790	*	Customer states clicking in clunk noise in front end over
				bumps on rough roads. Diagnose and repair. Diagnosis:
				Verified concern. Found play in lower control arm
				bushings, removed and replaced lower control arm
				bushings, align to spec and road-tested
1/22/2007	86571	15,296	*	Customer states when hitting bumps getting a clunking
				noise. Diagnose. Road-tested, verified concerns.
				Inspected. Found play in sway bar links. Removed and
				replaced front sway bars links, all ok at this time.
6/26/2006	83324	10,656	*	Customer states there is a clunking noise from the front
				end of the vehicle. Heard many noises on test drive-
				found everything in front end of the vehicle to be tight.
				Lubed front end components. Road-tested vehicle much
				better at this time.

Team Lead Approval:

OTHER SY	MPTOM/	CONCERN:			
			ays Out:	Description of Repair:	
4/12/2007		22,790	*	Customer states shaking in steering and all brakes. Check brakes, found front brakes at half and rear ate at ¾. Check all steering components, all ok at this time	
OTHER SY			ays Out:	Description of Repair:	
1/22/2007	86571	15,296	*	Customer states rear Chevy emblem fell off of back located in cup holder. Diagnose. Inspected, verified concern. Replaced rear Chevrolet Bowtie emblem.	
OTHER SY			Ignition- key ays Out:	Description of Repair:	
6/26/2006	83324	10,656	1	Customer states key sometimes will not come out of ignition has to fiddle with the key and the shifter to get the key out. Checked key operation could not get vehicle to act up- tried many times- finally got ignition to act up and found shifter sticky. Removed center console and lubed latch assembly in shifter. All ok at this time.	
Total Days Out of Service: 5 verified by dealer (111 days not verified) (excluding days for customer pay reasons such as; Maintenance and Collision Repairs) VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO: X					
What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Customer is eligible for repairs					
DVM and/or DEALER RECOMMENDATION(s): On 8/17/07 Service Manager Mark Mancini states according what he is seeing, it appears the customer did not want to keep appointments that were scheduled for repair to be completed. On RO# 90060, 3/21, customer did not return until Apr 12 to have repaired completed, took customer almost 3 weeks to come in for repair. DLR states RO# 86571, looks like customer came in 12/28 and 1/22 3 visits to have RO repaired Left customer message, customer has appointments that she did not keep and re-schedule. Do not close ROs when ordering parts. Last time customer there 1/22 repair was completed, Ro's are not closed until submitted to warranty.					
CRS RECOMMENDATION & RATIONALE (EXPLAIN): On General Motors position for customer is that General Motors will continue to repair customer's vehicle under bumper to bumper. 8/22/2007. On 8/27/07 Customer accepted 48/48 GMPP Major Guard to offset the inconvenience and negativity experienced with vehicle. CRS verified contact information and advised delivery of 48/48 GMPP Major usually takes 6-8 weeks to receive. CRS adv offer expires 8/22/2011 or 71,000 miles, whichever comes first. Customer accepted offer.					
Decisio	n reach	ed by CRS	S: Arbitr	rate case: X	

Date:

Team Lead Approval:

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

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 Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price	16069.85
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 17660.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -1590.15
(If positive, look for Overallowance)	

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance	0.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 0.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 0.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

Section 3

Trade Allowance	0.00
(from Bill of Sale)	
Payoff on Trade	- 0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4

Purchase Price	16069.85
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 500.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 15569.85
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.



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.

August 9, 2007

Re:m09 CHV0748024:

vs Chevrolet Motor Division 1G1AL52FX57

GIOVANNA FLORENO CHEVROLET P O BOX 33170 DETROIT MI 48232-5170

Dear Madam/Sir:

The customer listed above has completed the *Customer Claim Form* (*CCF*), and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

Thank you for your active participation in the BBB AUTO LINE program.

Sincerely,



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838 Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

MANUFACTURER RESPONSE FORM

Case Number: CHV0748024 Customer Name: VIN: 1G1AL52FX57 This claim is IN Warranty Has the customer contacted you Is the VIN listed above correct? If you checked NO, please indicated Customer Contact Info:		□ YES Ⅰ	State ring Location YES IN NO	: NY : Buf	falo
SETTLEMENT INFORMATIC What, if anything, are you willing dealership name for repairs, speci	to offer the customer		lispute? Plea	ise incli	ide as much detail as possible (e.g.,
Has this offer been communicate If you checked YES, please indica The customer accepted the off The customer rejected the off The customer has not indicate	te the customer's resp fer on// er on//	oonse below:	⊒YES □	NO	
If the customer accepts this offer frame:	, when will the settler	nent be perfor	ned ? Please	indicate	e a specific performance date or time
ARBITRATION INFORMATIO	N				
Please list customer requests tha	you feel are ineligible	e for arbitration	and explain	why.	
Please write your position as to the	ne cause of each proble	em listed on th	e Customer Cl	aim Forn	n.
Please indicate the decision you i	equest the arbitrator t	to render:			
List the amount of any over allow I will participate □ By phone		\$n writing	_		
Return this form as soon as possib	le				
To:		by:			
BBB AUTO LINE	Future cont	act:			
Fax: 703.247.9700	Phone:	F	ax:		_

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

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. 1 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

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!

Faxed on 5/24/07 Faxed again on 6/4/07 Faxed again on 6/18/07 Mailed to: Chevrolet

PO Box 33170

Detroit, MI 48232-5170 Reference #71-501331551

I have not heard anything from anyone yet. Is there just no one in the whole corporation that will talk to me? Does no one care about my situation? I don't even know who to take my car to anymore, since Eagle Chevrolet said everything was tested and fine. Apparently the company (Chevrolet) believes them and not me. I challenge any one of you to come take a ride in my 2005 Cobalt and keep in mind if anyone is brave enough to do this, I have been driving my car like this since it has had 7,000 miles on it. I am very disappointed with the lack of service I have received from the company as a whole. If I do not get a response soon I will turn this over to an attorney that handles cases like this. I really do not want to do that I would prefer that we can talk and settle this matter quickly. Although I understand that a buy back or repurchase is unacceptable to your company I feel that asking for coverage for my car going forward is a reasonable solution for all parties. If someone, anyone could get back to me I would appreciate it.

Since feling this on line I receive a call from Dionanna Horeno/aut. Retationships Specialist. The left a message on my machine at home. I have called her back machine at home. I have called her back twice now and have not heard from her again. 7-30-07

EAGLE CHEVROLET-CADILLAC OF JOHNSTOWN

108-118 S.COMRIE AVE. JOHNSTOWN, NY 12095 TELEPHONE (518) 762-5555

FAX PHONE: (518) 762-4012

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C CUSTOMER STATES CLUNK NOISE IN FRONT END OVER BUMPS ON ROUGH ROADS...DIAG AND REPAIR

* DIAGNOSE....VERTFIED CONCERN, FOUND PLAY IN LOWER CONTROL ARM BUSHING S, REMOVED AND REPLACED LOWER CONTROL ARM BUSHINGS, ALIGN TO SPEC AND ROADTESTED

CUSTOMER COPY - PAGE 01

CUSTOMER SIGNATURE

The factory warvancy constitutes all of the warranties with respect to the sale of this item/items. The Saller hereby expressly disclaims all warranties either topress or implied, including any implied warranty of marchahuability or fibrous for a particular purpose. Soller maither assumed nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

hereon is accurate unless otherwise shown. Marrenty services occur find were performed at no charge to owner. There was no indication from the minocurance of the vahiole or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accidence negligence or mistisc. Removis supporting this claim are available for (1) year from the date of payment notific cation at the servicing dealer for inspection by manufacturer's separameters.

(SIGNED) DEALER, CENERAL MAMAGET OR AUTHORIZED PERSON (LAI)

EAGLE CHEVROLET-CADILLAC OF JOHNSTOWN

103-118 S.COMRIE AVE.

JOHNSTOWN, NY 12095

TELEPHONE (518) 762-5555

FAX PHONE: (518) 762-4012

			<u> </u>					IDENTIFICATION 2FX57	MILEAGE OU	1	INVOICE NO. 90050
BROAD	W. C. Le			NY		ARWS	ALID:	·	MODEL	COLOR	TAG MO.
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CUSTOMER COPY - PAGE 02

CUSTOMER DIGNATURE

The followy rearrancy consistents all of the verpenties with inspect to the site of this itemvitamed. The Saller beroby expressly disclaims all wavesquies either express or impiled, including any implied womenty of me, bipacolabling or floness for a particular purpose. Saller heither assumes nor authorized any office person to assume for it ony lightlity in connection with the sale of this StemVittons.

THE REMEMBERS OF THE PROPERTY OF THE PROPERTY

percon is accurate unless concavise shown. Warranty services described were performed as no charge to owner. The eless no indirection for the questions of the vehicle or otherwise, then any past repaired or coplete, once the claim had been connected in any way with any ecolders, negligence of this is feededs supporting this claim are available for (1) year from the date of payout or in cation at the servicing dealer for inspection by manufacturer's regressibility.

(SIGNED) DEALER, GENERAL MANAGER OF AUTSORISED PERSON (CATE

EAGLE

CHEVROLET-CADILLAC OF JOHNSTOWN

108-113 S.COMRIE AVE.

JOHNSTOWN, NY 12095

TELEPHONE (518) 762-5555 FAX PHONE: (518) 762-4012

						VEH	ICLE	FDENTIFICATIO	N MILEAGE OUT	DATE OUT	INVOICE NO.
						1G1	AL52	2FX57	22790	04/12/07	90050
BROAD.	7. T. D. T. N	ξ.		NY		YEAR	MA	K.B.	Monar	COLOR	FAG NO.
DICOLADA	CALLED I. I.	•		1.4 1.		0.5	CHE	EVROLET	COBALT LS	BLUE	06752
UST.KO.	LICE	NSE	HOME TH	OHE .	WOF	RE SHOR	E	STOCK NO	PPOD.DATE	SERV.ADV.	TEATES
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										369.09 Myck	10
										\mathcal{O}^*	1121
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CUSTOMER SIGNATURE

The factors warranty energicutes all of the warranties with respect to the sale of this item/idems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of marginarishitty or fitness for a particular purpose. Seller neither assumes not authorizes any other genson to assume for it any liability is conjection with the sale of this item/items.

On behalf of servicing deals. I hereby descript that the inconsists replained between is accounted colless otherwise shown. Namenty services deals are seen performed at no charge to owner. There was no indication from the operation of the vehicle or otherwise, that any park repaired or replaced order this claim had been connected in any way with any accident, negligence is not to perform supporting this claim are available for (1) year from the deal of permitting cation at the servicing dealsr for inspection by cannitations a representative.

(SIGNED) MANAGER, GENERAL MANAGER OF AUTHORIZED RERSON - LAIT

EAGLE CHEVROLET-CADILLAC OF JOHNSTOWN

108-118 S.COMRIE AVE. JOHNSTOWN,NY 12095 TELEPHONE (518) 762-5555

FAX PHONE: (518) 762-4012

·	*****		VEHTCLE	DENTIFICATION	MILEAGE OUT	DAPE OUT	invoice no
			1G1AL52	2FX5'7	15296	01/22/07	86571
TO TO AN INCHES TO THE	ħT	NY	YEAR MAI	Œ	MOURT	COLOR	TAG NO.
BROADALBI	I.V	IA T		EVRCLET	COBALT LS	1	05221
CUST NO. LIC	inse home ph	CARE WO	rk phone	STOCK NO	PROD.DATE	SERV AUV	EMMST
COSISNOS	10.13				00/00/00	A66 731.7	CASH
CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN SERV DATE		
.00	00/00/00		15296	10/27/06	00/00/00		
CUSTOMER SATIS	NO RS7087178 FACTION IS # ONE S SERVICE MANAGE	ir		PARTS HOUR	URS: M-F 7:00AM S: M-F 7:00AM NZANO PARTS MGR	- 5:30PM SAT 8: - 5:30PM SAT 8:	:00 - 1:00 :00 - 1:00
HINGES	MILE SERVIC ,TOP OFF FL E CHECKSERV 3K	WIDS,SET TOTAL	TIRE PRES	SSURES , AN	D PERFORM 2	21 PT 19.95	
	FETY INSPEC CERT# 1238 05	7744 4MP3	80 1043		C Total	10.00	
FOLDE	SEINSE	ECTED, VE	RIFIED CO	ONCERN	OF BACK LO	CATED IN CO	i ve
REPLAC	ED REAR CHE B7010 3I		WTIE EMBI 80 1043	ع كزامز	W		

D CUSTOMER STATES WHEN HITTING BUMPS GETTING A CLUNKING NOISE DIAGNOSE. ROADTESTED, VERIFIED CONCERN, INSPECTED, FOUND PLAY IN SWAYBAR LINKS
REMOVED AND REPLACED FRONT SWAYBAR LINKS, ALL OK AT THIS TIME

15844048 EMBLEM

22732490 EMBLEM

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CUSTOMER SEGNATURE

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller mareby expressly disclaims all warranties either express or implied, including any implied warranty of merchaptability or fitness for a particular purpose. Seller deither assumes nor authorizes any other person to assume for it ony liability in condension with the sale of this idem/items.

STATEMENT OF DISCLAIMER

On behalf of servicing dealer. I hereby cortify that the information contained hereon is accurate unless otherwise shows. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part regained or replaced under this claim had been connected in any way with any accident, degligance or microse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturar's representative.

(SIGNED) DEAGER, GENERAL MANAGER OR AUTHORIDED PERSON (DAIS)

W

W

1

Line Total.

CHEVROLET-CADILLAC OF JOHNSTOWN EAGLE

108-118 S.COMRIE AVE.

JOHNSTOWN, NY 12095

TELEPHONE (518) 762-5555

FAX PHONE: (518) 762-4012

			VEH.	icle :	identification	MILE	GE CUT	DATE OUT	TAVOICE NO.
			1G1	AL52	FX57	15	296	01/22/07	86571
BROADALBII	NT.	NY	YEAR	MAJ	K.E.	MODEL		CCLOR	YAG NO.
SKOADALDII	LV	7 A Y		CHE	EVROLET	COBAL	T LS	BUUE	05221
ist no Liter	MSE HOME PE	ione wo	ORK PHON	E	STOCK NO	PROI	ELAC	SERV ADV	TERMS
			-				0/00		
T. CABOR RATE	neliv.dare	DEFTA WIFE.	M LEAG	E IN	CATTIN	IN-SER	DATE		
.00	00/00/00	ļ	152	96	10/27/06	00/00	/00		
STOMER SAUTSE DEERT HUTCHING	NO. PS70B7178 PACTION IS # ONE SERVICE MANAGE			~ 	PARTS HOURS	s: M-F NZANO PAI	7:00AM RTS MGR	- 5:30PM SAT 6	3:00 - 1:00
e i di di di	OP CODE PATI	-CD PEC	H. J. C.		ної	JRS/QTY	TYPE	AMOUNT	
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		964326 MC				2	M		
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	13.3.13								
K AT T	K5225	<i>]</i>	07 40	95			W		
K AT T	K5225	782690 LJ		95	Line	2	W		

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CUSTOMER SIGNATURE

SINGERIAL OF DISCIVINGS sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied varianty of merchanicability or fitness for a particular purpose. Seller meither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On sending servicing decien, it hereby workity what she deformated contained..... The Accepty warranty Constitutes all of the warranties with respect to the hereon is accurate unless otherwise shown. Marranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

CHEVROLET-CADILLAC OF JOHNSTOWN EAGLE

108-118 S.COMRIE AVE. JOHNSTOWN, NY 12095 TELEPHONE (518) 762-5555

FAX PHONE: (518) 762-4012

						identificatio PX57	*****	leage out 15296	DATE 01/22	 <u>гиvотск мо.</u> 86571
BROADALBIN		1	NY		MA CHI	kE EVROLET	COB	ALT LS	BLUE	05221
CUST NO 110	ense h	оме рнои	E WC	KK PHON	<u>E</u>	STOCK NO		00 DATE / 00 / 00	A66	 CASH
CUST LAGOR RATE	c.viusc	ate [DECIV.MILES	MILEAG	E IN	MI BYAG	INS	ERV DATE		
.00	00/00	/00		152	96	10/27/06	00/	00/00		
CUSTOMER SATIS	YS REPAIR SHOP NO. RS7087178 USTOMER SATISFACTION IS # ONE OBERT HUTCHINS SERVICE MANAGER					SERVICE HO PARTS HOUR PETE PROVE	S: ଖ	-F 7:00AM		·00 - 1:00 :00 - 1:00

Line of code fail od tech hours/oty type amount

SalesTax Labor-Other 29.95 TOTAL-AMOUNT 31.55

1.60

CUSTOMER COPY - PAGE 03

CUSTOMER SIGNATURE

The flactory wactanty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all wantincties either express or implied, including any implied warranty of merchanisability or sichess for a particular purpose. Seller meicher assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained berson is ancurate unless otherwise shown. Waxrancy mervices 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 diain had been connected in any way with any accident, regligence 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 STATE OF THE S

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

NYS DEPARTMENT OF MOTOR VEHICLES

INSPECTION RECEIPT

Test Date: 10/27/2006 Print Date: 10/27/2006 Inspection Type: Initial

Page 1 of 1

VIN: YEAR: 1G1AL52FX57

MODEL: COBALT PLATE:

FUEL TYPE: Gasoline

VEHICLE WT. 0 - 8500 lbs.

MAKE: CHEVROLET

2005

MILEAGE: 15296

EIR#:

INSPECTION RESULT: PASS

Inspection Fee

\$10.00

SAFETY:

PASS

STICKER NUMBER: 12387744

EMISSIONS:

N/A

EXPIRATION:

10/31/2007

ATTENTION MOTORIST: Congratulations, your vehicle has passed its annual New York State inspection. Please retain this receipt for your records. You may be required to present this receipt in order to renew your vehicle registration.

The results of the inspection will be transmitted electronically to DMV, usually within 24 hours.

Wheel(s) removed to inspect brakes:L/F

Station Name

EAGLE CHEVROLET OLDSMOBILE CADILLAC

Inspection Performed Online:

YES

Address

108-118 S COMRIE AV JOHNSTOWN, NY 12095 NYVIP Record Number DMV RECORD MATCH: 4518

Phone:

(518) 762-5555

Station No.

7087178

Inspector No.

4MP3

A000003568

NYVIP Unit No. Name / RO#:

VEHICLE INSPECTION QUESTIONS

For additional information please contact the Department of

Motor Vehicles at:

Website Address:

www.NYSDMV.com/vehsafe.htm

Telephone Number: (800) 225-5368

CHEVROLET-CADILLAC OF JOHNSTOWN EAGLE

108-118 S.COMRIE AVE.

JOHNSTOWN, NY 12095

TELEPHONE (518) 762-5555

FAX PHONE: (518) 762-4012

			icle identil ALS2FX57		10656	06/26/06	83324 A
BROADALBIN	NY	year 05	MAKE CHEVROI	ET	MODEL COBALT LS	catos BLUE	TAG NO.
JSY.NO. LENSENSE THE A	ома зиона зион	WORK 2HON	s	FOCK NO.	27AQ Q049	A90 0237	CASH
TO VOLUME CORAL TE	ATE DELIVEMIN	es Meleag		E IN	IN-SERV DATE		

ROBERT HUTCHING SERVICE MANAGER

PECE PROVENZANO PARTS MGR

OPECODS FAIT-CDE ESCHERE SECURITIES HODRS/QPY STYPE SECURITIES

- CUSTOMER STATES KEY SOMETIMES WILL NOT COME OUT OF IGNITION HAS T O FIDDLE WITH THE KEY AND THE SHIFTER TO GET THE KEY OUT CHECKED KEY OPERATION COULD NOT GET VEHICLE TO ACT UP - TRIED MAN Y TIMES - FINALLY GOT IGNITION TO ACT UP AND FOUND SHIFTER STICKY REMOVED CENTER CONSOLE AND LUBED LATCH ASSEMBLY IN SHIFTER -
- ALL OK AT THIS TIME × *

Line Total....

CUSTOMER STATES THERE IS A CLUNKING NOISE FROM THE FRONT END OF 13 THE VEHICLE HEARD MANY NOISES ON TEST DRIVE - FOUND EVERYTHING IN THE FRONT END OF THE VEHICLE TO BE TIGHT LUBED FRONT END COMPONENTS -ROADTESTED VEHICLE MUCH BETTER AT THIS TIME

Line Total....

3,000 MILE SERVICE, CHANGE OIL AND FILTER, LUBE CHASSIS AND HINGES, TOP OFF FLUIDS, SET TIRE PRESSURES, AND PERFORM 21 PT VEHICLE CHECK

COMPLETED

3 K

A04 5409

 \subset 7.45

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STATEMENT OF DISCLAIMER The Sachery warranty constitutes all of the watranties with respect sale of this item/items. The Seller bereby expressly disclaims all valuanties either express or implied, including any implied warranty of megohambability or Fitness for a particular purpose. Saller meither assumes now authorizes day other person to assume for it any liability in connection with the sale of this iner/items.

hereon is accorate unless ornernisa encarro varianty accordega describations perfermed at no charge to owner. There was no indirection from the appearance of the wibidle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or missee. Accords supporting this claim are available for (1) year from the date of payment notification at the secvicing dealer for inspection by manufactures a representative.

On behalf of servicing dealer, I hereby certify that the information contained

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

CUSTOMER SIGNARURE

EAGLE

CHEVROLET-CADILLAC OF JOHNSTOWN

108-118 S.COMRIE AVE. JOHNSTOWN, NY 12095

TELEPHONE (518) 762-5555 FAX PHONE: (518) 762-4012

		have d	ICLE ID	ENTIFICATION	I MILEAGE OUI	DATE OUT	INVOICE NO.
			AL52F		10656	06/26/06	83324 A
		YSAP	MAKE		MODEL	CO 1035	1'AG NO
BROADALBIN	ŊΥ	05	i	/ROLE'l'	COBALT LS	BLUE	00231
		MORK PHON	L	STOCK NO	PROD DATE	SERV. ADV.	TERMS
JST.NO. LICUNSE	YAME DHOITE	⊵-MOSK- Pdoÿ			00/00/00	A90 0237	CASH
1 000 0000 0000 0000 0000 0000 0000 00	DATE DBLIV ML	LEG MILEAG	H IN	DATE IN	IN-SERV DATE		·
	00/00	106	556	06/26/06	00/00/00		
MS REPAIR SHOP NO. RST USTOMER SATISFACTION D	087178 S # ONE E MANAGER			PARTS HOUR PETE PROVE	NZANO PARTS MGR	- 5:30 PM SAN	8:00 - 1:00
NE OF CODE	FAIL-CU	TACH.		НС	URS/QTY TYPE		
N	89029265	FILTER	OIL	PF4	1 C	6.25	
	O .REMIU				1 C Total	6.25 19.95	

12.50 Parts 1.60 SalesTax 7.45 Labor-Other 21.55 TOTAL-AMOUNT

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CUSTOMER SIGNATURE

sale of this item/items. The Seller hereby expressly disclaims all warranties either expuess or implied, including any implied warranty of werehantability or finness for a particular purpose. Seller maitiner assumes nor authorizes any other person to assume for it any labbility in connection with the sale of this item/items.

On behalf of servicing degler, I hatchy certify that the information contained The factory warranty conscitutes all of the warranties with respect to the terson is received valors otherwise shown. Macranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle of otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

EAGLE

CUSTOMER SIGNATURE

CHEVROLET-CADILLAC OF JOHNSTOWN

108-118 S.COMRIE AVE.

JOHNSTOWN, NY 12095 TELEPHONE (518) 762-5555 FAX PHONE: (518) 762-4012

			VESTELLS:	DENTIFICATION	MILEAGE OUT		INVOICE NO
			1G1AL52		7929	04/10/06	81436
					MODEL	Солок	TAG NO
BROADALBI	N	NY	YEAR MAI	SVROLET	COBALT LS	BLUE	00730
					PROD DATE	SERV ADV	TERMS
CUST NO LAC	ense home ph	ene and	K PHONE	STOCK NO.	00/00/00		CASH
:							
CUST LABOR RATE	DELTY DATE	DELIV MILES		DATE IN	IN SERV DATE	مرحمه مصمحها و واده د د د د د ه کنار داران از این	
.00	00/00/00	! 	7929		00/00/00		
MOVS REPAIR SHO	P NO. RS7087178			SERVICE HOURS	URS: M-F 7:00AM S. M-F 7:00AM	- 5:30PM SAT 8:0	00 - 1:00
CUSTOMER SATIS	FACTION IS # ONE	3 ₽ .		PAT SMITHE	rs parts makage!	R	
THOUSE INC.	OP CODE FAI	тесн		Но	URS/QTY TYPE	AMOUNT	
A CUSTON	MER STATES I	RECALL 0504	46 A/C S	YSTEM			
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:	V1359 96	5 A. 5785514 HAI			l W		
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B 3,000	MILE SERVIOUS, SI	ST TIRE PR	ESSURBS,	AND PERFO	1(11 2:12	EHICLE CHEC	K
	3 K	Æ	69 OOOT		C 1 C	7.45 6.25	
		9029265 FI PREMIUM O			1 C	6.25	
: 	O	FIGHTOIT		Line	Total	19.95	
:				Labor		7.45	
				Parts		12.50 1.60	
				SalesTax TOTAL-AMO	OUNT &	21.55	
				\	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\		
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· · · · · · · · · ·					12/0/0	1	
				γ_{i}	10/		
				V	y V		
	and COTH	מארינו ווו					
CUSTO	MER COPY -			On behalf of servi	icing dealer, I hereb	y certify that the inf	formation contained
The factory warren	STATEMENT OF D by constitutes all of the sellow her	the warranties with	respent to the	hereon is accurate	e unless otherwise sh	own. Warranty service se was no indication fr	nom the appearance of
luary varius sither	express or implied, in	cluding any implied	wabranty of	the vehicle or oth	heroise, that any par	rt repaired on replaced Accident, negligence	or misuse. Records
Lassumes nor author	fitness for a particulities any other person	to assume for it any	liability in	and a second market of the	isam aro adailable fo	or (1) year from the despection by manufacture	SEE OF DEAMETHE WOLLER
connection with th	e sale of this item/it	ems.	Ì	Sacrana de Care dos	,		

(SIGNED) DEALWR, GENERAL MANAGER OR AUTHORIZED SWRSON

(DATE)



Service Satisfaction Survey

		Please make a or telephone r			ur name, a	iddress,			
	-8roadalbin NY								
	· ·	Home telephon Change to: ()							
		Please provide us with your preferred email address:							
		rease provid	AT TO ANIER	Your Kich	<u> </u>	iii guuless	•		
ser Us	r records indicate that you had your 2005 Cobalt serviced at Eagle Chripletely satisfied. Please take a few minutes to complete both sides of vices. If you prefer you can respond to this survey online by going to wer ID:	this question www.gmdeale respond onlin	naire abou <u>rshipsurve</u> ie, please	it our deale e <u>y.com</u> and do not reti	ership's pe I entering y I'm this sur	rsonnel and lour person vey by mai	na) I.		
of c	or timely response is very important to us and will be used to direct the pur customers. For information on GM's privacy statement, please visit 66MYPRIVACY (1-866-697-7482).	continued effo our website a	orts toward at <u>www.gm</u>	d meeting t n.com/priva	the highest acy or call	expectatio	ns		
Tha	ank you for having your vehicle serviced at Eagle Chevrolet.								
	· · · · · · · · · · · · · · · · · · ·	Sincerely, Scott Lawson, Customer and			es				
	Instructions	Lanta X	Marie Marie de la	erie: 01s	18.1,65.45.778	Zoraza			
	Please use a dark pen or pencil (preferably bla	ıck) when fill	ina out th	nis survev			i		
	Flease check this box if you no longer own/lease this 20/	Í	· .				1		
* P!	EASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SEF			,		HIS SURV	EY.**		
	About Your C	hevrolet D	ealerchi	n'e Sanji	na Danar		N Mary		
		TREVIOLET D	,		re repos		and the second		
1.	How satisfied were you with the convenience of the Service	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied			
	Department's hours?	🗆				义			
				Does Not Apply/Not	Dont				
2.	Were services available to you on both an appointment and	Yes	No	Requires	Know				
	non-appointment basis?	0	\	<u> </u>					
3.	When arriving for service, were you greeted promptly?	\vee	11						
4.	How satisfied were you that all dealership personnel treated	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At Ali Satisfied			
	you in a courteous, fair, and professional manner?	П							
	About Your Service Consultant/Ac	dvisor				.*			
	The statement of the second of	Completely	Very		2 manufunt	, El-4 84 #11	Ì		
5.	How satisfied were you that your Service Consultant took	Satisfied	Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	1		
	enough time to thoroughly understand your service request?	🗆							
		Yes .	No	Does Not Apply/Not Required	Don't Know				
6.	Were you offered transportation options?	~ 1	[]						
		Completely	Very		Somewhat	: Not be a re	Does Not		
7.	How satisfied were you that you were kept informed about	Satisfied	Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Apply Not Required		
	the status of your service request?	🏻				VA-	Ф		
8.	Was your vehicle ready by the original time promised?	Yes	No	No Time Promised	لر				
			,		-				

About Your Service Consultant/Advisor (continued) Completely Very Somewhat Satisfied Satisfied Satisfied How satisfied were you with the explanation you were given of all services performed?..... 10. Overall, how satisfied were you with your Service Consultant? П About Service Delivery 11. When you picked your vehicle up, how satisfied were you with: Very Completely Satisfied Satisfied The time it took to complete the transaction? $f = \int_{0}^{\infty} dx$ The ease of getting your vehicle? The condition in which it was returned?..... Γ Yes 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 available Work performed did not correct the problem I declined repair Service Department could not duplicate problem Other (please specify) On Service Department was too busy Don't know Completely Very Satisfied Satisfied Satisfied 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/invoice?..... Don't Know/ Yes Not Sure Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? Summing Up Your Experience Completely Verv Somewhat Not At All Satisfied Satisfied Satistied Satisfied Based on this service visit, overall, how satisfied are you with Eagle Chevrolet?.... DK Definitely Probably Might/ Probably Definitely Would Would Might Not 17. Would you recommend this dealership for service?..... V Completely Very Satisfied Satisfied Satisfied Satisfied 18. Overall, how satisfied are you with your 2005 Cobalt?..... 19. Are you... Female :20. Your age... Under 25 25 - 34 U 35 - 44 55 - 64 65 or olde 21. May we include your name when providing this survey information to your dealership? 22. Do you have any other comments/recommendations about Eagle Chevrolet?

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!!

and out the element is appropriately by the element was also as a second

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

1G1AL52FX57 32216 021716057019 5187624012 090060

C08703



BUYEI SIĞ.

CHEVROLET MAKES THE CAR SALISBURY MAKES THE DIFFERENCE

Salisbury Cheurolet Juc. 175 Freemans Bridge Bd. P.O. Box 2200 SCOTIA, NEW YORK 12202

(518) 372-5431 FAX (518) 372-5735 www.salisburychevrolet.com

NYS DMV REG. NO. 347-0001	. ,	rychevrolet.com					
SINCE ON NAME (COST MIDDLE LACT)	DATE	REGISTRANT IF DIFF. THAN SUYER (FIRST, MIDDLE LAST)	***************************************				
STREET ADDRESS	JO /20 /2005 SALESPERSON	STREET ADORESS					
	ITHOMAS OCCHI						
SROADALRIN NY			ΖiP				
ORIVER'S LICENSE	708	DRIVER'S D.O.E.					
TO THE RESERVE TO	E-MAIC ADDRESS	LICENSE BUSINESS PHONE E MAIL AELIRESS	ritzagaarjoid				
			1868 1				
THETRAN		THE PRICE					
LOSDER AND AGREE TO PURCHASE FROM YOU OF THIS AGREEMENT, THE FOLLOWING VEHICL	J ON THE TERMS CONTAINED ON BOTH SIDES LE READ OTHER SIDE.	S VEHICLE BASE PRICE \$ 160	069.85				
REW DUSED THE VEH	ICLE DEMO LOCATE	■CPT.CODEL ROPT.CODEL					
YEAR MAKE MO 2005 CHEVROLET COBALT	DEL NO. STOCK NUMBER						
BODY TYPE BOTO TO THE PARTY TO THE BOTO THE BOTO TO THE BOTO TO THE BOTO THE BOTO TO THE BOTO TH	18IM COLOR DELIVERY DATE						
40s BL	09/30/09						
N 1 G 1 A 1 5 2 F X 5 7	MILEAGE Så						
IF YOU AGREE TO ASSIST ME IN OBTAINING FI	NANCING FOR ANY PART OF THE PURCHASE	PEALED MOTAL ED COMPAGNET					
PRICE, THIS ORDER SHALL NOT BE BINDING I TERMS ARE PRESENTED TO ME IN ACCOR	RDANCE WITH REGULATION "Z" (TRUTH-IN-						
LENDING) AND ARE ACCEPTED BY ME. IF I I PRESENTED, I MAY CANCEL THIS ORDER AND I	DO NOT ACCEPT THE CREDIT TERMS WHEN MY DEPOSIT WILL BE REFUNDED.						
THE TR		SUB-TOTAL IS 150					
YEAR MAKE MO	DEL COLOR)€a⊥a£				
<u> </u>	MILEAGE	AUTO FABRICAVINYL PROTECTION					
N		UNDERCOATING					
GALANCE OWING TO	GOOD UNTIL AMOUNT	AUTO RUST PROTECTION					
eccr.	BANK REPRESENTATIVE	AUTO PAINT SEALANT					
NO.		SCUND INSTALLATION	-				
SANK ADDRESS		TOTAL PROTECTION (TEMS \$					
PLATE NO. EXP. DATE	VEH. WEIGHT HE NEW	DEALER INSTALLED PRODUCTS AND/OR ACCESSORIES, INCLUDING EXTENDE	ED SERVICE				
	REG PLATES	CONTRACTS, THAT ARE NON-GM, ARE COVERED BY A SEPARATE WARRANTY. THE COVERED BY A GM WARRANTY.	EY ARE NOT				
INSUR	ANCE	TAXES AND OTHER FEES					
MSUPANCE STATE FARK AGENCY 808 BAILEY		TOTAL SELLING PRICE 8 160	69.85				
ADDRESS 3357 CARMAN RE		TRADE-IN ALLOWANCE	N/A				
VOTTERDAN NY 12303		OTHER (ITEMIZE) +	M/4				
PERSON	COVERAGES		<u>169 (85</u>				
ODNTACTED PHONE NO. (518)355-5606	con/s00.00		85,59				
DATE CALLED	cor 200°'00	MASSINSPECTION FEE \$10 \$16	10.00				
EPE DATE 09/30/2005	EXP. DATE / 30/2006		12. <u> 50</u>				
POLICY NO	337,757,75	*Dealer's optional fee for processing	<u>63 50 </u>				
*NOTICE TO USED VEHICUE BUYER:	If you should be entitled to a refund	application for registration and/or certificate					
pursuant to section 198-b of the NYS Ger	neral Business Law, instead of returning	of the and for securing special or distinctive	AK				
your trade in, the dealer may pay to you reference to the National Automobile De	ealers Association Used Car Guide, or l	FEE *\$45,00."	45 90				
such other guide as may be approved by t	the Commissioner of Motor Vehicles, as	TOTAL SELLING PRICE 174	41.44				
adjusted for mileage, improvements, ar defects, rather than the value listed in this	any major priysical or mechanical sagreement.	PLUS BALANCE OWING ON TRADE-IN +	N/A				
THE INFORMATION YOU SEE ON THE WINDOW	FINDS FOR THIS VEHICLE IS DARY OF THE	LESS DEPOSITS TOTAL 174.	51 64				
CONTRACT, INFORMATION ON THE WINDOW FOR		SUBMITTED	N/A				
IN THE CONTRACT OF SALE.	515/517.4 944		<u>00_100</u> _				
Estimated Delivery Date 27.30 / 0.57 P	lace of Delivery QUITE BI	CYSH OF CERTAGE CHECK THIN THE 18 183	41.44				
If the new motor vehicle has not bee	n delivered in accordance with this	THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REC AND TITLES FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL	GISTRATION				
contract within 30 days following the earliest right to cannot this expired and to re-		THE COMMISSIONER OF MOTOR VEHICLES, THE DEALER WILL AUTOMATICALLY, A SIXTY DAYS OF SECURING SUCH REGISTRATION AND TITLE, REFUND ANY AMOUNT	AND MATERIAL				
the right to cancel this contract and to r in delivery is attributable to the buyer.	· .	Purchaser's initials. Date:	<u> </u>				
ALL DEPOSITS ARE REPUNDABLE (WITHIN 1	IO DAYS) EXCEPT SPECIAL FACTORY OF	PRIOR USE CERTIFICATION (required by Vehicle and Traffic Law 417-A if the principal privehicle were as a police vehicle, taxicab, driver education vehicle, rental vehicle or if the	ior use of the vehicle was				
OCATE ORDERS ON NEW VEHICLES WHICH	ARE NON-REFUNDABLE.	repurchased under New York "leanon laws" or returned for nonconformity of its warranty). If prior use of the vehicle was as a police vehicle.	The principal :				
HAVE READ THE TERMS ON THE PRONT AN		education vehicle or a centul vehicle "The vehicle was repund New York "Jernon laws" returned for nonconformity of its warranty.	diesed under				
RECEIVED A COMPLETED COPY OF THIS AG FINAL PAYMENT MUST BE MADE PRIOR TO A MUST BE IN CASH, OR OF OTHERS, SCIENCE	NY MOTOR VEHICLE TRANSACTIONS AND !	*The optional degler registration or title application processing (se (\$45.00 mgx/mum) and	special plate				
MUST BE IN CASH, OR CERTIFIED CHECK NSTALLED COHEMICALE AND COMMON COMMO	TUNET ENERGY ACTION PAINTED THE DEGLESS A	LEM I Grocessing has 165 DC maximum) are not New York State of Danatharian of Motor Valueto Jode Dulace a li					
		lien is being recorded or the dealar issued number plates, you may submit your own application for registration and/certificate of title or for a special or distinctive grate to any motor vehicle issuing office.					

% 09/30/2005 MANAGER'S SIG_



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221171BS Acid is altered except for address

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ISOSE VARIANT CHE

HROADALBIN MY

18.00

Fapres 01/20/09

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TAN 12 2007

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THE USOF

2005 CHEVR MONTRANSFERABLE 9222360

SVd

MARCHES DES AND STATE REGISTRATION DOCUMENT

Keep this document to show to the police and courts

FS-20 (4-72)

NEW YORK STATE INSURANCE IDENTIFICATION CARD Name & Address of Issuer State Farm Mutual Automobile Insurance Company

COMPANY GODE 3 2 8

PO Box 8000

Ballston Spa NY 12020 An authorized NEW YORK insurer has issued an Owner's Policy of Liability Insurance complying with Article 6 (Motor Vehicle Financial Security Act) of the NEW YORK Vehicle and Traffic law to:

2085



POLICY NUMBER

EFFECTIVE DATE

EXPIRATION DATE

JUN 11 2007 12:01 a.m. DEC 11 2007 12:01 a.m. (Not acceptable to obtain registration after 45 days from effective date.) Applicable with respect to the following Moto: Vehicle

Year Make

CHEVROLET

Vehicle Identification Number

1G1AL52FX57

1267-870

BROADALBIN NY

AGENT PHONE # (518)355-5806



MUTL VOL

PLEASE DO NOT FOLD CARD SEE IMPORTANT MESSAGE ON REVERSE SIDE Sys Pends

Customer Claim Form

Contact Date: 07/19/07	Start Dare:	Case Number: CHV0748024
	n this vehicle with the BBB -	NO or another dispute resolution provider? A YES II NO Case Number:
Titled Owner(s) Name&Add	ress	
BROADALBIN NY Day Phone: Fax Number: Customer Contact Info:	Evening Ph E-mail Add	
Transmission Type: Free Model Model Model Wehicle Identification Number: Least Servicing Dealer/City/State : Selling Dealer/City/State : selli	SDBoth Percentage C. Number of vehicle I: Cobalt Mod CLAL52EX52 agle Chevrolet, allsbury chevrolet, Schenectady, tate Farm	c of time vehicle used for business purposes: es owned or leased by the business: del Year: 2005
Description of Damage :	.53	X Date of accident.
Purchase/Lease Information Purchase Date:09/30/05 Mileage at Purchased As: Wew D Used D Is the vehicle in your possession? Lienholder's Name: First Niagara Ba Address: J.S. M. (City/St/Zip: J. Const. C. Phone: () Lienholder Acct #:	purchase: \$3 Leas 1 Demo Leas yes Is the Leas 1 Demo Leas yes Leas 1 Demo Leas	so purchased or right side if vehicle was leased) so Date: Mileage at lease: sed As: New Used Demo no vehicle in your possession? sing Company's Name: Address: City/St/Zip: Phone: sing Company's Acet #:
Customer's Desired Outcome I want an extended bumper to bumper v or mail on 4/407, 4/11/07, 5/24/07, 6/4/	varrantee at no cost to me. I an	e to resolve your convern) m not happy with the lack of response. I contacted by fax, phonopouse. I have all origional paperwork submitted to Chevrolet.
Signature of Titled Owner(s)/Lessee I am submitting this dispute for resolution		Date 7 - 3 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2

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

gs pages

Customer Name:	Case Nu	mber: CHV0748024			
First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:	Date: 0/	4/10/06 Mileage: 7929 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. Clank noise when going over bumps	yes	Eagle Charrolet			
2.		Eagle Cheurolet			
Click in brake pedal & shifter hard to get in gear	yes				
3. Shaking in storing	no	Eagle Cheurolet			
4. steering pulls teft & does not feel right	yes	Eagle Charmbl			:
5.					
orakes do not feel right	yes	Pagle (Irenmet)			

If you need additional space, please attach a separate sheet of paper following the above outline.



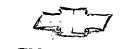
BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838 Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

MANUFACTURER RESPONSE FORM

This claim is IN Warranty OUT of Warranty	Start Date: 08/09/07 State: NY ng Location: Buffalo YES □ NO NO
SETTLEMENT INFORMATION What, if anything, are you willing to offer the customer to settle this d dealership name for repairs, specific dollar figures, etc.). We will have the control of the customer to settle this dealership name for repairs, specific dollar figures, etc.).	spute? Please include as much detail as possible (e.g., I continue to repair the
Vehicle under factory B2B.	
Has this offer been communicated to the customer? If you checked YES, please indicate the customer's response below: The customer accepted the offer on// The customer rejected the offer on// The customer has not indicated a response to the offer.	YES □ NO
If the customer accepts this offer, when will the settlement be perform frame:	ed? Please indicate a specific performance date or time
ARBITRATION INFORMATION	
Please list customer requests that you feel are ineligible for arbitration	and explain why.
Please write your position as to the cause of each problem listed on the	Customer Claim Form.
Please indicate the decision you request the arbitrator to render:	
List the amount of any over allowance/negative equity: \$	
Return this form as soon as possible	9 4
_	nno Date: 8/16/07
BBB AUTO LINE Future contact:	
Fax: 703.247.9700 Phone: F	X:



Customer Assistance Center

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





MOV 0 8 200

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

TO SENDER - NOT KNOWN TO FORWARD *0290-18022-30-35

60: 46232517070 *0230-16022-30-



Customer Assistance Center

Chevrolet Division

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

October 24, 2007

San Diego, CA

CUSTOMER DID NOT RECEIVE THIS LETTER FROM GMC

Service Request: 71-503947486

Customer Relationship Specialist: Elizabeth Crossen

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 2007 Chevrolet Cobalt, Vehicle Identification Number 1G1AK55F577

- 48 months or 72,000 miles, whichever occurs first, beginning on 10/19/2007 and ending on 10/19/2011, and begins with 26,100 and ends with 98,100 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.

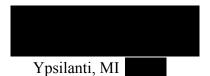
Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit

. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



Service Request: 71-503947486

Customer Relationship Specialist: Sarah Bercier

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."

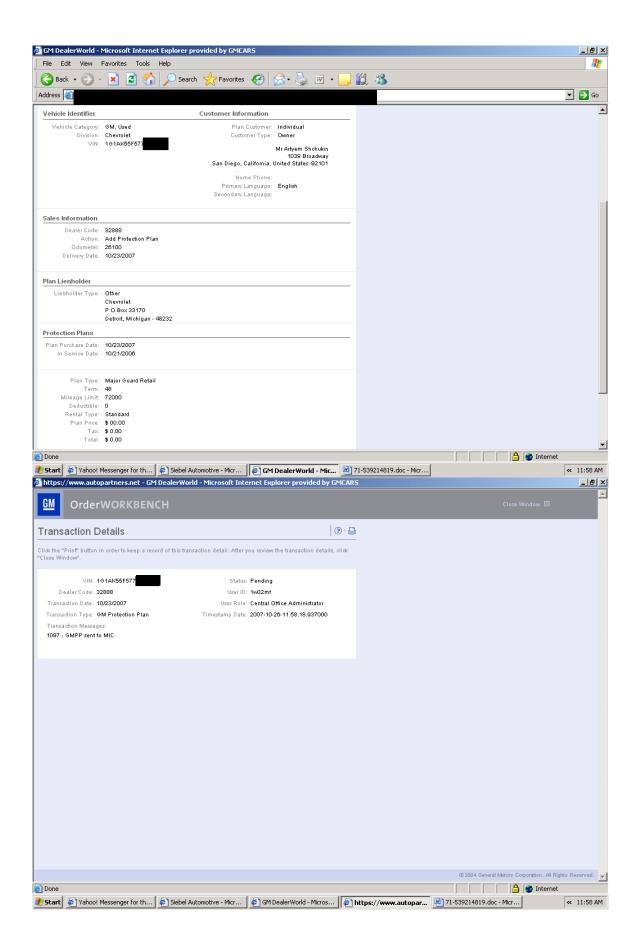
To contact the BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting http://www.dr.bbb.org/goauto

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



San Diego, CA

Service Request: 71-503947486

Customer Relationship Specialist: Elizabeth Crossen

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 2007 Chevrolet Cobalt, Vehicle Identification Number 1G1AK55F577 is for the following:

- 48 months or 72,000 miles, whichever occurs first, beginning on 10/19/2007 and ending on 10/19/2011, and begins with 26,100 and ends with 98,100 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.



Service Request: 71-503947486

Customer Relationship Specialist: David Bowlan

Dear :

We would like to discuss your request for assistance regarding your 2007 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

Case Assessment By:Valerie	Lancaster	Siebel/CARS Request #: 71-516906534				
Customer Name:						
Veh year:2005	Make:Chevy	Model:Cobalt	Current mileage:29185			
Veh ID	In Service Date:6/15/2005	Purchased:New	If used:			
#:1G1AK12F157						
What is the customer seeking? Tohave ther vehicle replaced or repurchased.						
	•	•				

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#: 1	Mileage:	Days Out:	Description of Repair:
02/19/07	523944 533075	21006	5	Cust sts: power steering light is on body control module is suspect for an intermittant internal malfunction verifed service P/S messager perforemd diagnosstic system check DTCS U2100 & U 2107 are stored as history performed bulletin and preliminary infor search Owner sts power steering warning displays on Dic at
				random while driving U2017 Loss BCM communications U2100 can data bus communications Road tested could not duplicate concern.
03/09/07	534569	27125	3	Owner sts Power steering warning displays on DIC at random while driving has 4 espisodes captured on data recorder for review. Steering locks up while turning won't turn again until engine is shut off and then restarted Ignition switch is suspect for an internal malfunction road tested could not duplicated retrieved data from recorder Contact tech ass Case # 9271826 Replaced ignition switch relearned theft system road tested operating as designed.
05/11/07	539466	29146	4	Owner sts Power steering warning displays on dic at random while driving wheel will lock and not want to turn when backing up at times. Shutting engine off and restarting will clear message. Could not duplicate concern, Performed diagnostic system check, performed bulletin contacted Tech Assistance case was escalated advised to wait to be contacted with further info contacted tech assistance after 2 days advised to replace the PSCM replaced the column assy incl pscm cleared codes road tested 10 miles system operating as designed.
	_			

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

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

Team Lead Approval:

		OM/CONCERN:		B	P.		
Date:	RO#:	Mileage:	Days Out:	Descript	ion of Re	epair:	
	1						
Total D	Total Days Out of Service: 13(excluding days for customer pay reasons such as; Maintenance Collision Repairs)						
VEHIC	LE MEET	S PRESUMP	TION LEMON L	_AW?	YES:	NO:	
What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Customer is eligible but does not meet presumption as no FRA and only 13 days out of service.							
DVM a	nd/or DF	ALER RECON	MENDATION('s)·Dealer a	and DVM st	ated they believ	e vehicle is repaired.

<u>DVM and/or DEALER RECOMMENDATION(s)</u>:Dealer and DVM stated they believe vehicle is repaired TAC was contacted.

CRS RECOMMENDATION & RATIONALE (EXPLAIN):CRS offered customer a Customer Component letter on the power steering for 84 months- 06/15/2012 or 100,000 miles which ever comes first Customer declined offer. CRS explained that the next step it the concern returns is to send in a MVDN and do an FRA. Customer never responded to the message and the BBB closed the case as the custosmer never responded to there calls or letter.

Team Lead Approval:

Decision reached by CRS:	Arbitrate case:	Settle case:

Team Lead Approval:

ase As	ssessmer	nt By:Valerie	Lancaster		Siebel/CARS Request a	#: /1-516906534
Custom	er Name:				<u> </u>	
leh yea	r:2005		Make:Chevy		Model:Cobalt	Current mileage:29185
/eh ID			In Service Date:6/	/15/2005	Purchased:New	If used:
	IG1AK12F157					
Vhat is	the custo	omer seeking	? Tohave ther ve	hicle repla	iced or repurchased.	
			VE	HICLE REI	PAIR HISTORY	
CUSTOI Date:	MER'S PI	RIMARY SYM <u>Mileage</u>	PTOM/CONCERN: Days Out:		ption of Repair:	
CUSTO	MED'S DI	DIMADV SVM	DTOM/CONCERN:			
			PTOM/CONCERN: Days Out:		ption of Repair:	
	MER'S PF	RIMARY SYM Mileage			ption of Repair:	
					ption of Repair:	
					ption of Repair:	
					ption of Repair:	
					ption of Repair:	
					ption of Repair:	
					ption of Repair:	
					ption of Repair:	
					ption of Repair:	
					ption of Repair:	
					ption of Repair:	
					ption of Repair:	
Date:	RO#:		: Days Out:		ption of Repair:	
Date:	RO#:	Mileage	Days Out:	Descri	ption of Repair:	
Date:	RO#:	Mileage DM/CONCER	Days Out:	Descri		
Date:	RO#:	Mileage DM/CONCER	Days Out:	Descri		
Date:	RO#:	Mileage DM/CONCER	Days Out:	Descri		
Date:	RO#:	Mileage DM/CONCER	Days Out:	Descri		
Date:	RO#:	Mileage DM/CONCER	Days Out:	Descri		
Date:	RO#:	Mileage DM/CONCER	Days Out:	Descri		

Team Lead Approval:

Total Days Out of Service:	(excluding collision Repairs)	days for custom	er pay reasons such as; Maintenance and
VEHICLE MEETS PRESUMPTION I	LEMON LAW?	YES:	NO:
What is customer eligible for (b States lemon law requirements	•	_	n Eligibility Guidelines and the
DVM and/or DEALER RECOMMEN	DATION(s):		
CRS RECOMMENDATION & RATIO	DNALE (EXPLAII	N):	
Decision reached by CRS:	Arbitrate cas	se:	Settle case:

Team Lead Approval:

ADR File Checklist

SR Numbe <u>r:71-516906</u> 534	BBB Case: CHV07 <u>42102</u>	
Customer:	VIN:1G1AK12F157	
Make/Model/Year: 2005/ Chevy/Cobalt 29185	In Service : 6/15/2005	Mileage
	Date: 05/24/07` Goes Active: 0 urchased or replaced.	5/09/07
Case Scan / Acknowledgement (24 h	rs) Completion Date/Time:	
 ✓ Initial Calls (72 hrs): ✓ Customer ✓ Dealer Svc Mgr ✓ Dealer Finance Mgr ✓ AVM 	Completion Date/Time: 05/10/07 Completion Date/Time: 05/10/07 Completion Date/Time: 05/10/07 Completion Date/Time: 05/10/07	7 / 12:46 PM 7 / 12:46 PM
	Received: 05/15/07	
⊠ Sales Documents:	Received: 05/15/07	
☐ BARS / Finance Sheet		
Case Assessment (by Day 14):Lemon Law Eligible:Presumption:	Yes	
	Date (7-10 days):	
Settlement / Goodwill Offered Date:		
All Documents Attached (by Day 15)		
Arbitration Date:		
Closing Activities: Settlement Executive Summary Close Siebel	Completion Date/Time: 06/20/07 Completion Date/Time: 06/20/07 Completion Date/Time: 06/21/07	7 / 3:33 PM
DVM: Dave Coval Service Dealer: Cox Chevrolet Selling Dealer: Cox Chevrolet	Node/Box: 404082/8122 Svc Mgr: Joe McDonald Contact: JOe McDonald	

NOTES:

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

May 26, 2011



Service Request: 71-521423965

Customer Relationship Specialist: Jessica Washington

Dear

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Cobalt, Vehicle Identification Number 1G1AK52F757 This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until April 14, 2010, 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 Corporation Customer and Relationship Services Customer Assistance Center PO Box 33170 Detroit, MI 48232-5170

June 7, 2007

State of West Virginia
Office of the Attorney General
Consumer Protection Division
Attention: Attorney General Darrell V. McGraw, Jr

Customer: Service request: 71-521423965

Customer Relationship Specialist: Jessica Washington

Dear Mediator Dennis P. Cunningham:

Thank you for your recent correspondence regarding We are sorry she is dissatisfied with her 2005 Chevrolet Cobalt. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review concerns, we will be in contact with you to discuss this matter further.

Sincerely,

Chevrolet Customer Assistance Center

















STATE OF WEST VIRGINIA OFFICE OF THE ATTORNEY GENERAL DARRELL V. McGRAW, JR. CONSUMER PROTECTION AND ANTITRUST DIVISIONS PO BOX 1789 CHARLESTON, WV 25326-1789

JUN 0 6 20071

Chevrolet Motor Division General Motors Corporation PO Box 33170 Detriot, MI 48232-5170





DARRELL V. McGRAW, JR. ATTORNEY GENERAL

PHYSICAL ADDRESS: 812 Quarrier St. Charleston, WV 25301

MAILING ADDRESS: P. O. Box 1789 Charleston, WV 25326-1789

E-Mail: consumer@wvago.gov

http://www.wvago.gov



STATE OF WEST VIRGINIA OFFICE OF THE ATTORNEY GENERAL

June 4, 2007

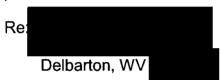
Consumer Protection and Antitrust Division (304) 558-8986

Preneed Funeral Services (304) 558-8986

Consumer Hotline 1-800-368-8808

FAX: (304) 558-0184

Chevrolet Motor Division **General Motors Corporation** PO Box 33170 Detriot. MI 48232-5170



Dear Sir or Madam:

We have received the enclosed complaint from the above-named consumer. The Attorney General is authorized by law to determine whether the consumer protection laws are being violated. We mediate complaints sent to us to assist consumers and merchants in settling disputes fairly and amicably.

Our office urges both you and the consumer to be conciliatory so that a fair and reasonable settlement can be reached. Please submit your written response within ten (10) days of receipt of this letter. Include with your response a copy of all documents pertaining to this matter or that you rely upon in your response.

Your prompt attention to this matter is greatly appreciated.

Very truly yours,

tenni P. Curring Dennis P. Cunningham

Mediator

Consumer Protection and

Antitrust Division

ijs

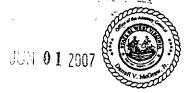
Enclosure



STATE OF WEST VIRGINIA

OFFICE OF THE ATTORNEY GENERAL

DARRELL V. McGraw, Jr.
Consumer Protection Division
1-800-368-8808 or 304-558-8986



http://www.wvago.us

ÁTTORN €E-Mail;⊴consumer@wvago.gov

MOTOR VEHICLE Co	ONSUMER COMPLAINT
1. PARTY COMPLAINING	2. COMPLAINT AGAINST
□ Mr. □ Mrs □ Ms	
Name:	Business Name WOORE CHEVROCET
Mailing Address:	Address: 500 THOMPSON PLAZA
City: DELBARTON State: WV	City:Sa. WILLIAMSON State: Ky
County: 111080 Zip Code:	County: PIKE Zip Code: 41503
Home Telephone:	Telephone: 606 237 1228
Work Telephone:	Name of person you dealt with:
Cell Telephone:	Title:
Email:	
Best time to contact me: AFTER 2 PM	
3. Purchased: New □ Used	Vehicle Identification Number (VIN): 161AK52F757.
4. Car Make (manufacturer): CHEUROLET	Car Model: CORALT Year: 2005
5. Mileage at time of purchase:	Present Mileage: 33000
6. Date of Purchase: MAY 2005	Total Purchase Price: 18000
7. Terms of Payment: ☐ Cash ☐ Loan ☐ Check ☐ Credit Card ☐ Minstallment ☐ Debit Card ☐ PayPal ☐ Wire Transfe ☐ Other ☐ Western Unic	1-
8. Did you purchase the vehicle from the business you are	e complaining about? 🗡 Yes 🗆 No
	No
If Yes, date you complained: Novi 2005	C. L. J. PARCALLI
What action was taken by the business: EVERYTHI	UE WORKING PROFERLY
10. Does the complaint involve the safety condition of the	
11. Have you contacted the manufacturer about your vehic	
If Yas what action was taken: SUPPOSE TO C	ALL BACK

PLEASE CONTINUE TO OTHER SIDE

12.	Have you filed this complaint with any other agency or organization? 口Yes 岗No
	If Yes - Identify organization:
	What action was taken?
13	Describe any legal action you have taken: Nout
	Provide COPIES – front and back – of all documents you have, such as:
17.	☐ Warranty ☐ Buyer's Guide ☐ Purchase Agreement
	□ Odometer Statement Repair Orders □ Loan Contract - Retail Installment Agreement
	□ Title
15.	Please describe your complaint in detail – if you need additional space to tell what happened, please continue on a
	separate page and attach it to your complaint: When driving the alert Warwing
	Come on and then the power sterring whiching come across the
	information board. Then the car start to jerkingund missing
	then almost stop run, ing. I take it to the service Contor
	AND they tell me the car has to tear up before they
	Know whats wrong withit this car is not sage to drive
	in this condition. I have had this problem every
	side Nov 2005, I shouldn't have to drive a car
	that is not safe.
	T would Like to have a New
16.	. How do you want your complaint resolved?
Ĺ	Vehicle that I can depend on to run, and that is
	2afe
_	24 /
	The information you provide will be used in efforts to resolve your problem and may be shared with the party complained against. It may also be used to enforce applicable state laws.
	I hereby authorize any party to whom the Attorney General directs this complaint lease any and all
	information about this matter, including account information, to the Attorney Company of the Attorney
	I certify that all information on this form is true and accurate to the best
	have the legal authority to submit this claim.
SI	GNATURE (Required)
	ptional:
, -	MARITAL STATUS: RACE:
A	GE: Married
[Male Female
R	eturn this form and copies of your papers to: Office of the Attorney General Consumer Protection Division
	PO Box 1789
	Charleston, WV 25326-1789 Revised: January 26, 2006

Saturday May 19, 2007 1:30 P.M I Went to South Williamson was Marts The Car ran good all the way come out OF Wal Mapts Started He Car He Alert Went off and the power Sterring Warning Come on and the Car Jerked and Myssal all the way to Food City. When I Left Food City I took the car to moore's Service Center beside Food Bity and they Kept the Car until Tuesday Found nothing wrong. They reset the Code. Secrice Center Close Tuesday May 22, 3007 5:30 p.m -Pick the car up at more's And ON the Same thing happen. Monday 28, 2007 7,00 pm Service Center Close Started out of the drive way and the Car Alert went off and the power Sterring Wirding come on so I drove about a mile and the car was Jerking and missing so I turn and came back home and the power Sterring went out after I park the Car it reset-Tuesday May 29, 2007 5:15 Am. (Service Center Cluse The engine Light was on and stay on until I got to work About 6 miles Then the hight went off IMAC Call And Close the Case, 5:40 pm

Moore Chevrolet, Inc. WO5148 229850 1626 West Third Ave. INVOICE* P.O. Box 2158 Williamson, WV 25661 Phone: 304/235-7119 ELBARTON. PAGE 1 BUS: SERVICE ADVISOR: 3532 OTIS PINSON MAKE/MODEL COLOR LICENSE MILEAGE IN/ OUT TAG K52F757 LTRA CHEVROLET COB /11579 DEL DATE PROD DATE WARR, EXP. PO No. RATE PAYMENT INV. DATE 4APR05 :00 28NOV05 0.0 CASH 28NOV05 R.O. OPENED READY OPTIONS: STK:583123 DLR:189449 ENG:2.2L TRN:4 SP AUTO 28NOV05 28NOV05 OPCODE TECH TYPE HOURS CUSTOMER STATES SEATBELT BEEPER KEEPS DINGING AUSE: E A UNABLE TO VERIFY THE CONCERN AT THIS TIME ALL WORKING PROPER 302 SORRELL, JARROD LIC#: 2134 0.00 WCH94 (N/C)************************ CUSTOMER STATES D/S DOOR MAKES A CLICKING NOISE A VERFIED CONCERN FOUND DOOR CHECK WAS LOOSE RETORQUED AND RECHECKED ALL OK AT THIS TIME 302 SORRELL, JARROD HICH: 2134 YOUR BUSINESS WE APPRECIATE STATEMENT OF DISCLAIMER DESCRIPTION TOTALS The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties sither express or implied, ...including...any ...implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes not assume for it any liability in connection with the sale of this item/items. IN BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE NFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE HOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO LABOR AMOUNT 0 00 -PARTS-AMOUNT 0.00 WNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE CHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED INDER-THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY GAS, OIL, LUBE SUBLET AMOUNT 0.00 -AND COLOR OF THE SERVICING DEALER FOR INSPECTION BY ANY WAY WITH ANY SCOLDENT, ENGLIGENCE OR MISUSE. RECORDS SUPPORTING THE SLAIM. ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT IOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY ANUFACTURER'S REPRESENTATIVE. MISC. CHARGES 0 - 00 ----TOTAL CHARGES 0.00 LESS INSURANCE 0.00 SALES TAX 0.00 CUSTOMER SIGNATURE SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON PLEASE PAY THIS AMOUNT 0.00

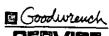






SUPERSTORE





6 Goodwrench QUIČK LUBETIL









U.S. 119 - Corridor - G P.O. Box 4454 At Trace Fork Road CHAPMANVILLE, W.V. 25508 Telephone (304) 855-1400 (304) 855-1413

	11CVCS165796				ľ		
CUSTOMER NO. 36802		MICHAEL C	OOKE	201	TAG NO. 115	05%25707	CVC\$165796
		76°00™	LICENSE NO.		EAGE 33, 185	STCVER/	STOCK NO.
DELBARTON, WV		ŏ\$\$°CHEVĸ	DET/COBALT/4	DOOR		DELIVERY DATE	DELIVERY MILES
		TEHGLE 1D. NO.	K 5 2 F 7 5 7	7		SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.		P. O. NO.		05/25/07	
F	BUSINESS PHONE	сомментѕ	-			03/23/07	
CUSTOMER ST	FRTNG/SIISPENSTON TO LOCA	Area i Transport	C) - 0.5				
CENTER-WHEN	ATES SERVICE POWER STEER THIS HAPPENS ALERT SOUN NDER & VEHICLE SHAKES LIN ICLE-TEST DROVE-VEHICLED	ING SHOWS UP. DS & CAN HEAF	ON INFO CLICK NOISE		WARRANTY	WE HONOR:	Master Cord
J# 2 50PNZ	TRICAL RODY WORKTHOURS	JOB #	1 TOTAL LABOR & P.	ĄRTS .	0.00	Visa	
KEY GETS STU CHECKED KEY NO PROBLEM F	JCK IN IGNITION AT TIMES CYLINDER STEEDING COLUMN	i Tarangan	5);23 [] [] [] [] []		WARRANTY	FOR YOUR CO SERVICE DE MON. FRI. 8:00 SAT. 8:00 a.m	PT. HOURS
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23	BERNIE AL	DRIDGE JR	10-21-85	artomate wheat		МОN FRI. 8:00 SAT. 8:00 а.т.	a.m. 6:00 p.m. 2:00 p.m.
101ALS						Mon FRI e.30	ES
CASH	**************************************	*	TOTAL LABOR	Series Constitution	-00:0====	MONT FRI. 8:30 Em	5:00 p.m.
L] CHARGE	[] _ CREDIT-CARD	*	TOTAL SUBLET		0.00	SUN 1:00 p.m	sy,5:00 p.M; see our harman
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CASH CHARGE CHARGE TABLE TO THE BOOK	-HAVE A LIFETIME GUARANT ACK OF THIS INVOICE FOR I	EE AGAINST MORE	TOTAL TAX)15U	0.00	J IMPOR	TANT 1
PETAILS. YOUR REPAIRS MAY HAVE BEEF MANUFACTURER'S WARRANTY. YOU CAN: EXTEND YOUR COVE PROTECT YOURSELF AGAINST	N PAID IN FULL BY YOUR		TOTAL INVO	ICE \$	0.00	MANUFACTURER IN DAYS, IF FOR ANY CANNOT GRADE US SATISFIED," IN DES	E FROM THE I THE NEXT FEW REASON YOU COMPLETELY CRIBING YOUR
THANKS FOR SHOPPING AT THE	E THORNHILL GM SUPERSTORE	E !!				SERVICE EXPERIE	FACT YOUR 🔝 🗎
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MOORE CHEVROLET 230778 WO5148 CADILLAC BUICK PONTIAC PONTIAC GMC, INC. INVOICE 500 Thompson Plaza South Williamson, KY 41503 Phone: (606) 237-1220 EME Fax: (606) 237-5814 DELBARTON WV PAGE 1 BUICK HOME: BUS SERVICE ADVISOR: 7237 SUSAN PREECE COLOR MAKE/MODEL YEAR LICENSE MILEAGE IN 7 OUT TAG **ULTRA** SILV CHEVROLET COBALT 1G1AK52F757 <u> 13546/13546</u> PROD. DATE WARR, EXP. DEL DATE PROMISED PO NO. PAYMENT INV. DATE 14APR05 WAIT 23JAN06 64.00CASH 23JAN06 R.O. OPENED READY OPTIONS: STK:583123 DLR:189449 ENG:2.2L TRN:4 SP AUTO 19JAN06 23JAN06 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A CHECK FOR POWER STEERING LIGHT CAME ON CAUSE: REPLACE DUE TO MODLUE FAILED IN STEERING COLUMN E7680 COLUMN ASSEMBLY, STEERING - REPLACE 300WCH94 1.60 (N/C)1 10394224 COLUMN KI (N/C) FC: 6C PART#: 10394224 COUNT: 1 CLAIM TYPE: AUTH CODE: RENTAL
USE: RENTAL
Z7906 RENTAL VEHICLE B** RENTAL CAUSE: --RENTAL----300WCH94 0000 V CLAIM TYPE: GENERAL M CLAIM TYPE AUTH CODE: SUBL RENTAL

THANK YOU
WE APPRECIATE YOUR BUSINESS

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE HIFORMATION 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 WHICLE 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.

WCH94

PO#230778

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties wither express or implied; including any implied warranty of merchantability or items. Seller neither assumes nor sale person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISCECHARGES ************************************	0.00
TOTAL CHARGES	_0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(N/C)

WO5148

וארויים גם זיםרו

230927

Cadillac

MOORE CHEVROLET CADILLAC BUICK PONTIAC GMC, INC.

Fax: (606) 237-5814

PONTIAC

500 Thompson Plaza South Williamson, KY 41503 Phone: (606) 237-1220

GMC

DACE 1

INVOICE



DELBARTON. WV		PAGE 1	BUICK	(000)	
HOME:	BUS:	SERVICE ADVI	SOR: 7237 SIIS	SAN PREECE	
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	TRN:4	SP AUTO	DLR. 105445 Li	.0.2.25	
30JAN06	31JAN06	— -			<u> </u>
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THANK YOU WE APPRECIATE YOUR BUSINESS

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE 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 YEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER: THIS: CLAIM HAD BEEN CONNECTED IN: ANY WAY WITH ANY ACCIDENT, SNEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BYMANUFACTURER'S REPRESENTATIVE.

> DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATÉ)

STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER

The factory warranty constitutes all
of the warranties with respect to
the sale of this itemitiems. The
Seller hereby expressly disclaims allwarranties either express or
implied including any implied
warranty of merchaniability or
litness 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

LABOR AMOUNT .00 PARTS AMOUNT GAS, OIL, LUBE 0.00-SUBLET AMOUNT -------30:00 MISC. CHARGES 0.00 30:00 TOTAL CHARGES LESS INSURANCE 0.00 SALES TAX 0.00 **PLEASE PAY** THIS AMOUNT

TOTALS

30.00

DESCRIPTION

(SIGNED)

WO5148

231837

INVOICE



MOORE CHEVROLET CADILLAC BUICK

PONTIAC GMC, INC. 500 Thompson Plaza South Williamson, KY 41503 Phone: (606) 237-1220





DELBARTON, WV		_	PAGE 1	BUICK	Fax: (606) 237-	5814	
HOME:	BUS	SER	VICE ADVISOR	: 308 PAM	VARNEY		
COLOR	MAKE/MODEL		VIN	LICENSE	MILEAGE	IN / OUT	⊗JAG ⊘
					·		1
ULTRA SILV 05	CHEVROLET COBAL		K52F757			/15712	
DEL DATE PROD	DATE WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV.D	Ats said
14APRO5 IS		VAIT 24MAR06			CASH	24MARO	6
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INFORMATI SHOWN, SE OWNER, TH VEHICLE O UNDER THI ACCIDENT, CLAIM ARE NOTIFICATI	F OF SERVICING DEALER, I HEREBY CERTIFY THAT THE ON CONTAINED HEREON IS ACCURATE UNLESS OTHERWISERVICES; DESCRIBED WERE PERFORMED AT NO CHARGE I LERE WAS NO INDICATION FROM THE APPEARANCE OF THE OTHERWISE, THAT ANY PART REPAIRED OR BEPLACE S-CLAIM HAD BEEN CONNECTED IN ANY WAY WITH A SECURITY OF THE OR MISUSE. RECORDS SUPPORTING THE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMES ON ATTHE SERVICING DEALER FOR INSPECTION IN THE OTHERS'S REPRESENTATIVE.	The factory warranty constitutes all Oof, the warranties with r-sepect to the Cof, the warranties with r-sepect to the sale of this item\text{item\text{stem}} tem\text{stem}. The Seller hereby expressly disclaims all warranties either express. of implied, including any, implied warranty of merchantability or timess for a particular purpose.
(SIGNED)	DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE	CUSTOMER SIGNATURE

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DESCRIPTION	A A A SOLUTION AND A
LABOR AMOUNT	8.45
PARTS AMOUNT	16.17
-GAS, OIL, LUBE	TTTT 0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	24.62
LESS INSURANCE	0.00
SALES TAX	0.97
PLEASE PAY THIS AMOUNT	25.59
	LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY

WO5148

39102

INVOICE

Cadillac

MOORE CHEVROLET CADILLAC BUICK PONTIAC GMC, INC.

PONTIAC

500 Thompson Plaza South Williamson, KY 41503 Phone: (606) 237-1220 Fax: (606) 237-5814





PAGE 1 DELBARTON BUS HOME: SERVICE ADVISOR: 3532 OTIS PINSON TAG LICENSE MILEAGE IN / OUT MAKE/MODEL COLOR YEAR 33082 CHEVROLET COBALT **ULTRA** INV, DATE PAYMENT PO NO. PROMISED WARR. EXP. DEL DATE PROD. DATE 22MAY07 64. 00 **Y**07 14APR05 STK 583123 DLR:189449 ENG:2.2L OPTIONS: READY R.O.:OPENED TRN:4 SH AUTO 22MAY07 19MAY07 NE T LIST LINE OPCODE TECH TYPE HOURS A CHECK MFOR THE CHECK ENGINE LIGHT COME ON AND THEN THE INFONATE CENTER SHOWS ALL KIND OF INFO AND VEHICLE STARS MISSING AND JERKING THE RADIO LIGHT ALSO GO OFF A RAN TEST FOUND HISTORY CODES PG700, \$\psi 2100, U2107 AND P0742, CHECKED UNDERHOOD WIRING AND CONNECTORS PER PIP3869A NO PROBLEM FOUND (N/C) 4815WCH94 0.00 SUBL RENTAL PO#239102 WCH94 E Legging of strong providers the liidinemannii. TOTALS A DESCRIPTION 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 AVAIGABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness; for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. LABOR AMOUNT 00 0. PARTS AMOUNT. 0.0.0 GAS, OIL, LUBE 0:00 SUBLET AMOUNT Ó. .00 MISC. CHARGES 0.00

CUSTOMER SIGNATURE

TOTAL CHARGES.

LESS INSURANCE

SALES TAX

PLEASE PAY

THIS AMOUNT

0.00

0.00

0.00

0.00

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

CITY TIRE & AUTO REPAIR CENTER

PO BOX 1407 2ND AVE & HARVEY ST WILLIAMSON, WV 25661 304 235 0130

Invoice #

Dealer ID#

Page 1 of 2

03/02/2007 Date

DELBARTON, WV

In

Out

Sold To

Mar 02, 2007 2:06 pm Mar 02, 2007 4:09 pm

Emp: 1-82 RANDY / 1-78 MR-

*INVOICE***

Ship To:

Other Information:

Vehicle: 05 CHEVROLET COBALT NA L4 2

License:

Mileage: In: 0 Out: 0

Vin#: 1G1AK52F757

PO#:

Hm **Parts** Labor FET Total QTY Description 54.99 0.00 0.00 219.96 4.00 P195/60HR15 GY BLUESTREAK GT660+ BL 195615G660 15 82 TO THE PERSON ASSESSMENT OF THE PERSON OF TH 3-B-1 0.00 0.00 0.00 0.00 4.00 TIRE BALANCE - NEW LABOR 15 82 BRING VEHICLE BACK TO STORE AND HAVE THE LUG NUTS RETORQUED AFTER BEING DRIVEN 50 MILES.

ANY TIRE REPAIR MADE TO THIS TIRE FROM THE OUTSIDE OF THE TIRE WILL VOID ALL WARRANTIES-MANUFACTURES & DEALER. THE ONLY REPAIR APPROVED BY THE TIRE MANUFACTURES IS FROM THE INSIDE OF THE TIRE. THE MANUFACTURE WILL NOT HONOR ANY WARRANTY ON ANY TIRE THAT HAS BEEN PLUGGED FROM THE OUTSIDE OF THE TIRE

THE MANUFACTURE WILL NOT HONOR ANY WARRANTY ON A TIRE THAT HAS BEEN RUN FLAT.

TIRES THAT HAVE INNER AND OUTER TIRE WEAR DUE TO LOW INFLATION AND OR CORNERING ARE NOT ELIGIBLE FOR ADJUSTMENT UNDER THE MANUFACTURES MILEAGE WARRANTY LUG NUTS WERE HAND TORQUED, TO_____ FOOT POUNDS.

BALANCE WARRANTY IS 6 MONTHS OR 6000 MILES

LABOR

4.00 DECLINED ROAD HAZARD WARRANTY

0.00 0.00

0.00 0.00

THIS TIRE IS NOT WARRANTIED AGAINST ROAD HAZARD INJURIES, DAMAGÉ BY RUNNING THE TIRE UNDER INFLATED OR VANDALISM. THE WARRANTY ON THIS TIRE IS LIMITED TO THE MANUFACTURES WARRANTY ONLY.

2.00 0.00 0.00 WV TIRE DISPOSA 4.00 . TIRE DISPOSAL CHARGE W, VA STATE LAW REQUIRES THAT TIRES BE DISPOSED OF IN THE MANNER THAT THE W. VA. DEPARTMENT OF ENVIROMENTAL PROTECTION PRESCRIBES. THIS FEE IS THE COST OF COMPLYING WITH THAT REQUIREMENT. 0.00 82 15 435000025 4.00 TR-13 113 SHORT VALVE 2.99 0.00 0.00 11.96 82 16 LABOR 1.00 79-2829 4 WHEEL ALIGNMENT 0.00 59.99 0.00 59.99

THALIGNMENT WARRANTY 6000 MILES OR 6 MONTHS WARRANTY IS LIMITED TO RESETTING THE ALIGNMENT ADJUSTMENT'S ONLY SIT IS THE RESPONABILITY OF THE CUSTOMER TO CHECK THE TIRES FOR TIRE-WEAR AND TO BRING THE CAR BACK BEFORE SEVERE TIRE-WEAR NO ADJUSTMENTS WILL BE MADE FOR TIRE WEARHING

ALIGNMENT APPOINTMENT TIME

DONT FORGET TO GET YOUR POINTS PUT ON YOUR PREFERRED CUSTOMER CARD. APPLY YOUR POINTS TO YOUR NEXT TIRE PURCHASE AND RECEIVE BIG DISCOUNTS.

> THANKS FOR YOUR BUSINESS RANDY, TONY & CREW

Cash: Check: 0.00	Credit: 317.43	Charge:	Parts:	239.92
Change:			Labor: Subtotal:	- 59.99 299.91
Signature:	en granden en e		Sales Tax: Total:	17.52 \$317.43

TIRE & AUTO REPAIR CENTER PO BOX 1407 2ND AVE & HARVEY ST WILLIAMSON, WV 25661 304 235 0130 Dealer ID# Page 2 of 2 Emp: 1-82 RANDY / 1-7# MR Mar 02, 2007 2:06 pm Mar 02, 2007 4:09 pm ***INVOICE*** Ship To: Other Information: Vehicle: 05 CHEVROLET COBALT NA L42 License: Mileage: In: 0 Out: 0 RTON, WV Vin#: 1G1AK52F757 PO#: Card Type: DISCOVER Exp. Date: . Auth. # Amount: \$317.43 Signature:

DONT FORGET TO GET YOUR POINTS PUT ON YOUR PREFERRED CUSTOMER CARD. APPLY YOUR POINTS TO YOUR NEXT TIRE PURCHASE AND RECEIVE BIG DISCOUNTS.

THANKS FOR YOUR BUSINESS RANDY, TONY & CREW

 ash:
 Check:
 0.00
 Credit:
 317.43
 Charge:
 Parts:
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 hange:
 Labor:
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 ignature:
 Subtotal:
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 Sales Tax:
 17.52

 Total:
 \$317.43

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Delbarton, WV

Service Request: 71-521423965

Customer Relationship Specialist: Jessica Washington

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

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

May 26, 2011

Warrenton, MO

Service request: 71-522155726

Vehicle Identification Number: 1G1AM15B667

Customer Relationship Specialist: Patricia Alarcon

Dear

Thank you for allowing us the opportunity to review the Better Business Bureau case involving your 2006 Chevrolet Cobalt. Unfortunately, our attempts to reach you by phone on were unsuccessful.

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

Please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above when calling.

Sincerely,

General Motors Corporation

PA0005 V05112006









1700

THX 800-218-	-1180				
18684	ADVISOR KEVIN PRIOR	7 TAG NO	1289	05/21/07	INVOICE NO. CVWS89716
	77.80 YEAR / MAKE / MODEL	MILEAGE	31.571	BLUE/	STOCK NO.
WARRENTON, MO	06/CHEVROLET/CO	BALT/SS COUPE		DELIVERY DATE SELLING DEALER NO.	PRODUCTION DATE
	1 G 1 A M 1 5	B. 6 6 7		R. O. DATE	PRODUCTION DATE
BUSINESS PHONE	COMMENTS		; <u> </u>	05/21/07	<u> </u>
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JOB# 1 TOTALS		LABOR JOB# 1 TOTAL	155.60 155.60	MONDA	OP HOURS Y - FRIDAY - 5:30 PM
LABOR					
3# 2 DOCVZR RENTAL HOURS: MISCCODEDESCRIPTION C5 RENTAL CAR JOB# 2 TOTALS	CONTR	DL NO 89716 TOTAL - MISC	42.00 42.00	ALL REPAIR COMPLETE	TO MAKE STO YOUR SATISFAC-
J08# 2 J	OURNAL PREFIX CVWS	MISC JOB# 2 TOTAL	42.00 42.00		<u>(SE</u> LET US EDIATELY IF
COMMENTS POSSIBLE BUY BACK		R/O TAX	0.00 197.60		
WARRANTY CLAIM DETAIL TOTALS					
CLAIM# TOTAL 197.60 CLAIM TOTALS 197.60					
APPROVED BY SIGNATURE					

PAGE 1 OF 2

[CONTINUED ON NEXT PAGE] 04:26pm









	18684		KEVIN PRIO	R	7 1289	05/21/07	INVOICE NO.
			77.80	LIGENIES NO	MILEAGE 31.571	COLOR	CVW\$89716
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	,		1 G 1 A M	158667		SELLING DEALER NO.	PRODUCTION DATE
NENCE DHONE		BUSINESS PHONE	F. T. E. NO.	P. O.		R. O. DATE 05/21/07	7.02
		BUSINESS PHONE	COMMENTS		111		
AUDIT SLI	05/21/2007 1102 RO NUMBER	FILE: GMGMWF.159 WARI RO DATE 05/21/2007 IG1AM1586	Y DEAL	ER ODOMETER SE	RVICE ADVISOR #	MONDA	PARTS HOURS Y - FRIDAY I - 5:30 PM
	LAST: LN JOB CT 1 01	CC PC PART-NO. TO	PHONE: WORK: OT-PTS FC LABOR 04F04 H0122	E: M HOM LHRS OHRS NET	-AMF. LAB-TOT. 155.60	MONDA	IOP HOURS Y - FRIDAY I - 5:30 PM
	LN JOB CT 2 02 LN-TOT: COMMENTS:	155.60 TECH SSN CC PC PART NO. TO MA 42.00 TECH SSN: 2G2WP55216	8 AUTH COD	LHRS OHRS NET E: AUTH R.O. TOTAL:	42.00 AUTHOR.:	ALL REPAIR COMPLETE TION. PLEA	E TO MAKE RS TO YOUR SATISFAC- ASE LET US
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PAGE 2 OF 2

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CUSTOMER NO.	WISOR	TAG	NO.	INVOICE DATE	INVOICE NO.
18684 K	EVIN PRIOR	MILEAG	1289	05/21/07	CVCS89710
	86.00	MICEAGI	31.571	COLOR BLUE/	STOCK NO.
	ART / MAKE / MODEL	**************************************		DELIVERY DATE	DÉLIVERY MILES
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				05/21/07	
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JOB# 2 CHARGESJOB# 1 JO	URNAL PREFIX CVCS	JOB# 1 TOTAL	0.00	8:00 AM	1 - 5:30 PM
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J# 2 GOCVZR RENTAL	TECH(S):127		WARRANTY		E TO MAKE
MISCCODEDESCRIPTION		TROL NO		MOX 11 Last 1	RS TO YOUR
C5 RENTAL CAR		89716	WARRANTY		E SATISFAC
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PAGE 1 OF 1

[END OF INVOICE] 04:26pm

Privileged and Confidential Information

Alarcon	Siebel/CARS Request #: 71-522155726					
Make: Chevrolet	Model: Cobalt	Current mileage: 32,000				
In Service Date: 6/3/06	Purchased: 6/3/06 NEW	If used:				
What is the customer seeking? Repurchase						
	Make: Chevrolet n Service Date: 6/3/06	Make: Chevrolet Model: Cobalt n Service Date: 6/3/06 Purchased: 6/3/06 NEW				

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Rotors

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

Datoi i			Decemb	<u> </u>
5/21/07	89716	31,571	1	Cust sts vibration when braking. Has had rotors replaced prev some where else. Front rotors have excessive run out will need to be resurfaced. Resurfaced both front rotors. **Rental provided.
10/24/06	366430	13,528	*	Cust sts brakes pulsate when braking at hwy speed. Replaced front and rear brake rotors for cust satisfaction. Goodwill Cox and Cohea. **5 day rental
10/3/06	365630	11,814	13 *1R	Cust sts brakes pulsate. Out of round. Resurfaced both front and rear brake rotors.
8/28/06	364204	7,780	1	Cust sts steering wheel vibrates when brakes are applied. R&R front brake rotors and resurface.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering column Date: RO#: Mileage: Davs Out: Description of Repair:

Date.	\mathbf{C}_{π} . Wille	bage. Days	Out. Descri	ption of Repair.
10/24/06	366430	13,528	23	Cust sts air bag light has been on intermittently.
			*5R	Intermittent fault code. Replaced SIR coil for cust
				satisfaction. Goodwill Cox and Cohea.
10/3/06	365630	11,814	*	Cust sts pop in steering when turning right. Replaced steering column.
				**1 day loaner.
8/26/06	364204	7,980	*	Cust sts knocking noise when sitting at idle (noise from under hood). Per TAC #1260886 program PCM.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Miscellanous Date: RO#: Mileage: Days Out: Description of Repair:

Date. P	Date. NO#. Milleage. Days Out. Description of Repair.						
10/11/06	365952	11,900	2 *1R	Cust sts wipers do not activate after last repair. Reconnect windshield wiper connector. **1 day loaner.			
10/3/06	365630	11,814	*	Cust sts passenger front inside door trim is loose. Front door arm rest switch mounting R&R or replace.			
9/18/06	365024	10,050	1	Cust sts install SOP door pull pocket. Replaced both front door bezels.			

Team Manager Approval:

Privileged and Confidential Information

Total Days Out of Service:	(excluding date Collision Repairs)	ays for custome	r pay reasons such a	s; Maintenance and
VEHICLE MEETS PRESUMPTION	LEMON LAW?	YES:	NO:	
What is customer eligible for States lemon law requiremen	•	_	n Eligibility Guide	lines and the
AVM and/or DEALER RECOMME	NDATION(s):			
CRM RECOMMENDATION & RA	ΓΙΟΝΑLE (EXPLAII	<u>N):</u>		
Decision reached by CRM:	Arbitrate ca	se:	Settle case:	

Team Manager Approval:

Gastorf-Schrumpf

Gastorf-Schrumpf

1490 East Veterans Memorial Parkway Warrenton, MO 63383 636-456-3318 St. Louis 636-441-1100







FAL 866-278-1780

18684	- 111	ADVISOR	TAG		INVOICE DATE	INVOICE NO.
		KEVIN PRIOR	MILEAGE	1289	05/21/07 COLOR	CVWS89716
		77.80 YEAR / MAKE / MODEL	IVII EAGE	31,571	BLUE/	STOCK NO.
WARRENTON, MO		06/CHEVROLET/COBA	IT/SS COUR		DELIVERY DATE	DELIVERY MILES
WARRENTON, PIO		VEHICLE I.D. NO.		Presi.	SELLING DEALER NO.	PRODUCTION DATE
		1 G 1 A M 1 5 B	6 6 7		R. O. DATE	
	BUSINESS PHONE	COMMENTS			05/21/07	
		COMMENTS			•	111
JOB# 1 CHARGES						
FRONT ROTORS	IS REPLACED PREVIOUS	RS: 2.00 TECH(S):127 RAKING LY SOMEWHERE ELSE DUT WILL NEED RESURFACED		L55::60	MONDA	PARTS HOURS Y - FRIDAY - 5:30 PM
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JOB# 2 CHARGES	JUB#	1 JOURNAL PREFIX CVWS JOE	# 1 TOTAL	155.60	8:00 Ajyi	- 5:30 PM
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J# 2 00CVZR RENTA MISCCODEDESC C5 RENT	L RIPTIONAL CAR		NO: 89716 AL MISC	42.00 42.00	ALL REPAIR	TO MAKE S TO YOUR SATISFAC-
JOB# 2 TOTALS			AL - 1130	42.00	Contract the American	SE LET US
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	J08#	2 JOURNAL PREFIX CVWS JOB	# 2 TOTAL	42.00	WE FAIL.	
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CÜSTOMER NO. 18684		KEVIN PRIOR	7 1289	05/21/07	INVOICE NO. CVCS89716
		86.00	MILEAGE 31.571	BLUE/	STOCK NO.
WARRENTON MO		YEAR / MAKE / MODEL O6/CHEVROLET/COBALT		DELIVERY DATE	DELIVERY MILES
WARRENTON, MO		VEHICLE I.D. NO. 1 G 1 A M 1 5 B 6		SELLING DEALER NO.	PRODUCTION DATE
		F.T. E. NO.	P. O. NO.	R.O.DATE 05/21/07	
	BIJSINESS PHÓNE	COMMENTS		03/21/0/	
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* [] VISA [] MASTER	RCARD [] DISCOVER	* TOTAL 6	I.O.G. 0.00 IISC CHG. 0.00		
* [] AMER XPRESS []	OTHER [] CHARGE	* TOTAL N * TOTAL T	AX 0.00		
~ ********************	********	* * TOTAL	INVOICE \$ 0.00		
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* INDICATES GOODWRENCH SERVICE PLUS LIFETIME SEVICE GUARANTEE					
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CUSTOMER SIGNATURE	* DUPLICAT	EINVOICE ****	*********		
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PAGE 1 OF 1			OF INVOICE 1 04:26pm		

ADDRESS & PHONE	851 (EA CHEVR VEST PEARCI WENTZVILLE, -327-6268	E, P.O. BOX MO 63385	366	c. Address	RETAIL	# DEAL 2 Stock No Date: RS Salesma	n RAMSO	%L. # %6/03/06 UR, ROBER	
	RENTON	Ctata	10	WARREN	z.	Telephone				
City		you under the term	es and conditions	specified, the fo	Mew	□Used Yea	06 ar			
CHEAL	ROLET) JDOR	COBAL Model	.T	BLUÆ Color		Uphoiste	гу		
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_Date:6-3-06

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

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M W C TO GMC HUMMER







	(excludes Saturn)
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incentive(s) be a (Bill of Sale indic	nount of customer incentive(s) listed to the dealer named below and request that the available customer plied (a) to the down payment of this vehicle, (b) where permissible by law, as a plice reduction as especimentive price, amount of incentive, and final price with incentive applied), or (c) a check be by 1 ealer named below:
Ca Ca	Sincertive Program Reference Sincer
_	Total Incentive Amount Received 1988.00
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	MER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -
a. <u>Vehicle</u> identific for pers describe	<u>I centive Acknowledgment.</u> I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle a on number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased al/business use and not resale and I took delivery on 26/0306. I acknowledge receipt of incentive(s) as all in I am and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? Yes No
which t dealer, :	I acknowledge that I have received the Terms and Conditions under 1: O Star service in my vehicle is provided (copies are available in the vehicle glovebox, from the www.onstar.com, or by contacting OnStar as described below).
in my	and that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button vehicle or call 1.888.40nStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my be cancelled.
Purchase	1. Les ee Signature: Date:064_03 06.
incentive(s) describ has taken delivery forwarded to Gener	on, is Dealer representative, certifies that the information on this application is true and correct, and the information is true and correct, and the information in the provided to the said purchaser/lessee who is referenced unit through this dealership, and that properly completed accurate delivery data has been a Motors or Saab Cars USA. Date: 26, 23, 26
Dealership	1 sale Signature:
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May-24-07 11:57am	From-Cox & Cohea Chevrolet-Bui	ck, Inc.	636-332-6099 T-500	P.04/04 F-327
	I:A CHEVKULE I-BU		соэт	ACCT# SALE KEY
	' PEARCE BLVD. • P.O. BOX 36	36		_
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			IMPLIED, INCLUDING ANY IMPLIED	WARRANTY OF MERCHANTABILITY
CALECMAN	LICEN NOO	415B667	OR FITNESS FOR A PARTICULA	R PURPOSE, /.ND COX & COHÉA
RANCOUI)	REY NOS.			R ASSUMES NOR AUTHORIZES ANY BIT ANY LIABILITY IN CONNECTION
			WITH THE SALE OF THE VEHICLE.	THIS DISCLAINER BY THE SELLER,
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Overallowance/Incentives/Negative Equity Form (non-Florida)

Customer: Request #: BBB#:

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)	\$18,658.76		
MSRP (from BARS Invoice)	\$19,640.00		
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$-981.24		
Trade Allowance (from dealer Bill of Sale)	\$6,670.76		
Actual Cash Value Statement	\$6670.76		
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)	\$10,003.52		
Actual Cash Value Statement	\$6670.76		
Difference (if positive, this is the negative equity)	\$3,332.76		

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.) \$18,658.76						
Incentives not included in Purchase Price (from BARS) minus	\$1,988.00					
(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)						

Overallowance and/or Negative Equity minus	\$3,332.76		
Actual price of Vehicle that should be presented to BBB for ATA	\$13,338.00		

Privileged and Confidential Information

Alarcon	Siebel/CARS Request #: 71-522155726				
Make: Chevrolet	Model: Cobalt	Current mileage: 32,000			
In Service Date: 6/3/06	Purchased: 6/3/06 NEW	If used:			
What is the customer seeking? Repurchase					
	Make: Chevrolet n Service Date: 6/3/06	Make: Chevrolet Model: Cobalt n Service Date: 6/3/06 Purchased: 6/3/06 NEW			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Rotors

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

5/21/07	89716	31,571	1	Cust sts vibration when braking. Has had rotors replaced prev some where else. Front rotors have excessive run out will need to be resurfaced. Resurfaced both front rotors. **Rental provided.
10/24/06	366430	13,528	*	Cust sts brakes pulsate when braking at hwy speed. Replaced front and rear brake rotors for cust satisfaction. Goodwill Cox and Cohea. **5 day rental
10/3/06	365630	11,814	13 *1R	Cust sts brakes pulsate. Out of round. Resurfaced both front and rear brake rotors.
8/28/06	364204	7,780	1	Cust sts steering wheel vibrates when brakes are applied. R&R front brake rotors and resurface.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering column

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

Date. NO#. Mileage. Days Out. Description of Repair.							
10/24/06	366430	13,528	23	Cust sts air bag light has been on intermittently.			
			*5R	Intermittent fault code. Replaced SIR coil for cust			
				satisfaction. Goodwill Cox and Cohea.			
10/3/06	365630	11,814	*	Cust sts pop in steering when turning right. Replaced steering column.			
				**1 day loaner.			
8/26/06	364204	7,980	*	Cust sts knocking noise when sitting at idle (noise from under hood). Per TAC #1260886 program PCM.			

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Miscellaneous Date: RO#: Mileage: Days Out: Description of Repair:

Date. r	<u>Date.</u> RO#. Mileage. Days Out. Description of Repair.							
10/11/06	365952	11,900	2 *1R	Cust sts wipers do not activate after last repair. Reconnect windshield wiper connector. **1 day loaner.				
10/3/06	365630	11,814	*	Cust sts passenger front inside door trim is loose. Front door arm rest switch mounting R&R or replace.				
9/18/06	365024	10,050	1	Cust sts install SOP door pull pocket. Replaced both front door bezels.				

Team Manager Approval:

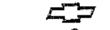
Privileged and Confidential Information

Total Days Out of Service:(excluding da Collision Repairs)	ys for customer pay	reasons such as; Maintenance and				
VEHICLE MEETS PRESUMPTION LEMON LAW?	YES:	NO:				
What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Cust is eligible for all repairs.						
AVM and/or DEALER RECOMMENDATION(s): DVM charged.	authorized a trade	repurchase with full usage being				
CRM RECOMMENDATION & RATIONALE (EXPLAIN warranty on brakes. CRS offered cust a 5/100 ccl on b not she will accept.						
Decision reached by CRM: Arbitrate cas	se: Sett	le case: 🔀				

Team Manager Approval:

DATE 5-24-07

Cox & Cohea Chevrolet-Buick, Inc.



851 W. Pearce Blvd. • P.O. Box 366 • Wentzville, Missouri 63385-0366 Telephone (636) 327-6268 (636) 332-0007



FACSIMILE TRANSMITTAL

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ACCOUNTING

Cox & Cohea Chevrolet-Buick, Inc.

851 W. Pearce Blvd. * P.O. Box 366 Wentzville, MO 63385 (636) 327-6268 * (636) 332-0007

PAGE 1

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ACCOUNTING

Cox & Cohea Chevrolet-Buick, Inc. 851 W. Pearce Blvd. P.O. Box 366 Wentzville, MO 63385 (636) 327-6268 (636) 332-0007 www.coxandcohea.ccm

PAGE 1

ARRENTON, MO				
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ACCOUNTING COPY

STATEMENT OF DISCLAIMER

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

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

2500

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ACCOUNTING

Cox & Cohea Chevrolet-Buick, Inc.

851 W. Pearce Blvd. · P.O. Box 366 Wentzville, MO 63385

(636) 327-6268 (636) 332-0007 www.coxandcohea.com

DUPLICATE 3

ARRENTON MO	PAGE 1	
IOME :	BUS: SERVICE ADVISOR: 120 MICHAEL S CO	OSTA KGE NV NUT TAG
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SUBL ENTERPRISE RENTAL INV#60412

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CONTROL

TOTALS

0.00

CONTROL SALE ACCOUNT 874 38 61. 289

ACCOUNT SALE 36353 66106 486.08

17498

DESCRIPTION

THIS AMOUNT

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COMP TOTALS ACCOUNTING COPY

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

CUSTOMER SIGNATURE

0.00 LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE SUBLET AMOUNT 0.<u>00</u> MISC. CHARGES 0.00 0.00 TOTAL CHARGES 0.00 LESS 0.00 BALES TAX PLEASE PAY

365630 Cox & Cohea Chevrolet-Buick, Inc. 54553 861 W. Pearce Bivd. · P.O. Box 366 Wentzville, MO 63335 *ACCOUNTING* (636) 327-6268 · (636) 332-0007 www.coxandcohea.com DUPLICATE 2 PAGE 1 WARRENTON. MO BUS: HOME: SERVICE ADVISOR: 116 GREGORY W SMITH LICENSE I MILEAGE IN OUT VIV MAKE/MODEL YEAR COLOR 11814/12170 1G1AM15B667 (!HEVROLET COBALT RATE | PAYMENT | INV. DATE IN SERVICE DATE PROD. II. LET WARR EXP. PROMISED PO NO. 15110V06 97.00 | CASH 17:00 04OCT06 oദപ്പസ് o6 IS STK:F422 DLR:1 ENG:LE5 TRN:MXO 1)GMPP BEADY OPTIONS: R.O. OPENED MAJOR GUARD 60/75 0 DED 2) EXP 03JUN11/75042 MILES 05:39 15NOV06 16:26_03OCT06 TOTAL LIST LINE OPCODE TECH TYPE A/HRS S/HRS SALE COMP A CUSTOMER STATES ASSENGER FRONT INSIDE DOOR TRIM IS LOOSE I RONT DOOR ARMREST SWITCH MOUNTING -C3300 PLATI RAR OF RIPLACE RIGHT 10.00 10.00 1000 0.20 0.20 100 IMTX 925 9.25 1 22720 99 PLUG B CUSTOMER STATES FRAKES PULSATE, HISTORY OF REPAIR TECH #100 CAUSE: OUT OR IN UND/RESURFACED H0042 RESULFACED BOTH FRONT AND REAR BRAKE ROTORS 15520 155.20 155.20 10 WC4 1.60 1.60 FC: 3M PALT#: COUNT: 0 AUTH C DE: 2205.14721110.57**04**8651157 | 1835 O TPARTS 15520 TLABOR C CUSTOMER STATES FOR IN STEERING WHEN TURNING RIGHT Cause: Replace) Strering Column E7680 ELEC RONIC STEERING COLUMN 24250 242,50 242,50 10 WC4 2,50 2,50 107.79 107.79 135.06 0 10779 1 15800 40 SHAFT KIT 50.19 o 62.90 50.19 1 15782 90 LINK 5019 618.90 618.90 775.56 0 61890 1 10394:24 COLUMN KI KPC: (2:1) K CHOM CONTRACTION PART#: 10394224 COUNT: 3 YPE: CLAIM AUTH CIDE: E NP 77688 TPARTS 24250 TLABOR D ONE DAY REM FIR LOANER CAR CAUSE: COMPLETE) Z7903 THRE L DAYS FACTORY RENTAL 0.00 0.00 0 0.00 WC4 0.00 DESCRIPTION STATEMENT OF DISCLAIMER LABOR AMOUNT The factory warranty constitutes all of the warrantles with respect to the sale of this item\items. The Seller hereby expressly disclaims PARTS AMOUNT GAS, OIL, LUBE all warranties either express or implied, including any implied warranty of merchantability or fitness SUBLET AMOUNT for a particular purpose. Seller neither assumes nor **ACCOUNTING COPY** MISC. CHARGES authorizes any other person to assume for it any TOTAL CHARGES liability in connection with the sale of this item/items. LESS SALES TAX CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT

54553 ARRENTON, MO

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DUPLICATE 2 PAGE 2

Cox & Cohea Chevrolet-Buick, Inc.

851 W. Pearce Blvd. . P.O. Box 366 Wentzville, MO 63385 (636) 327-6268 (636) 332-0007 www.coxandcohea.ccm

OME	BUS:	SERVICE ADVISOR:	: 116 GREGORY W SN	ITH
COLOR YEAR	MAKE/MODEL	VIN	LICENSE MILEA	GE IN/ OUT TAG
LUE 06 CILE	VIOLET COBALT	1G1AM15B667		1/12170 T9315
3JUN06 IS	17:00 040	OCT06	97.00 CASH ENG:LE5 TRN:MX0 1	15NOV06
6:26 030CT06 Cui:	MAJOR (35 15NOV06	GUARD 60/75 0 DED	2)EXP 03JUN11/750)42 MILES
TNE OPCODE TECH P FC: 98 A CLAIM I'P	YIE A/HRS S/HRS RT#: COUNT: 0 PE:	SALE COMP	LIST NE T	IOIAI
AUTH COEE MJ				
		O TEART	'S R	
UBL ENTERPRISE	DAYS AT 35,24 W(4	(A) 11101	111.0	111.01
	TIMER CHANGE			
1 GREASE, OIL	AND FILTER CHANGE MTX 0.50 0.50	1000	10.00	10.00
1 125791 3 5 OIL MI" -	H-FILTER	1095 0	5.60 5.60 2.89 2.19	
CCOUNT SALE	CONTRO	L ACCOUNT SAL		CONTROL
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NOV 1.5 2006



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STATEMENT OF DISCLAIMER

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particular purpose. Seller neither assumes nor prizes any other person to assume for it any	MISC. CH
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items.	LESS
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00 /

ACCOUNTING COPY

LAUGH CONTRACTOR OF A TATALOG CONTRACTOR OF A 264466944449466 BG 47756HH**XXXXXX** 46291 COME TOTALS SALE: Şε STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

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





CDR File Information

Vehicle Identification Number	1G1AK55F567
Investigator	Neal Matheson
Case Number	PAR71-524491710
Investigation Date	Monday, June 18 2007
Crash Date	Thursday, May 31 2007
Filename	1G1AK55F567
Saved on	Monday, June 18 2007 at 12:44:04 PM
Collected with CDR version	Crash Data Retrieval Tool 2.9014
Reported with CDR version	Crash Data Retrieval Tool 2.9014
EDR Device Type	airbag module
Event(s) recovered	Non-Deployment

SDM Data Limitations

SDM Recorded Crash Events:

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

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

SDM Data Limitations:

- -SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.
- -Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis.
- -Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
- -SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.
- -Brake Switch Circuit Status indicates the status of the brake switch circuit.
- -Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.
- -Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".
- -The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
- -If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
- -The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
- -Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left.

 SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

- -Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.
- -The Belt Switch Circuit is wired directly to the SDM.





Multiple Event Data

Associated Events Not Recorded	0
An Event(s) Preceded the Recorded Event(s)	No
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	No

System Status At AE

- J - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	
Vehicle Identification Number	**1AK55F*6*708830
Low Tire Pressure Warning Lamp (If Equipped)	Invalid
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	OFF

System Status At 1 second

Oyotom Otalao / lt 1 Cocoma	
Transmission Range (If Equipped)	Fourth Gear
Transmission Selector Position (If Equipped)	Fourth Gear
Traction Control System Active (If Equipped)	Invalid
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	104
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

Pre-crash data

1.0 0.40 44.4				
Parameter	-2 sec	-1 sec		
Reduced Engine Power Mode	OFF	OFF		
Cruise Control Active (If Equipped)	No	No		
Cruise Control Resume Switch Active (If Equipped)	No	No		
Cruise Control Set Switch Active (If Equipped)	No	No		

Pre-crash data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	75	74	72	69	31
Engine Speed (RPM)	2624	2560	2496	2240	1024
Percent Throttle	18	18	18	17	15
Accelerator Pedal Position (percent)	0	0	0	0	0
Antilock Brake System Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Lateral Acceleration (feet/s²)(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0





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



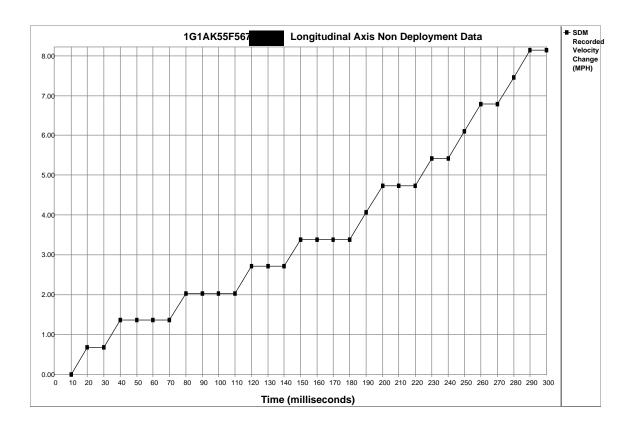


System Status At Non-Deployment

System Status At Non-Deployment	
Ignition Cycles At Investigation	3770
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	1402
Ignition Cycles At Event	3765
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	BUCKLED
Passenger's Belt Switch Circuit Status	UNBUCKLED
Automatic Passenger SIR Suppression System Validity Status	Valid
Automatic Passenger SIR Suppression System Status	Air Bag
Automatic Fasseriger Sitt Suppression System Status	Suppressed
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Maximum SDM Recorded Velocity Change (MPH)	18.87
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	730
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Crash Record Locked	No
Vehicle Event Data (Pre-Crash) Associated With This Event	Yes
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes



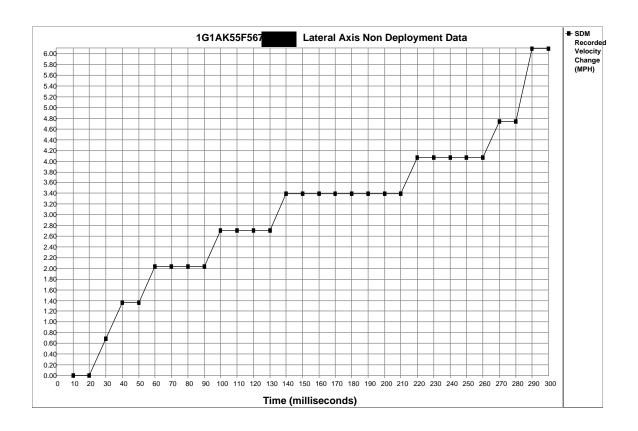




Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis Recorded Velocity	0.00	0.68	0.68	1.36	1.36	1.36	1.36	2.03	2.03	2.03	2.03	2.71	2.71	2.71	3.39
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Longitudinal Axis Recorded Velocity	3.39	3.39	3.39	4.07	4.74	4.74	4.74	5.42	5.42	6.10	6.78	6.78	7.46	8.13	8.13







Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.68	1.36	1.36	2.03	2.03	2.03	2.03	2.71	2.71	2.71	2.71	3.39	3.39
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	3.39	3.39	3.39	3.39	3.39	3.39	4.07	4.07	4.07	4.07	4.07	4.74	4.74	6.10	6.10





Hexadecimal Data

\$03
00000000000000000000000000000000000000
00 00 00 00 00 00 00 00 00 00 00 00 00

1G1AK55F567



1G1AK55F567



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$44 00 00 00 00 00 00 00
$45 00 00 00 00 00 00 00
$46 00 00 00 00 00 00 00
$47
   00 00 00 01 01 01 00
$48
    02 02 02 02 03 02 00
$49
   03 02 03 03 03 03 00
$4A
   04 03 04 03 04 04 00
$4B
   04 04 05 04 05 05 00
$4C
   05 05 05 05 05 00
$4D
    05 06 05 07 05 07 00
$4E
   06 07 06 08 06 08 00
   06 09 06 0A 07 0A 00
$4F
$50 07 0B 09 0C 09 0C 00
$51 D0 00 00 00 00 00 00
$52
   00 00 00 00 00 00 00
$53
    49 03 4D 00 00 00 00
$54
   00 00 00 00 00 00 00
$55
   00 00 00 00 00 00 00
$67
   00 00 00 00 00 00 00
$68
   F8 F8 90 C0 00 00 00
$69
    80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF 00
$6C FF FF FF FF FF 00
$6D FF FF FF FF FF 00
$6E
   FF FF FF FF FF 00
   FF FF FF FF FF 00
$6F
$70 FF FF FF FF FF 00
$71
   FF FF FF FF FF 00
$72 FF FF FF FF FF 00
$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
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$02
    01 02 03 04
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   41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
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   $06
   FF FF FF FF
$07
    $08 FF FF FF FF
$0D
   41 48 32 39 35 31 52 35 32 35 32 31 33 48 4B 43
$0E
   01 5A 4B 31
    41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$0F
$10
   01 02 03 04
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    42 52 30 31 33 34 56 31 05 32 39 32 43 37 4C 37
$14
    01 5A 74 02
   $17
$18 FF FF FF FF
$21
    33 19 2A B4 E6 87 91 9A
$22
    90 11
$23
    31 41 FA FA FA FA FA
$24
   31 41 FA FA FA FA FA
$25
   32 41 FA FA FA FA FA
$26
   32 41 FA FA FA FA FA
$40
    00 00
$41
    3F 00 00 02 00 1A
$42 F0 C4
$43 00 00 8E 80
$44 C6 00 00 FC C0 C0
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$45 07 01 07 01 05 01
$46 FF 1A 1A 64 64
$47 OA 64 06 04 04 05 OA 06 04 OA 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF
$B4 41 53 39 30 31 31 32 31 32 50 56 45 20 20 20 20
$B7 50 AA 04 OF 03
$B8 41 57 68 09 19
$C1 30 46 30 33
$CA 30 46 30 33
$CB 01 5A D1 33
$CC 01 5A D1 33
$D1 00 00
$DB 00 00
$DC 00 00
```





Comments

Driver states the steering locked up momentarily causing her to go off the road. Vehicle hit a cable barrier with the rear left.

Mesa, AZ

Service request: 71-524491710

Vehicle Identification Number: 1G1AK55F567 Customer Relationship Specialist: Shelia McGhee

Dear

Thank you for allowing us the opportunity to review the product allegation involving your 2006 Chevrolet Cobalt. Unfortunately, our attempts to reach you by phone on 6/4, 6/6, and 6/7 were unsuccessful.

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

Please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above when calling.

Sincerely,

General Motors Corporation

PA0005 V05112006

Customer's Name: Vehicle Brand: Chevrolet 71-524491710

Inspection Date:

06/18/2007

Model: 2006, COBALT <u>VIN:</u> 1G1AK55F567

Mileage at Inspection: 29341

File #

Inspection Location: Brown & Brown Chevrolet 145 E. Main Mesa, AZ 85201, 480-833-3456

Inspector's phone number: **520-463-0135** Inspected By: Neal Matheson

Section 1 INSPECTION SUMMARY	
BRIEFLY Describe the customer's ALLEGATION below:	
The driver alleges that while switching lanes at freeway speed, the steering locked up mome oscillating. When she applied the brake, the vehicle started fishtailing causing it to leave the a cable barrier with the left rear corner of the vehicle. The claimant seeks to know if the veh and repairs made if it isn't	e roadway and strike
Following the inspection, summarize the facts and observations: (Additional cmts may be placed in se	ection 9)
The claimant, is a well known local News Anchor, FOX TV Ch. 10, Phoenix AZ. <no. \$6338="" &="" (eps)="" 19="" a="" accident="" alleged.="" and="" are="" assembled.="" attached.="" being="" codes="" corner="" cost="" damage="" data="" daughter,="" done.="" download="" driver="" dtc="" electric="" eps="" estimated="" front="" functional="" his="" injuries="" inspected.="" is="" left="" limited="" no="" of="" old="" power="" properly="" rear="" rear,="" related="" repair="" report="" steering="" stored="" suspension="" systems="" td="" the="" there="" to="" vehicle.="" vetronics="" was="" were="" when="" year="" {<=""><td>lyFoxPhoenix.com></td></no.>	lyFoxPhoenix.com>
Outline O	
Section 2 INTERVIEW - INCIDENT DETAILS	
Obtain all of the information for this section from the Driver/Claimant	
Provide a complete description of the incident according to the DRIVER / CLAIMANT	
Interview mode: X By Telephone In Person Incident Date and Time: Thursday Interview date: 06/15/2007 Was a police/fire department report obtained? X Yes AZ DPS # 2007-029594 (no citations were Provide driver/claimant's description of incident. If there was a collision, describe all collision event of other vehicles involved; describe all objects contacted and the sequence in which they were contained by placed in section 9 The Driver, states that she was westbound on the 202 freeway near Country Club ig semi-truck, and was switching lanes to get to the Country Club exit. The steering locked then started wiggling back and forth like it was doing its own thing. When she pushed the besteer to the side of the road, the car started fishtailing and went off the left side of the road, sharrier with the left rear. The barrier took off the rear of the car and that's what stopped it.	e issued) No es; include description tacted. (Additional cmts) ub. She was next to a d up for a second, brakes and tried to
Confidential GM/PAR	Rev 04-19-2004

Customer's Name: **Inspection Date:** Vehicle Brand: Chevrolet <u>VIN:</u> 1G1AK55F567 File # 71-524491710

Model: 2006, COBALT

06/18/2007

		cal description (incl no disabilities.	ude name, ger	der, height, weight, &	& disabilities):	
If there was a control of there was a control of the control of th		s to the Driver:_ No	injuries			
Describe where	other occupa	nts were seated &	extent of any ir	juries: No other occ	upants.	
What was the e	exact location of	of the incident. Higl	hway 202, wes	tbound, near the Co	ountry Club Exit.	
Driving condit	ions at the tin	ne of the incident	:			
Shoulder/Curb C Posted Speed Lin Any objects in t Length of Driv Estima (Do No	Total Time (he stimate of veted vehicle specialisment descri	oncrete X Asphalt ry	Gravel Icy X Gravel Icy Speed bump, etc.) nutes Distar mph Source of known mph S n the Vetronix	ce (miles):_45 mi. est. Driver ource of estDriver data here)	t	t include the
Steering Suspension Brakes Engine Electrical	Normal X Normal X Normal X Normal X	Other Other Other Other Other	Describe Describe Describe	• { • { • {		
Were any warr the details and			information o	enter messages dis	splayed? Yes X	No If "Yes", get
Has the vehicle details and des			ent ever been n	oted prior to this incid	dent? 🗌 Yes 🛛 X No	If "Yes", get the
					ver information panel brations, or other ir	
Describe any e	vasive action:	X Turning	X Braking	☐ Accelerating	Other: {	

Rev 04-19-2004 Confidential GM/PAR

Customer's Name:

Vehicle Brand:
File #

Chevrolet
71-524491710

Inspection Date: 06/18/2007

Model: 2006, COBALT VIN: 1G1AK55F567

Describe cargo (in the vehicle interior, trunk and/or trailer (if any): **None** Estimated total weight of cargo: None Estimated weight of the trailer, if any. NA If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle. Did the vehicle leave the roadway?: X Yes No Describe: Vehicle was fishtailing, veered off left side of roadway. Objects Impacted: Vehicle struck a median cable barrier with the left rear of the car. See photos # 51 &52 How was the vehicle transported from the incident site to the present location?

Tow Truck X 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: Claimant Comments: (Additional cmts may be placed in section 9) None Did the owner purchase the vehicle new? X Yes No Date 12/07/05 Used? Yes No Date **VEHICLE MODIFICATIONS / ALTERATIONS** Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe: None **VEHICLE REPAIR / SERVICE HISTORY** Prior electrical system service? X No Yes If yes, describe: Prior collision repair? X No \square Yes If yes, describe: Repaired by whom? (name, address, phone) NA Prior chassis system service, repair, or replacement? **X** No Yes If yes, describe what was done: Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number) None Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? X No Yes If yes, describe: Note: no dealership repairs or maintenance on file.

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:
Vehicle Brand:

File #

Chevrolet 71-524491710

Inspection Date:

06/18/2007

Model: 2006, COBALT

<u>VIN:</u> 1G1AK55F567

Impact damage to the body is limited to the rear/left of the vehicle. The left rear quarter is crushed in approx. 4" and the rear of the trunk is pushed in above the bumper support bar approx 2". The trunk lid is twisted and bent. Both rear tail light assemblies are broken. The rear bumper fascia is missing. See photo #11.

{ UNDERBODY / FRAME / CHASSIS AREA: Describe any damage to the underside of the vehicle. Note the condition of the

bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

The only discernable underbody damage is to the trunk floor which is deformed from impact by the muffler.

CORNER ASSEMBLIES

Struts/shocks Ball joints Tire/wheel assemblies

Springs Steering knuckles
Control arms Axle assemblies

Comments: Both front steering/ suspension assemblies are intact and functional, with no deficiencies found.

The rear axle is kinked inboard of the left rear wheel, and the left rear wheel assembly is out of position.

Both right side tire/ wheel assemblies appear undamaged from the incident.

Both left side wheels are bent, both left side wheel covers are scraped up.

The left rear tire outer bead is unseated.

The left rear tire is a Continental brand. The other three tires are Sumi/ OHTSU brand.

The left rear shock absorber is leaking oil.

UNDERHOOD

Engine compartment Power steering lines, hoses, clamps and connections

Brake fluid level and condition Power steering fluid level and condition

Comments:

There is no incident related damage underhood. Brake fluid is full, and dark amber in color.

This vehicle has Electric Power Steering. There are no power steering related components under the hood.

All fuses in the Electrical Power Distribution Center were checked and all were found to have continuity.

GENERAL OBSERVATIONS

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

Comments:

The vehicle has an aftermarket Pioneer brand radio installed with an external SIRIUS antenna, and IPOD connecting cable. No other modifications were found.

Section 5

VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel Odometer

Controls Steering wheel and column

Overall view of seat position Driver and passenger seat back angle (inclinometer measurement)

Customer's Name: Vehicle Brand: Chevrolet 71-524491710

Inspection Date:

06/18/2007

Model: 2006, COBALT

<u>VIN:</u> 1G1AK55F567

Photo of options label-glove box/trunk Sunvisors and headliner Personal items/cargo

INTERIOR INSPECTION (Describe any damage and photograph)

No incident related damage is apparent.

File #

All controls are in the Off position except for the Air Conditioning which is on High blower.

Driver seat back angle is 67 deg. Passenger seat angle is 63 deg. Both seats are in full rearward position.

Tilt wheel is in mid position.

Items scattered around the floor include soft drink cups, coins, and wrappers.

Garage door opener is on the driver visor.

Instrument panel is fully functional with no warning lights on.

Section 6

STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Customer's Name: Vehicle Brand:

File #

Chevrolet 71-524491710

Inspection Date: 06/18/2007

Model: 2006, COBALT VIN: 1G1AK55F567

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

does not function	T property of its a front production part. Take appropriate priotographs
ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be	The foundation steering system appears to be properly assembled and fully functional. The steering wheel rotates smoothly lock-to-lock with no binding or sticking.
rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	The Electric Power Steering appears to be functional. Lock-to-lock turn of the wheel feels normal with no noise or binding.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	The steering linkage is properly connected and operates in normal fashion. There is no sign of external impact, bending, or other damage to steering components.
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	The rack and pinion is properly mounted with no indication of leaks or other damage. See photo # 36
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	The steering column is properly installed, and appears to function normally. Removal of the key does not lock the column. Tilt is adjusted to mid range.
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and	Hydraulic power steering does not apply! Vehicle has Electric Power Steering.
rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	With engine running, lock-to-lock power assist feels normal. See Tech II data, photos # 49 & 50
PS fluid level and condition- Color, contamination, odor	Does not apply! Vehicle has Electric Power Steering
Steering knuckle-All attachments secure and proper?	All steering knuckle attachments are secure and properly assembled. See photos # 34 &35
Suspension components – LF Strut attachments, springs intact; control arms properly	LF Suspension components are properly assembled with no incident related or other damage.
attached, deformed, broken, scraped, etc. Sway bars properly attached.	
Strut attachments, springs intact; control arms properly attached, deformed, broken,	RF Suspension components are properly assembled with no incident related or other damage.
scraped, etc. RF	

Customer's Name: Vehicle Brand:

File #

Chevrolet 71-524491710

Inspection Date:

06/18/2007

Model: 2006, COBALT VIN: 1G1AK55F567

Strut attachments, springs intact; control arms properly	LR axle bar is bent & kinked inboard of the wheel. The rear axle assembly is otherwise assembled properly with no loose or missing components.
attached, deformed, broken,	
scraped, etc Rear sway bars,	
trailing arms properly attached	
and undamaged. LR	
Strut attachments, springs	RR axle bar is bent & kinked inboard of the LR wheel. The rear axle assembly
intact; control arms properly	is otherwise assembled properly with no loose or missing components. The
attached, deformed, broken,	RR shock absorber is leaking oil. See photo # 33
scraped, etc. RR	
Rear axle assembly-deformed,	Rear axle bar is bent & Kinked inboard of the LR wheel, otherwise it is
signs of impact, properly located, etc.	properly assembled with loose or missing components. See photo # 30
Deformation to the frame	There is no visible frame deformation. The trunk floor is deformed from
	impact by the muffler. See photo #30
Describe and photograph	There is no visible contact of axle suspension, wheel/ tire with other
evidence of axle/ suspension/	components.
tire contact with frame, body or	
components	
Describe and photograph	Contact with external objects include the trunk rear panel impacted with the
contact of the under- carriage	barrier cable. LR wheel & Wheel cover impacted with barrier post or other
with the road surface (road,	similar object. Parallel cuts on the wheel covers and corresponding wheel
shoulder, curb, or grass)	impacts. See photos # 41
Stability Enhancement	Not equipped.
system/components-check for	
codes with Tech II	
Engine (normal, other)-Obtain	DTC Codes stored are:
codes using a Tech II.	U2015 Theft Deterrent system, and B3950 left turn signal.
Electrical (normal, other)	All systems appear normal except rear lights.
	All fuses in the Power Distribution Center were verified to have continuity.
Warning lights/messages	No warning lights are displayed.
displayed? Describe and obtain	All lights function with bulb check. See photo # 16.
codes using a Tech II	
Anything components missing?	No missing items were noted.
Other	None

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot".

No road test was done. Vehicle is not drivable. Static steering tests were done and power assist feels normal. See Tech II data screen photos # 49 & 50.

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.

Customer's Name: Vehicle Brand:

Chevrolet 71-524491710

Inspection Date:

06/18/2007

Model: 2006, COBALT VIN: 1G1AK55F567

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

TIRE AND WHEEL INSPECTION

File #

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	Sumi/OHTSU	Negotiator Nuce	P195/60R15	<u>32</u>	<u>7</u>	7TCB 3MC2 3306
RF	Sumi/OHTSU	<u>NH60</u> <u>Negotiator</u> NH60	P195/60R15	<u>31</u>	<u>7</u>	7TCB 3MC2 3306
LR	<u>Continental</u>	<u>Touring</u>	P195/60R15	<u>Flat</u>	<u>7</u>	ACV9 BLC
RR	Sumi/OHTSU	Contact AS Negotiator NH60	P195/60R15	<u>33</u>	<u>8</u>	7TCB 3MC2 3306

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 Wheel cover is scraped, wheel bent but holding air, Tire normal with no cuts, flat spotting or abnormal**

wear. _____

RF Normal wheel / tire with no cuts, flat spotting, or abnormal wear,

LR Wheel cover and wheel both have impact damage, tire is unseated form outboard bead, tire has gash down to the steel cord, inboard corresponding with wheel impacts. Tire has no flat spotting or abnormal wear.

RR Normal wheel / tire with no cuts, flat spotting, or abnormal wear

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 <u>P195/60R15</u> <u>30</u>
SPARE TIRE <u>P195/60R15</u> 30 30

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.

Customer's Name: Vehicle Brand:

File #

Chevrolet 71-524491710

Inspection Date:

06/18/2007

Model: 2006, COBALT

<u>VIN:</u> 1G1AK55F567

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.

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Comments.	
	median of the three lane divided 202 freeway. The barrier has since been repaired and , and traffic is heavy, consequently, no site inspection was made. See photos, # 51 & 52 e of the area.
Section 8	COMMENT OVERFLOW
	eded for additional comments from the inspection form. Please note the section and ontinued from prior to each comment.
None	
{	
L	

Section 9

OTHER REPORT INFORMATION

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

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

Attachments: (Check all that apply)

X PhotographsX Data Downloads52 images w/ Photo Log.X OwnloadsYetronix download.

X Other Records Body Shop repair estimate.





CDR File Information

Vehicle Identification Number	1G1AK55F567
Investigator	Neal Matheson
Case Number	PAR71-524491710
Investigation Date	Monday, June 18 2007
Crash Date	Thursday, May 31 2007
Filename	1G1AK55F567
Saved on	Monday, June 18 2007 at 12:44:04 PM
Collected with CDR version	Crash Data Retrieval Tool 2.9014
Reported with CDR version	Crash Data Retrieval Tool 2.9014
EDR Device Type	airbag module
Event(s) recovered	Non-Deployment

SDM Data Limitations

SDM Recorded Crash Events:

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

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

SDM Data Limitations:

- -SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.
- -Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis.
- -Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
- -SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.
- -Brake Switch Circuit Status indicates the status of the brake switch circuit.
- -Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.
- -Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".
- -The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
- -If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
- -The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
- -Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left.

 SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

- -Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.
- -The Belt Switch Circuit is wired directly to the SDM.





Multiple Event Data

Associated Events Not Recorded	0
An Event(s) Preceded the Recorded Event(s)	No
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	No

System Status At AE

Vehicle Identification Number	**1AK55F*6*708830
Low Tire Pressure Warning Lamp (If Equipped)	Invalid
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	OFF

System Status At 1 second

Oyotom Otalao / lt 1 Cocoma	
Transmission Range (If Equipped)	Fourth Gear
Transmission Selector Position (If Equipped)	Fourth Gear
Traction Control System Active (If Equipped)	Invalid
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	104
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

Pre-crash data

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

Pre-crash data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	75	74	72	69	31
Engine Speed (RPM)	2624	2560	2496	2240	1024
Percent Throttle	18	18	18	17	15
Accelerator Pedal Position (percent)	0	0	0	0	0
Antilock Brake System Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Lateral Acceleration (feet/s²)(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0





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



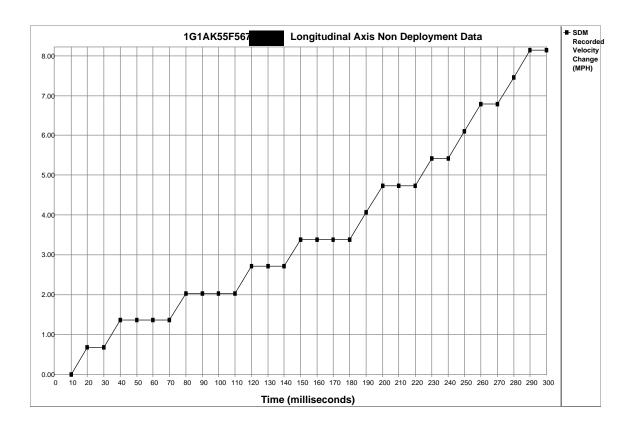


System Status At Non-Deployment

System Status At Non-Deployment	
Ignition Cycles At Investigation	3770
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	1402
Ignition Cycles At Event	3765
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	BUCKLED
Passenger's Belt Switch Circuit Status	UNBUCKLED
Automatic Passenger SIR Suppression System Validity Status	Valid
	Air Bag
Automatic Passenger SIR Suppression System Status	Suppressed
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Maximum SDM Recorded Velocity Change (MPH)	18.87
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	730
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Crash Record Locked	No
Vehicle Event Data (Pre-Crash) Associated With This Event	Yes
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes



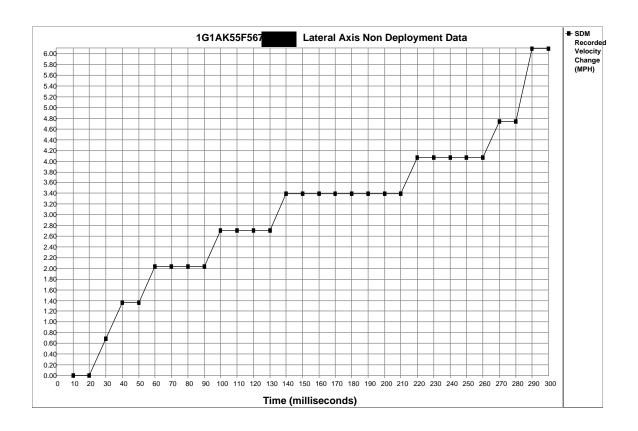




Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis Recorded Velocity	0.00	0.68	0.68	1.36	1.36	1.36	1.36	2.03	2.03	2.03	2.03	2.71	2.71	2.71	3.39
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Longitudinal Axis Recorded Velocity	3.39	3.39	3.39	4.07	4.74	4.74	4.74	5.42	5.42	6.10	6.78	6.78	7.46	8.13	8.13







Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.68	1.36	1.36	2.03	2.03	2.03	2.03	2.71	2.71	2.71	2.71	3.39	3.39
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	3.39	3.39	3.39	3.39	3.39	3.39	4.07	4.07	4.07	4.07	4.07	4.74	4.74	6.10	6.10





Hexadecimal Data

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1G1AK55F567



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$48
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$4B
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$4C
   05 05 05 05 05 00
$4D
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$4E
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   06 09 06 0A 07 0A 00
$4F
$50 07 0B 09 0C 09 0C 00
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$53
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$69
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$6B FF FF FF FF FF 00
$6C FF FF FF FF FF 00
$6D FF FF FF FF FF 00
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$73
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    01 02 03 04
$03
   41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04
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$05
   $06
   FF FF FF FF
$07
    $08 FF FF FF FF
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   01 5A 4B 31
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$0F
$10
   01 02 03 04
$13
    42 52 30 31 33 34 56 31 05 32 39 32 43 37 4C 37
$14
    01 5A 74 02
   $17
$18 FF FF FF FF
$21
    33 19 2A B4 E6 87 91 9A
$22
    90 11
$23
    31 41 FA FA FA FA FA
$24
   31 41 FA FA FA FA FA
$25
   32 41 FA FA FA FA FA
$26
   32 41 FA FA FA FA FA
$40
    00 00
$41
    3F 00 00 02 00 1A
$42 F0 C4
$43 00 00 8E 80
$44 C6 00 00 FC C0 C0
```





```
$45 07 01 07 01 05 01
$46 FF 1A 1A 64 64
$47 OA 64 06 04 04 05 OA 06 04 OA 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF
$B4 41 53 39 30 31 31 32 31 32 50 56 45 20 20 20 20
$B7 50 AA 04 OF 03
$B8 41 57 68 09 19
$C1 30 46 30 33
$CA 30 46 30 33
$CB 01 5A D1 33
$CC 01 5A D1 33
$D1 00 00
$DB 00 00
$DC 00 00
```





Comments

Driver states the steering locked up momentarily causing her to go off the road. Vehicle hit a cable barrier with the rear left.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name:
Vehicle Brand: Chevrolet
File # 71-524491710

Inspection Date: 06/18/2007

Model: 2006 Cobalt

VIN: 1G1AK55F567

Inspector Neal Matheson

Number of Rolls

Roll Number

45

71-524491710.05.DOC

Neg.#	<u>Description</u>
0	
1.	VIN – Door Label.
2.	Vehicle – Front.
3.	Vehicle – LF, site line view.
4.	Vehicle – Left side.
5.	Vehicle – LR, site line view.
6.	Vehicle – Rear.
7.	Vehicle – RR, site line view.
8.	Vehicle – Right side.
9.	<u>Vehicle – RF, site line view</u>
10.	Vehicle – LR quarter.
11.	Vehicle – LR corner, view from rear, note barrier cable indentation across rear of trunk.
12.	Tire/ Wheel – LF, note bent wheel, stones between wheel cover and wheel.
13.	Antenna – SIRIUS radio external antenna at top of windscreen.
14.	Panel – Control, note: aftermarket radio, IPOD interface cord, debris on passenger floor.
15.	<u>Cluster – Instrument w/ odometer</u>
16.	Cluster – Instrument w/ bulb check.
17.	Vehicle – Rear, view from left side, note bumper supt. bar, no visible bend, cable impression on trunk rear
18.	Compartment – Engine.
19.	Compartment – Passenger, view from driver door.
20.	Compartment – Rear passenger.
21.	Floor – Driver side.
22.	Floor – Passenger side.
23.	Box – Fuse Power Distribution Center.
24.	<u>Legend – Fuse box lid.</u>
25.	<u>Label – Electric Power Steering System.</u>
26.	<u>Labels – Electric Power Steering module.</u>
27,	<u>Label – Electric Power Steering motor.</u>
28.	Underbody – Engine Cradle, view from underneath.
29.	<u>Underbody – Midcar, view looking rearward.</u>
30.	Underbody – Rear, looking forward, Note bent axle bar, crumpled trunk floor.
31.	Underbody – Rear, view from right side looking left.
32.	Underbody – Rear, left side
33.	Suspension, RR, Note leaking shock absorber.
34.	Steering – LF, Knuckle, tie rod,
35.	Steering – RF Knuckle, tie rod.
36.	Gear – Steering rack & pinion.
37.	Tire – LF, tire tread.
38	Tire – RF, tire tread.
39	Tire – RR, tire tread.
40	Tire – LR, tire tread
41	Tire/Wheel – LR, Note cuts on wheel cover w corresponding impacts to wheel. Tire bead unseated
	outboard.
42	Tire/Wheel – LR. Note slash inboard at arrow.
43	Tire/Wheel – LF,. Note bent wheel, stones lodged between wheel & cover.
44	Tech II Screen 1– DTC info. Codes stored = body module, theft deterrent module.

<u>Tech II screen 2 – DTC info. Codes stored = none.</u>

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name:
Vehicle Brand: Chevrolet
File # 71-524491710

Inspection Date: 06/18/2007

Model: 2006 Cobalt

VIN: 1G1AK55F567

46 Tech II screen 3 – DTC info. Codes stored =

- 47 Tech II screen Theft deterrent code U2015, lost com.. w/ engine control system.
- 48 <u>Tech II screen Body control module code B3950, left turn signal</u>
- Tech II screen Data, full lock left turn.
- 50 Tech II screen Data, full lock right turn.
- 51 Freeway 202 westbound @ Country Club exit. Approximate site of incident.
- 52 Freeway 202 westbound, representative view of cable barrier.

AMERICAN FAMILY INSURANCE P.O. BOX 52048 PHOENIX, AZ 86072 PHONE 602-225-3740 FAX 866-746-1478

** ESTIMATE ***

06/01/2007

Owner Address

City State Zip: MESA, A

Control Information

Claim #:

Loss Date/Time: 05/30/2007

Deductible: \$500.00

Ins. Company: American Family Insurance

Innured: Address:

(480)641-2020

Loss Type: Collision

Inapoction

Inspection Date: 05/31/2007 06:36 PM

Inspection Location: Brown and Brown Col Center

Addresa: 162 E First Ave City State Zip: Mesii. 85210

Primary Impact: Left Rear Corner

Driveable: No Assigned Date/Time:

First Contact Date/Time:

Appraiser Name: TAMI FARNSWORTH

Address: PO BOX 52048 City State Zip: Phoenix, AZ 85034

Email: TFARNSWOGAMFAM.COM

Inspection Type: Field

insured Policy #:

Contact:

(480)827-3425

Secondary Impact:

Rental Assisted:

Received Date/Time: 06/01/2007 10:07 AM

Appointment Date/Time: 06/01/2007 12:00 PM

Appraiser License #:

Work/Day: (480)656-3092

FAX: (480)718-5299

Repairer

Repairer: BROWN AND BROWN CHEVROL

Address: 145 E. MAIN STREET

Contact

WorldDay: (480)833-3456

FAX: (480)827-3429

City State Zip: Mesa, AZ 85201

License#: 860128003

Regulation ID:

Repair Start Date/Time: 06/01/2007 10:28 AM

Target Complete Date/Time:

Vehicle Drop Off Date/Time:

Days To Repair: 15

Remarks

Prior Damage....none

06/01/2007 10:36 AM

Page 1 of 4

Claim #

06/01/2007

Vehicle

2006 Chevrolet Cobalt LS 4 DR Sedan

4cyl Gasoline 2.2

4 Speed Automatic

LIC.Plate: NONE

Lic Expire: **Prod Date:** Veh inap#:

Condition:

Ext. Color: BLACK Ext. Refinish: Two-Stage

Ext. Paint Code: 8555

Lic State: AZ

VIN: 1G1AK55F567

Mileage: 29,341 leage Type: Actual

Code: U2363A Int. Color:

lest, Refinish: Int. Trim Code:

Options

Air Conditioning **Dual Airbegs**

Power Steering Tachometer **Tinted Glass**

Center Console Intermittent Wipers

Rear Window Defroster Theft Deterrent System Trip Computer

Cruise Control **Power Brakes**

Rem Trunk-L/Gete Release

Tix Steering Wheel Velour/Cloth Seats

Compact Disc Player

Demages

Line	Op	Guide N	AC	Description	MFR.Part No.	Price	ADJ%	8%	Hours	R
1	Ε	29		Muffler Assembly	15263437 GM	Part \$486.09			0.4	ME
2	ε	903		Wheel,Rear LT	9696086 GM F	art \$91.33			0.2	SM
3	L	903		Wheel,Rear LT	Refinish				0.6	RF
					0.5 Surfa	¢e				
					Q.1 Two-	stage				
4	Ε	913		Cover Front Wheel LT	9595091 GM F	'art \$29.87				SM
5	E	915		Cover,Rear Wheel LT	9595091 GM P	art \$29.87				SM
6	EŲ	391 0)7	Panel Assy Body Side L	RECYCLED P.	ART \$275.00°	+25		0.0*	SM
				>> Precision of #84553P						
7	RI	339		W/Strip,Roof LT	R & I Assembly	•			0.4	SM
8	RI	272		Midg,Roof Peak LT	R & I Assembly	•			0.3	SM
9	RI	352		Back Glass R & I	R & Assembly	•			2.8	SM
10		389		Panel,Quarter LT	Partial Replace	Labor			9.6	SM
11	L	389 1	3	Panel,Quarter LT	Refinish				4.1	RF
					2.5 Surfa	C9				
					0.5 Edge		•			
						stage setup				
					0.5 Two-					
12	_	409		Shield, Quarter Panel LT	15241192 GM				INC	SM
13	EU	479		Deck Lid Assembly	RECYCLED P	ART \$200.00*	+25		0.6	SM
				>> Precision of #84553P						
14	L	479		Lid,Rear Deck	Refinish				3.5	RF
					2.1 Surfa					
					1.0 Edge					
					0.4 Two-					
	RI	496		Pol.Lid Inner Trim	R & I Assemble	<i>?</i>			INC	SM
	_	493		N/Plate,Deck Lid	15844047 GM				0.2	SM
17	E	496		Emblem Deck Litt	22732490 GM				0.2	3M1
18	RI	504		Cyl, Deck Lid Lock	R & I Assembl	•			INC 0.2	SM SM
19	E	490		Hinge, Deck Lid LT	15824370 GM	Part \$31.52			0.2	RF
20	Ľ	490		Hinge, Deck Lid LT	Refinish				U.3	RE
					0.3 Surfa	10 13				

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2006 Chevrolet Cobelt LS 4 DR Sedan

Clains):						96/01/2	007	
Line	Op	Guide MC	Description	MFRLPart No.	Price	ADJ%	8%	Hours	R
21		491	Hinge,Dack Lid RT	15824371 GM Part	\$31.52			0.2	SM
22	Ļ	491	Hinge,Deck Lid RT	Refinish 0.3 Surface				0.3	RF
23	RI	462	W/Strip,Deck Lid	R & i Assembly				0.5	SM
24	E	509	Panel,Rear Body	15246335 GM Part	\$144.81			9.7	SM
25	L	509	Panel,Rear Body	Refinish 1.3 Surface				1.3	RF
26	EU	533	Taillamp Assembly LT >> Precision of #84553P	RECYCLED PART	\$45.00*	+25		INC	SM
27	EU	534	Taillamp Assembly RT >> Precision of #84653P	RECYCLED PART	\$45.00*	+25		INC	SM
28	RI	541	Lamp High Mounted Stop	R & I Assembly				0.2	SM
29	EU	569	Cover,Rear Bumper >> Precision of #84553P	RECYCLED PART	\$375.00*	+25		0.3	SM
30	L	569	Cover,Rear Bumper	Refinish 2.6 Surface 0.5 Two-stage				3.1	RF
31	E	691 01	Beam,Rear Axle	15232753 GM Part	\$948.40			4.0	ME
32	N		LKQ TRIM & FIT	Additional Labor				3.0*	SM*
33	N		FR RACK SETUP/MEASUR	Additional Labor				2.0*	SM*
34	t		UNIBODY / FRAME PULL	Repair				4.0*	FR*
35	EC		CAULK	Replace Economy	*8.00*				SM*
36	EC		RESTORE CORROSION PR	Replace Economy	\$6.00*			0.3*	SM*
37	EC		CAR COVER	Replace Economy	\$5.00°				SM*
38	SB		HAZARDOUS WASTE	Subtet Repair	\$3.00*				SM"
39	EC		W/SHIELD INSTALL KIT	Replace Economy	\$25.00*				SM*
40	S8		4 WHEEL ALIGN	Sublet Repair	\$69.95*				SM"
41	SB		LR WHEELMINT & BALANC	Sublet Repair	\$15,00*				SM*
	•	if items							

MC	Message
01	CALL DEALER FOR EXACT PART # / PRICE
97	STRUCTURAL PART AS IDENTIFIED BY I-CAR
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

Estimate Total & Entri	es						
Gross Parts	· · · · · · · · · · · · · · · · · · ·				\$1,847.05		
Other Parts					\$986.00		
Paint Materials					\$343.20		
Line Item Markup					\$235.00		
Parts & Material Total						\$3,411.25	
Tex on Parts & Material		•	8	.050%		\$274.61	
		Replace	Repair	Total			
Labor	Rate	Hrs	Has	Hrs			
Sheet Metal (SNI)	\$44.00	25.7	5.0	30.7	\$1,350.80	•	
Mech/Elec (ME)	\$85.00	4.4		4.4	\$374.00		
Frame (FR)	\$44.00		4.0	4.0	\$176.00		
Refinish (RF)	\$44.00	13.2		13.2	\$580.80		
Paint Materials	\$26.00						
Labor Total				52.3 Hour	3 5	\$2,481.60	
Subjet Repairs						\$87.95	
Towing						\$82.75	
Gross Total						\$6,338.16	
Less: Deductible						\$500.00-	

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\$5,838.16

Alternate Parts C/00/00/00/00/00 CUM 00/00/00/00 Zip Code: 85034 Phoenix Meliro

Recycled Parts YA4/0 Zip Code: 85034 INV DATE: 05/31/2007

Audatex Estimating 5.0.025 E8 06/01/2007 10:36 AM REL 5.0.026 DT 05/01/2007 DB 05/14/2007

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2.1 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDITEX'S TWO-STAGE REFINISH FORMULA.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF REPLACEMENT PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

FRAUD WARNING - ARIZONA

FOR YOUR PROTECTION ARIZONA LAW REQUIRES THE FOLLOWING STATEMENT TO APPEAR OF THIS FORM: ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF LOSS IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES A.R.S.20-466.03

Op Codes

•	 User-Entered Value 	E = Replace OEM	NG = Replace NAGS
EC	= Replace Economy	OE = Replace PXN OE Srpls	UE = Replace OE Surplus
ET	⇒ Partial Replace Labor	EP = Replace PXN	EU - RECYCLED PART
TE	 Pertiel Replace Price 	PM = Replace PXN Remar/Rebit	UM = Reptace Reman/Rebuilt
L	= Refinish	PC = Replace PXN Reconditioned	UC = Reptace Reconditioned
TT	≃ Two-Tone	SB = Sublet Repair	N = Additional Labor
BR	= Blend Refinish	1 = Repair	IT = Partial Repair
CG	= Chipguard	RI = R&I Assembly	P = Check
AA	 Appearance Allowance 	RP = Related Prior Damage	



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Customer's Name: Vehicle Brand:

Chevrolet 71-524491710

Inspection Date: 06/18/2007

Model: 2006, COBALT VIN: 1G1AK55F567

Mileage at Inspection: 29341

File #

Inspection Location: Brown & Brown Chevrolet 145 E. Main Mesa, AZ 85201, 480-833-3456

<u>Inspector's phone number:</u> **520-463-0135** <u>Inspected By:</u> **Neal Matheson**

Section 1 INSPECTION SUMMARY
BRIEFLY Describe the customer's ALLEGATION below:
The driver alleges that while switching lanes at freeway speed, the steering locked up momentarily, then started oscillating. When she applied the brake, the vehicle started fishtailing causing it to leave the roadway and strike a cable barrier with the left rear corner of the vehicle. The claimant seeks to know if the vehicle is safe to drive, and repairs made if it isn't {
Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9)
The claimant, is a well known local News Anchor, FOX TV Ch. 10, Phoenix AZ. <myfoxphoenix.com> The driver was his 19 year old daughter, No injuries are being alleged.</myfoxphoenix.com>
Estimated cost of accident damage repair is \$6338
The Electric Power Steering (EPS) was functional when inspected.
Steering and front suspension systems are functional and properly assembled.
Accident damage is limited to the rear, and left rear corner of the vehicle. There were no DTC codes stored related to the EPS
A Vetronics download was done. Data & Report are attached.
{
{
{
Section 2 INTERVIEW - INCIDENT DETAILS
Obtain all of the information for this section from the Driver/Claimant
Provide a complete description of the incident according to the DRIVER / CLAIMANT
Interview mode: X By Telephone In Person Incident Date and Time: Thursday, May 31, 02:45PM Interview date: 06/15/2007
Was a police/fire department report obtained? X Yes AZ DPS # 2007-029594 (no citations were issued) ☐ 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
The Driver, states that she was westbound on the 202 freeway near Country Club. She was next to a big semi-truck, and was switching lanes to get to the Country Club exit. The steering locked up for a second, then started wiggling back and forth like it was doing its own thing. When she pushed the brakes and tried to steer to the side of the road, the car started fishtailing and went off the left side of the road, striking a cable barrier with the left rear. The barrier took off the rear of the car and that's what stopped it.
{

Customer's Name:

Vehicle Brand:
File #

Chevrolet
71-524491710

Inspection Date: 06/18/2007

Model: 2006, COBALT VIN: 1G1AK55F56

Driver/other occ Female, 19 yrs				name, gende	r, height, weight,	, & disabilities):	
If there was a control Describe exten	t of any inju						
Describe where	e other occu	ipants were s	eated & exter	nt of any inju	ies: No other oc	ccupants.	
What was the e	exact location	on of the incid	ent. Highwa y	/ 202, westb	ound, near the (Country Club Exit.	
Driving condit	ions at the	time of the i	ncident:				
(Do No	X And Condition: X In the road? (ro (ro) (ro) (ro) (ro) (ro) (ro) (ro)	Concrete Non- Dry [] Concrete Dry [] Cocks, scrap metalincident: (hrs. & minsof vehicle special specia	Asphalt [] (] Wet [] I] Asphalt X (] Wet [] I I, pothole, speed .): 45 minute ed: 65 mph act: Unknow tion from the	Gravel Cory Cory Cory Cory Cory Cory Cory Cory	ushed rock D ther: { ushed rock D ther: { ushed rock D ther: 45 mi. t. Driver toe of est. Driver ata here)	irt	
Steering Suspension Brakes Engine Electrical	Normal X Normal X Normal X Normal X		Other Other Other Other Other	Describe { Describe {			
Were any warr the details and			or driver info	rmation cer	ter messages d	lisplayed? Yes	X No If "Yes", get
Has the vehicle details and des			nis incident ev	ver been not	ed prior to this inc	cident? Yes X	No If "Yes", get the
						lriver information pa	
Describe any e	vasive actio	on: X Turr	ning X I	Braking	Accelerating	☐Other: {	

Customer's Name:

Vehicle Brand:
File #

Chevrolet
71-524491710

Inspection Date: 06/18/2007 Model: 2006, COBALT

<u>VIN:</u> 1G1AK55F567

Describe cargo (in the vehicle interior, trunk and/or trailer (if any):_None Estimated total weight of cargo:_None
If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.
Did the vehicle leave the roadway?: X Yes
How was the vehicle transported from the incident site to the present location? \square Tow Truck X Flat Bed \square Other
Additional comments concerning the incident:_None.
Section 3 INTERVIEW - VEHICLE HISTORY
Source of information (name, address, phone number, & relationship), if other than claimant: Claimant Comments: (Additional cmts may be placed in section 9) None
Did the owner purchase the vehicle new? X Yes \Bigcup No Date \frac{12/07/05}{\text{Used?}} Used? \Bigcup Yes \Bigcup No Date \frac{12/07/05}{\text{Used?}}
VEHICLE MODIFICATIONS / ALTERATIONS Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc) Describe: None {
VEHICLE REPAIR / SERVICE HISTORY
Prior electrical system service? X No Yes If yes, describe: {
Prior collision repair? X No Yes If yes, describe: {
Repaired by whom? (name, address, phone) NA
Prior chassis system service, repair, or replacement? X No Yes If yes, describe what was done:
Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number) None
Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? X No Yes If yes, describe: Note: no dealership repairs or maintenance on file.

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:
Vehicle Brand:

File #

Chevrolet 71-524491710

Inspection Date:

06/18/2007

Model: 2006, COBALT

<u>VIN:</u> 1G1AK55F567

Impact damage to the body is limited to the rear/left of the vehicle. The left rear quarter is crushed in approx. 4" and the rear of the trunk is pushed in above the bumper support bar approx 2". The trunk lid is twisted and bent. Both rear tail light assemblies are broken. The rear bumper fascia is missing. See photo #11.

{ UNDERBODY / FRAME / CHASSIS AREA: Describe any damage to the underside of the vehicle. Note the condition of the

bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

The only discernable underbody damage is to the trunk floor which is deformed from impact by the muffler.

CORNER ASSEMBLIES

Struts/shocks Ball joints Tire/wheel assemblies

Springs Steering knuckles
Control arms Axle assemblies

Comments: Both front steering/ suspension assemblies are intact and functional, with no deficiencies found.

The rear axle is kinked inboard of the left rear wheel, and the left rear wheel assembly is out of position.

Both right side tire/ wheel assemblies appear undamaged from the incident.

Both left side wheels are bent, both left side wheel covers are scraped up.

The left rear tire outer bead is unseated.

The left rear tire is a Continental brand. The other three tires are Sumi/ OHTSU brand.

The left rear shock absorber is leaking oil.

UNDERHOOD

Engine compartment Power steering lines, hoses, clamps and connections

Brake fluid level and condition Power steering fluid level and condition

Comments:

There is no incident related damage underhood. Brake fluid is full, and dark amber in color.

This vehicle has Electric Power Steering. There are no power steering related components under the hood.

All fuses in the Electrical Power Distribution Center were checked and all were found to have continuity.

GENERAL OBSERVATIONS

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

Comments:

The vehicle has an aftermarket Pioneer brand radio installed with an external SIRIUS antenna, and IPOD connecting cable. No other modifications were found.

Section 5

VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel Odometer

Controls Steering wheel and column

Overall view of seat position Driver and passenger seat back angle (inclinometer measurement)

Customer's Name: Vehicle Brand: Chevrolet 71-524491710

Inspection Date:

06/18/2007

Model: 2006, COBALT

<u>VIN:</u> 1G1AK55F567

Photo of options label-glove box/trunk Sunvisors and headliner Personal items/cargo

INTERIOR INSPECTION (Describe any damage and photograph)

No incident related damage is apparent.

File #

All controls are in the Off position except for the Air Conditioning which is on High blower.

Driver seat back angle is 67 deg. Passenger seat angle is 63 deg. Both seats are in full rearward position.

Tilt wheel is in mid position.

Items scattered around the floor include soft drink cups, coins, and wrappers.

Garage door opener is on the driver visor.

Instrument panel is fully functional with no warning lights on.

Section 6

STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Customer's Name: Vehicle Brand:

File #

Chevrolet 71-524491710

Inspection Date: 06/18/2007

Model: 2006, COBALT VIN: 1G1AK55F567

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

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all	The foundation steering system appears to be properly assembled and fully
components in place and	functional. The steering wheel rotates smoothly lock-to-lock with no binding
connected in a normal manner?	or sticking.
Can the steering wheel be	
rotated lock to lock with	The Electric Power Steering appears to be functional. Lock-to-lock turn of the
appropriate movement of the	wheel feels normal with no noise or binding.
front wheels. Is there any	
binding, sticking or uneven feel?	
Steering linkage-Is the linkage	The steering linkage is properly connected and operates in normal fashion.
free from cracks, bends,	There is no sign of external impact, bending, or other damage to steering
fractures, etc. Are there any	components.
scrapes, abrasions, signs of	
contact with any of the linkage?	
Gear/rack and pinion-Any sign	The rack and pinion is properly mounted with no indication of leaks or other
of leakage, damage to boots on	damage. See photo # 36
the rack, contact by foreign	
objects?	
Steering column, ignition switch,	The steering column is properly installed, and appears to function normally.
intermediate shaft. Does the	Removal of the key does not lock the column. Tilt is adjusted to mid range.
column unlock with the ignition	
key "on"? Is the steering column	
properly fastened to the dash?	
Steering pump, drive, hoses,	Hydraulic power steering does not apply! Vehicle has Electric Power
connections, flow, pressure. If	Steering.
possible, start the engine and	
rotate the steering wheel lock to	With engine running, lock-to-lock power assist feels normal. See Tech II
lock. Is power assist normal? If	data, photos # 49 & 50
not, it may be necessary to	
check pressure and flow.	
PS fluid level and condition-	Does not apply! Vehicle has Electric Power Steering
Color, contamination, odor	
Steering knuckle-All	All steering knuckle attachments are secure and properly assembled. See
attachments secure and	photos # 34 &35
proper?	
Suspension components – LF	LF Suspension components are properly assembled with no incident related
Strut attachments, springs	or other damage.
intact; control arms properly	<u> </u>
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	DE Companion and an amount of the second of with the last test and the
Strut attachments, springs	RF Suspension components are properly assembled with no incident related
intact; control arms properly	or other damage.
attached, deformed, broken,	
scraped, etc. RF	

Customer's Name: Vehicle Brand:

File #

Chevrolet 71-524491710

Inspection Date:

06/18/2007

Model: 2006, COBALT VIN: 1G1AK55F567

Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars, trailing arms properly attached and undamaged.	LR axle bar is bent & kinked inboard of the wheel. The rear axle assembly is otherwise assembled properly with no loose or missing components.
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	RR axle bar is bent & kinked inboard of the LR wheel. The rear axle assembly is otherwise assembled properly with no loose or missing components. The RR shock absorber is leaking oil. See photo # 33
Rear axle assembly-deformed, signs of impact, properly located, etc.	Rear axle bar is bent & Kinked inboard of the LR wheel, otherwise it is properly assembled with loose or missing components. See photo # 30
Deformation to the frame	There is no visible frame deformation. The trunk floor is deformed from impact by the muffler. See photo #30
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	There is no visible contact of axle suspension, wheel/ tire with other components.
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	Contact with external objects include the trunk rear panel impacted with the barrier cable. LR wheel & Wheel cover impacted with barrier post or other similar object. Parallel cuts on the wheel covers and corresponding wheel impacts. See photos # 41
Stability Enhancement system/components-check for codes with Tech II	Not equipped.
Engine (normal, other)-Obtain codes using a Tech II.	DTC Codes stored are: U2015 Theft Deterrent system, and B3950 left turn signal.
Electrical (normal, other)	All systems appear normal except rear lights. All fuses in the Power Distribution Center were verified to have continuity.
Warning lights/messages displayed? Describe and obtain codes using a Tech II	No warning lights are displayed. All lights function with bulb check. See photo # 16.
Anything components missing? Other	No missing items were noted. None

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot".

No road test was done. Vehicle is not drivable. Static steering tests were done and power assist feels normal. See Tech II data screen photos # 49 & 50.

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.

Customer's Name: Vehicle Brand:

Chevrolet 71-524491710

Inspection Date:

06/18/2007

Model: 2006, COBALT VIN: 1G1AK55F567

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

TIRE AND WHEEL INSPECTION

File #

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	Sumi/OHTSU	Negotiator Nuce	P195/60R15	<u>32</u>	<u>7</u>	7TCB 3MC2 3306
RF	Sumi/OHTSU	<u>NH60</u> <u>Negotiator</u> NH60	P195/60R15	<u>31</u>	<u>7</u>	7TCB 3MC2 3306
LR	<u>Continental</u>	<u>Touring</u>	P195/60R15	<u>Flat</u>	<u>7</u>	ACV9 BLC
RR	Sumi/OHTSU	Contact AS Negotiator NH60	P195/60R15	<u>33</u>	<u>8</u>	7TCB 3MC2 3306

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 Wheel cover is scraped, wheel bent but holding air, Tire normal with no cuts, flat spotting or abnormal**

wear. _____

RF Normal wheel / tire with no cuts, flat spotting, or abnormal wear,

LR Wheel cover and wheel both have impact damage, tire is unseated form outboard bead, tire has gash down to the steel cord, inboard corresponding with wheel impacts. Tire has no flat spotting or abnormal wear.

RR Normal wheel / tire with no cuts, flat spotting, or abnormal wear

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 <u>P195/60R15</u> <u>30</u>
SPARE TIRE <u>P195/60R15</u> 30 30

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.

Customer's Name: Vehicle Brand:

File #

Chevrolet 71-524491710

06/18/2007 Inspection Date:

Model: 2006, COBALT <u>VIN:</u> 1G1AK55F567

Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (quard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...

Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.

Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

Photograph the scene and property if involved.

Co	m	m	^	n	40	
LΟ	m	m	е	n	เร	

Comments:	
	the median of the three lane divided 202 freeway. The barrier has since been repaired and own, and traffic is heavy, consequently, no site inspection was made. See photos, # 51 & 52 nage of the area.
{	
{	
1	
Section 8	COMMENT OVERFLOW
	f needed for additional comments from the inspection form. Please note the section and e continued from prior to each comment.
None	
{	
{	
1	

Section 9

OTHER REPORT INFORMATION

 \Box 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)

52 images w/ Photo Log. **Photographs Data Downloads** Vetronix download.

Other Records Body Shop repair estimate.



MFD BY GENERAL MOTORS CORP

DATE 10/05

GVWR 1706 KG 3760 LB

GAWR FRT 888 KG 1957 LB

GAWR RR 818 KG 1803 LB

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

1G1AK55F567

TYPE: PASS CAR



































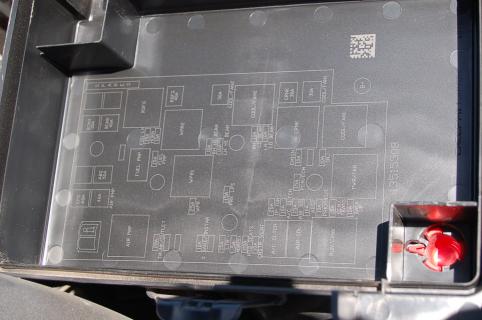














O. EXSOSAA2

SHEERING SYSTEMS of USA, INC.

1 2 V S O O S C C X WADE IN JAPAN



































DTC Information

Status

Digital Radio Receiver

Control Module ft Deterrent Module No Comm. No Comm.

No Comm.

No Comm.

gital Radio Receiver

DLC Pin: 1

Restart View All DTCs

NTC Information Status ECU Name Instrument Panel Cluster PSCM Supplemental Inflatable R Digital Radio Receiver No Comm. No Comm. **EBCH** No Comm. PCM 3/9 PCM DLC Pin: 2 View All Restart DTCs

NTC Information Status ECU Name No Comm. Radio Body Control Module Theft Deterrent Module Instrument Panel Cluster PSCM Supplemental Inflatable R Supplemental Inflatable Restraint DLC Pin: 1 View All Restart DTCs

DTCs Sorted By Priority

Theft Deterrent Module U2105 Symptom 00 Lost Communications With Engine Control System

ast Test: Passed

This Ignition: Passed

Since Cleared: Passed

Clear

DTCs Sorted By Priority Passed History Clear DTCs

Data

Battery Voltage
Ignition Voltage
Vehicle Speed
Motor Voltage * 8.5 Volts
Motor Voltage * 12.7 Volts
Beteering Shaft Torque -7.11 ft-lbs
Steering Calibration 1

1/7

Battery Voltage

Select Items Quick Snapshot

More

Data

Battery Voltage 13.0 Volts
Ignition Voltage 13.4 Volts
Vehicle Speed 0 mph
Motor Voltage + 12.4 Volts
Motor Voltage - 8.0 Volts
Steering Shaft Torque 7.59 ft-lbs

Battery Voltage

Select

Quick Snapshot

More





PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name:

Vehicle Brand: Chevrolet File # 71-524491710

Inspection Date: 06/18/2007

Model: 2006 Cobalt

VIN: 1G1AK55F5677

Inspector Neal Matheson

Number of Rolls

Roll Num	ber
Neg.#	Description
0	
1.	VIN – Door Label.
2.	Vehicle – Front.
3.	Vehicle – LF, site line view.
4.	Vehicle – Left side.
5.	Vehicle – LR, site line view.
6.	Vehicle – Rear.
7.	Vehicle – RR, site line view.
8.	Vehicle – Right side.
9.	Vehicle – RF, site line view
10.	Vehicle – LR quarter.
11.	Vehicle – LR corner, view from rear, note barrier cable indentation across rear of trunk.
12.	Tire/ Wheel – LF, note bent wheel, stones between wheel cover and wheel.
13.	Antenna – SIRIUS radio external antenna at top of windscreen.
14.	Panel – Control, note: aftermarket radio, IPOD interface cord, debris on passenger floor.
15.	Cluster – Instrument w/ odometer
16.	Cluster – Instrument w/ bulb check.
17.	Vehicle – Rear, view from left side, note bumper supt. bar, no visible bend, cable impression on trunk rear
18.	Compartment – Engine.
19.	Compartment – Passenger, view from driver door.
20.	Compartment – Rear passenger.
21.	Floor – Driver side.
22.	Floor – Passenger side.
23.	Box – Fuse Power Distribution Center.
24.	Legend – Fuse box lid.
25.	Label – Electric Power Steering System.
26.	<u>Labels – Electric Power Steering module.</u>
27,	<u>Label – Electric Power Steering motor.</u>
28.	<u>Underbody – Engine Cradle, view from underneath.</u>
29.	<u>Underbody – Midcar, view looking rearward.</u>
30.	<u>Underbody – Rear, looking forward, Note bent axle bar, crumpled trunk floor.</u>
31.	<u>Underbody – Rear, view from right side looking left.</u>
32.	<u>Underbody – Rear, left side</u>
33.	Suspension, RR, Note leaking shock absorber.
34.	Steering – LF, Knuckle, tie rod,
35.	Steering – RF Knuckle, tie rod.
36.	Gear – Steering rack & pinion.
37.	<u>Tire – LF, tire tread.</u>
38	<u>Tire – RF, tire tread.</u>
39	<u>Tire – RR, tire tread.</u>
40	<u>Tire – LR, tire tread</u>
41	<u>Tire/Wheel – LR, Note cuts on wheel cover w corresponding impacts to wheel. Tire bead unseated</u>
	outboard.
42	<u>Tire/Wheel – LR. Note slash inboard at arrow.</u>
43	<u>Tire/Wheel – LF,. Note bent wheel, stones lodged between wheel & cover.</u>
44	<u>Tech II Screen 1– DTC info. Codes stored = body module, theft deterrent module.</u>

71-524491710PhotoLog.doc

45

Tech II screen 2 – DTC info. Codes stored = none.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name:
Vehicle Brand: Chevrolet
File # 71-524491710

Inspection Date: 06/18/2007

Model: 2006 Cobalt

VIN: 1G1AK55F567

	46	Tech II screen	3 – DTC	info.	Codes stored =
--	----	----------------	---------	-------	----------------

- 47 Tech II screen Theft deterrent code U2015, lost com.. w/ engine control system.
- 48 <u>Tech II screen Body control module code B3950, left turn signal</u>
- Tech II screen Data, full lock left turn.
- 50 Tech II screen Data, full lock right turn.
- 51 Freeway 202 westbound @ Country Club exit. Approximate site of incident.
- 52 Freeway 202 westbound, representative view of cable barrier.

AMERICAN FAMILY INSURANCE P.O. BOX 52048 PHOENIX, AZ 86072 PHONE 602-225-3740 FAX 866-746-1478

** ESTIMATE ***

06/01/2007

Owne

Address

City State Zip: MESA, A

Control Information

Claim #:

Loss Date/Time: 05/30/2007

Deductible: \$500.00

Ins. Company: American Family Insurance

Innured: Address:

(480)641-2020

Inapoction

Inspection Date: 05/31/2007 06:36 PM

Inspection Location: Brown and Brown Col Center

Addresa: 162 E First Ave City State Zip: Mesii. 85210

Primary Impact: Left Rear Corner Driveable: No

Assigned Date/Time: First Contact Date/Time:

Appraiser Name: TAMI FARNSWORTH

Address: PO BOX 52048 City State Zip: Phoenix, AZ 85034

Email: TFARNSWOGAMFAM.COM

Inspection Type: Field

insured Policy #:

Loss Type: Collision

Contact:

(480)827-3425

Secondary Impact:

Rental Assisted:

Received Date/Time: 06/01/2007 10:07 AM

Appointment Date/Time: 06/01/2007 12:00 PM

Appraiser License #:

Work/Day: (480)656-3092

FAX: (480)718-5299

Repairer

Repairer: BROWN AND BROWN CHEVROL

Address: 145 E. MAIN STREET

Contact

WorldDay: (480)833-3456

FAX: (480)827-3429

City State Zip: Mesa, AZ 85201

License#: 860128003

Regulation ID:

Repair Start Date/Time: 06/01/2007 10:28 AM

Target Complete Date/Time:

Vehicle Drop Off Date/Time:

Days To Repair: 15

Remarks

Prior Damage....none

06/01/2007 10:36 AM

Page 1 of 4

Claim #

06/01/2007

Vehicle

2006 Chevrolet Cobalt LS 4 DR Sedan

4cyl Gasoline 2.2

4 Speed Automatic

LIC.Plate: NONE

Lic Expire: **Prod Date:**

Veh inap#: Condition:

Ext. Color: BLACK Ext. Refinish: Two-Stage

Ext. Paint Code: 8555

Lic State: AZ

VIN: 1G1AK55F587

Mileage: 29,341 leage Type: Actual Code: U2363A

Int. Color: lest, Refinish:

Int. Trim Code:

Options

Air Conditioning **Dual Airbegs**

Power Steering Tachometer **Tinted Glass**

Center Console Intermittent Wipers

Rear Window Defroster Theft Deterrent System

Trip Computer

Cruise Control Power Brakes

Rem Trunk-L/Gete Release

Tix Steering Wheel Velour/Cloth Seats

Compact Disc Player

Demages

Line	Op	Guide M	C Description	MFR.Part No.	Price	ADJ%	B% Hou	75	R
1	Ε	29	Muffler Assembly	15263437 GM Part	\$486.09		-).4	ME
2	ε	903	Wheel,Rear LT	9696085 GM Part	\$91.33).2	SM
3	L	903	Wheel, Rear LT	Refinish			(). 6	RF
				0.5 Surface					
				0.1 Two-stage					
4	Ε	913	Cover Front Wheel LT	9595091 GM Part	\$29.87				SM
5		915	Cover Rear Wheel LT	9595091 GM Part	\$29.87				SM
6	_	391 0		RECYCLED PART	\$275.00°	+25		0.0	SM
•		40.	>> Precision at #84553P		*				
7	RJ	339	W/Strip.Roaf LT	R & ! Assembly				0.4	SM
8	RI	272	Mida Roof Peak LT	R & I Assembly			•	2.3	SM
9	RI	352	Back Glass R & I	R & Assembly			2	2.8	SM
10	ET	389	Panel,Quarter LT	Partial Replace Labor			9	9.6	SM
11	L	389 13	Panel,Quarter LT	Refinish			4	6.1	RF
				2.5 Surface					
				0.5 Edge					
				0.6 Two-stage setup					
				0.5 Two-stage					
12	Ε	409	Shield.Quarter Panei LT	15241192 GM Part	\$22.61		18	NC	SM
	Ēυ	479	Deck Lid Assembly	RECYCLED PART	\$200.00*	+25	(0.6	SM
			>> Precision at #84553P		7				
14	Ĺ.	479	Lid.Rear Deck	Refinish			;	3.5	RF
• •				2.1 Surface					
				1.0 Edge					
				0.4 Two-stage					
15	RI	496	Pol.Lid Inner Trim	R & I Assembly			18	NC	SM
16		493	N/Plate Deck Lid	15844047 GM Part	\$10.29			0.2	SM
17	_	498	Emblem Deck Liu	22732490 GM Part	320.54			0.2	SM
18	_	504	Cyl.Deck Lid Lock	R & I Assembly				NC	SM
19		490	Hinge, Deck Lid LT	15824370 GM Part	\$31.52			0.2	SM
20	_	490	Hinge, Deck Lid LT	Refinish	+5 ··· 6			0.3	RF
~~		700	i milliotentententen en	0.3 Surface					
				U.J. SWINGS					

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Page 2 of 4

2006	Chevrolet	Cobalt i	S 4	DR	Sedan

Clain	*						96/01/2	007	
Line	Op	Guide MC	Description	MFR.Part No.	Price	ADJ%	8%	Hours	R
21	E	491	Hinge,Dack Lid RT	15824371 GM Part	\$31.52			0,2	SM
	L	491	Hinge,Dock Lid RT	Refinish 0.3 Surface				0.3	RF
23	RI	482	W/Strip,Deck Lid	R & I Assembly				0.5	SM
24	E	509	Panel,Rear Body	15246335 GM Part	\$144.81			9.7	SM
25	L	509	Panel,Rear Body	Refinish 1.3 Surface				1,3	RF
26	EU	533	Taillamp Assembly LT >> Precision at #84553P	RECYCLED PART	\$45.00°	+25		INC	SM
27	EŲ	534	Taillamp Assembly RT >> Precision at #84553P	RECYCLED PART	\$45.00*	+25		INC	SM
28	RI	541	Lamp.High Mounted Stop	R & I Assembly				0.2	SM
29	EU	569	Cover,Rear Bumper >> Precision of #84553P	RECYCLED PART	\$375.00°	+25		0.3	SM
30	L	569	Cover,Rear Bumper	Refinish 2.6 Surface 0.5 Two-stage				3.1	RF
31	E	691 01	Beam.Rear Axle	15232753 GM Part	\$948.40			4.0	ME
32	N		LKQ TRIM & FIT	Additional Labor	00.00.0			3.0*	SM*
33	N		FR RACK SETUP/MEASUR	Additional Labor				2.0*	SM*
34	t		UNIBODY / FRAME PULL	Repair				4.0*	FR*
35	EC		CAULK	Replace Economy	\$8.00*				SM*
36	EC		RESTORE CORROSION PR	Replace Economy	\$8.00*			0.3*	SM*
37	EC		CAR COVER	Replace Economy	\$5.00°				SM*
38	SB		HAZARDOUS WASTE	Subjet Repair	\$3.00				SM"
30	EC		W/SHIELD INSTALL KIT	Replace Economy	\$25.00*				SM*
40	S8		4 WHEEL AUGN	Sublet Repair	\$69.95*				SM*
41	SB		LR WHEELMINT & BALANC	Sublet Repair	\$15,00*				SM*
	4	11 Items							

MC	Message
01	CALL DEALER FOR EXACT PART # / PRICE
97	STRUCTURAL PART AS IDENTIFIED BY I-CAR
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

Estimate Total & Entri	es						
Gross Parts					\$1,847.05		
Other Parts					\$986.00		
Paint Materials					\$343.20		
Line Item Markup					\$235.00		
Parts & Material Total						\$3,411.25	
Tex on Parts & Material		•	. 8	.050%		\$274.61	
		Replace	Repair	Total			
Labor	Rate	Hrs	Hes	Hrs			
Sheet Metal (SNI)	\$44.00	25.7	5.0	30.7	\$1,350.80		
Mech/Elec (ME)	\$85.00	4.4		4.4	\$374.00		
Frame (FR)	\$44.00		4.0	4.0	\$176.00		
Refinish (RF)	\$44.00	13.2		13.2	\$580.80		
Paint Materials	\$26.00						
Labor Total				52.3 Hou	T8	\$2,481.60	
Sublet Repairs						\$87.95	
Towing						\$82.75	
Gross Total						\$6,330.16	
Less: Deductible						\$500.00-	

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Net Total

\$5,838.16

Alternate Parts C/00/00/00/00/00 CUM 90/00/00/00/00 Zip Code: 85034 Phoenix Melino Recycled Parts Y/4/0 Zip Code: 85034 RNV DATE: 95/31/2007

Audatex Estimating 5.0.028 ES 06/01/2007 10:36 AM REL 5.0.026 DT 05/01/2007 DB 96/14/2007 Copyright (C) 2007 Audatex North America, Inc.

2.1 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDITEX'S TWO-STAGE REFINISH FORMULA.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF REPLACEMENT PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

FRAUD WARNING - ARIZONA

FOR YOUR PROTECTION ARIZONA LAW REQUIRES THE FOLLOWING STATEMENT TO APPEAR OF THIS FORM: ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF LOSS IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES A.R.S.20-466.03

Op Codes

•	- User-Entered Value	E	=	Replace OEM	NG	式	Replace NAGS
EC	⇒ Replace Economy	Œ	*	Replace PXN OE Srpls	UE		Replace OE Surplus
	□ Partial Replace Lebor	EP	*	Replace PXN	EU		RECYCLED PART
TE	 Periiel Replace Price 	PM	=	Replace PXN Remar/Rebit	UM	æ	Reptace Reman/Rebuilt
L	≃ Refinish	PC	*	Replace PXN Reconditioned	UC	=	Reptace Reconditioned
TT	≃ Two-Tone	SB	*	Subjet Repair	N	=	Additional Labor
BR	= Blend Refinish	ì	=	Repair	IT	=	Partial Repair
CG	= Chipguard	RI	=	R & I Assembly	P	₩.	Check
AA	 Appearance Allowance 	RP	Ŧ	Related Prior Damage			
				-			



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Service Satisfaction Survey

	//ATION Redacted PURSUANT TO THE FREEDOM OF NFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)	Please make or telephone r	-		our name, a	iddress,	
	issatisfier Casemer	• •	 		<u>, </u>		
ועו	1882 118 HEAR CHISERINE						
	_Tampa FL	· -			<u> </u>		
		Home telepho	ne:				
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Change to: (, _		-		
		Please provid	de us with	ı your <u>pre</u>	<u>ferred</u> ema	ail address	5:
De	ear .		.				
co se U: Yo of	our records indicate that you had your 2005 Cobalt serviced at Gordon impletely satisfied. Please take a few minutes to complete both sides of ervices. If you prefer, you can respond to this survey online by going to ser ID: and Password: If you choose to our timely response is very important to us and will be used to direct the our customers. For information on GM's privacy statement, please visit 866MYPRIVACY (1-866-697-7482).	of this question www.gmdealerespond onlinerespond onlinerespond	naire abou ershipsurve e, please o orts toware	ut our deal ey.com and do not retu d meeting	ership's pe d entering y rn this surv the highest	rsonnel an our personey ey by mail	nal I.
	nank you for having your vehicle serviced at Gordon Chevrolet.						
		Sincerely,					
		0					
		Dor fr					
		Scott Lawson,					
		Customer and	Relations	ship Servic	es		
	Instructions						
	Please use a dark pen or pencil (preferably bl			-			
	Please check this box if you no longer own/lease this 20	005 Cobalt, a	nd return	the ques	tionnaire.		
** P	LEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SE	FIVICE ON JU	JNE 2, 200	07, COMP	LETE THIS	SURVEY	**
				·			
				 			
	About Your	Chevrolet D	ealersh	ip's Serv	ice Depa	rtment	
	About Your			ip's Serv			
1		Chevrolet C Completely Satisfied	Very Satisfied	ip's Serv	ice Depa Somewhat Satisfied	rtment Not At All Satisfied	
1.		Completely Satisfied	Very	<u> </u>	Somewhat	Not At All	
1.	How satisfied were you with the convenience of the Service	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
1.	How satisfied were you with the convenience of the Service	Completely Satisfied	Very Satisfied	Satisfied Does Not Apply/Not	Somewhat Satisfied	Not At All Satisfied	
1.	How satisfied were you with the convenience of the Service Department's hours?	Completely Satisfied	Very Satisfied	Satisfied Does Not Apply/Not Required	Somewhat Satisfied Don't Know	Not At All Satisfied	
	How satisfied were you with the convenience of the Service Department's hours? Were services available to you on both an appointment and non-appointment basis?	Completely Satisfied	Very Satisfied	Satisfied Does Not Apply/Not	Somewhat Satisfied	Not At All Satisfied	
	How satisfied were you with the convenience of the Service Department's hours?	Completely Satisfied Yes	Very Satisfied	Satisfied Does Not Apply/Not Required	Somewhat Satisfied Don't Know	Not At All Satisfied	
2.	How satisfied were you with the convenience of the Service Department's hours? Were services available to you on both an appointment and non-appointment basis?	Completely Satisfied Yes Completely	Very Satisfied No Very	Satisfied Does Not Apply/Not Required	Somewhat Satisfied Don't Know Somewhat	Not At All Satisfied	
2.	How satisfied were you with the convenience of the Service Department's hours? Were services available to you on both an appointment and non-appointment basis? When arriving for service, were you greeted promptly? How satisfied were you that all dealership personnel treated	Completely Satisfied Yes Completely Satisfied	Very Satisfied No Very Satisfied	Satisfied Does Not Apply/Not Required Satisfied	Somewhat Satisfied Don't Know	Not At All Satisfied	
2.	How satisfied were you with the convenience of the Service Department's hours? Were services available to you on both an appointment and non-appointment basis? When arriving for service, were you greeted promptly?	Completely Satisfied Yes Completely Satisfied	Very Satisfied No Very	Satisfied Does Not Apply/Not Required	Somewhat Satisfied Don't Know Somewhat	Not At All Satisfied	
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Completely Not At All Very Satisfied Satisfied Satisfied Satisfied Satisfied How satisfied were you with the explanation you were 図 given of all services performed?..... 10. Overall, how satisfied were you with your Service П Consultant? About Service Delivery 11. When you picked your vehicle up, how satisfied were you with: Satisfied Satisfied Satisfied Satisfied M - The time it took to complete the transaction?..... The ease of getting your vehicle?..... The condition in which it was returned?..... Yes 12. Were ALL of your service concerns corrected on this service visit?...... IF NO, why not? (check all that apply) /ondition explained - repair not necessary Parts not available Work performed did not correct the problem I declined repair Service Department could not duplicate problem Other (please specify) Service Department was too busy Don't know Completely Somewhat Satisfied Satisfied Satisfied 13. How satisfied are you that your vehicle was fixed right on this service visit?..... No Yes 14. Were you given a copy of the completed repair order/invoice? Don't Know/ No Not Sure 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? Summing Up Your Experience Completely Very Not At All Somewhat Satisfied **Satisfied** Satisfied Satisfied Satisfied Satisfied 16. Based on this service visit, overall, how satisfied are you \square with Gordon Chevrolet? Probably Definitely Probably Definitely Would Would Might Not Not Not 17. Would you recommend this dealership for service? Completely Very Not At All Satisfied Satisfied Satisfied Satisfied 18. Overall, how satisfied are you with your 2005 Cobait?..... Female 19. Are you... 35 - 44 45 - 54 55 - 64 20. Your age ... Under 25 25 - 34 65 or older 21. May we include your name when providing this survey information to your dealership? 22. Do you have any other comments/recommendations about Gordon Chevrolet? with the PBB under Lemont This car is presently the problems were neverable to be repaired. Patty in Service was very nice and tried to help in every way possible. However, skip, the more treated 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 hat I was talking about 1 - like I was a Child 0299 Thank You!!

About Your Service Consultant/Advisor (continued)

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

1G1AL14F457 26555 021724169749 8139633735 032092



016975









GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 20, 2007

Skip Greaney Gordon Chevrolet 16414 N Dale Mabry HWY Tampa FL, 33618-1343

Re:

Siebel Request: 71-530002985 2005 Chevrolet Cobalt VIN # 1G1AL14F457

Dear Mr. Skip Greaney:

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).
- Any and all TSB or TAC information (Case number, forms.etc)

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,

Lindsey Warzocha BRC Customer Relationship Specialist Ph# 800-231-1841 extension 11548 FAX# 866-893-7514



Thursday, August 16, 2007



BBB Arbitration Decision - Straight Lease

Subject: Repurchase of 2005 Chevrolet Cobalt

VIN: 1G1AL14F457

Ref SR: 71-530002985 V-32339

Dear

We regret that you are dissatisfied with your 2005 Chevrolet Cobalt, VIN 1G1AL14F457 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.

Per the Better Business Bureau's decision, Chevrolet will repurchase your vehicle for \$16,781.23. Your responsibilities are outlined below. This offer was calculated by using the following figures.

Less Extended Service Contract Less Payoff of Original Vehicle-Good until 09/15/07	\$390.00 \$13,408.19
Less Incentives	\$1,000,00
Less Usage	\$3,839.80
Payments	\$7,002.84
Down Payment	\$1,600.00
Total Repurchase Amount	\$16,781.23

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

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

customer's and go-customer's Signature(s) and Date

PAGE

02/03

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

The requirements of the straight repurchase are as follows:

- ⇒ Vehicle Damage vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ A "Power of Attorney" form supplied by General Motors must be signed and notarized at the time of repurchase (used only for titling purposes).





CHEVROLET

- 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 on this vehicle, a free and clear title must be provided at time of repurchase.
- Cash backs rebates or incentives—no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

Please return this signed document to fax number 866-802-6668 by Monday August 20, 2007

Sincerely,

General Motors RVDC 2717 Schust Rd Saginaw, MI 48603



CASE ASSESSMENT BY: Lindsey Warzocha Siebel/CARS Request No: 71-530002985

Customer Name: Year of Vehicle: 2005 Make: Chevrolet

Model: Cobalt

Current Mileage: 25000

Vehicle ID No.: 1G1AL14F457 In Service Date: 5/16/2005

Purchased: New

What is customer seeking: Customer is seeking to have a repurchase or a replacement

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Dash lights go on (ABS, SES, traction control,

Date:	Mileage:	Days	Out: RO	#: Description of Repair:
04/10/06	11391	3	14529	Test drive brake light on dash. Did not come on, master cylinder fluid level ok, no signs of brake fluid leak, no codes in ABS or park brake system
08/31/06	15796	7	20610	Reprogram PCM.
11/28/06	18611	3	24447	Unable to duplicate
12/06/06	18822	8	24775	May have problem with phone charger drawing voltage from B+ circuit accessory outlet on same circuit.
06/02/07	23000	13	32092	Replaced electronic brake and traction control module.
06/12/07	24833	9	32457	Unable to duplicate

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering wheel Locks up

Date:	Mileage:	Days	Out: R	O#: Description of Repair:
08/31/06	15796	7*	20610	Tires under inflated. All tires had 12PSI.
06/02/07	23000	13*	32092	Unable to duplicate

OTHER SYMPTOM/CONCERN:

Date: 1	Mileage:	Days	Out: RO	#: Description of Repair:
04/10/06	11391	3*	14529	Cleaned out washer fluid lines, install retainer in RT wheel well. Weather stripping normal, same as other cobalt's.
11/28/06	18611	3*	24447	Unable to duplicate traction control light, veh stalling, power steering light, power steering stiff, gages jumping erratically and AC not cold.
12/06/06	18822	8*	24775	Unable to duplicate temp not changing.

Total Days Out of Service: _43(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)
VEHICLE MEETS PRESUMPTION LEMON LAW? YES:X NO:
What the customer is eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Customer is eligible for replacement or repurchase under the LL
AVM and/or DEALER RECOMMENDATION(s): Steve recommends that the FRA to be complete first. With that many days out of service we would be able to defend this.
CRM RECOMMENDATION & RATIONALE (EXPLAIN):CRS recommends trading the customer out of the vehicle due to the days out of service and the number of repair attempts to a potential safety concern. This is an un-defendable case. We will lose this in an arbitration.
Decision reached by CRM: Arbitrate case: Settle case: X

ADR File Checklist

SR Numbe <u>r:71-53000</u> 2985	BBB Case: CHV07 <u>45436</u>
Customer:	VIN:1G1AL14F457
Make/Model/Year: Chevrolet/Cobalt/2005	8 /
Received Date: 06/19 Day 15 Day	
Primary Concern: Lights on dash go on,	steering locks up
Case Scan / Acknowledgement (24 hrs	s) Completion Date/Time:
☐ Initial Calls (72 hrs):	,
Customer	Completion Date/Time: 06/19 / 1pm
Dealer Svc Mgr	Completion Date/Time: 06/19 / 1pm
Dealer Finance Mgr	Completion Date/Time: 06/19 / 1pm
⊠ AVM	Completion Date/Time: 06/19 / 1pm
⊠ Repair Orders Requested:	Received: Yes
⊠ Sales Documents:	Received: Yes
⊠ BARS / Finance Sheet	
☐ Case Assessment (by Day 14):	
Lemon Law Eligible:	Yes No
Presumption:	Yes 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: /
Executive Summary	Completion Date/Time: /
Close Siebel	Completion Date/Time: /
AVM: Steve Gilley	Node/Box: 64
Service Dealer: Gordon Chevrolet	Svc Mgr: Skip Greaney
Selling Dealer: Castriota Chevrolet	Contact: Bob Apel
9	
NOTES:	
TIO I EIO	





Case Number: 32339

Originator Name: Lindsey Warzocha 866-790-5600 11548 warzocli@gmexpert.com

Created Date: 08/03/2007

Vehicle Info

N/A *VIN: 1G1AL14F457 MSRP: 18665.0 *TAC #: Year: 2005 Cobalt Make: Chevrolet Model:

Vehicle Comments & TAC Explanation:

*Date Reviewed with Customer: 08/03/2007 25341 *Repurchase Mileage: Original Purchase Date: 05/16/2005 * Original Purchase Condition: New

Vehicle Owner(s)

Joint Owners **Entity Type**

* Names(s) on Title: * Primary Owner:

* Address * City

* Day Phone: * E-mail:

Tampa

* Title State: FL

* Secondary Owner:

* State FL

* Home Phone: * Fax Phone:

* Company: GMAC

State

Fax:

District:

Fax:

CO

1352

* Contact Title:Service manager

* ZIP Code:

Account #:

E-mail:

E-Mail:

ZIP Code: 80632

* Cell Phone:

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5

M0105 N3403

Vehicle Lien Holder

Type of Secured Interest: Standard Lien

Contact or Attention:

Address Po Box 2182 Greeley City

800-200-4622

Day Phone:

Original Selling Dealer

* Dealer #: 114787

Region:

(727) 862-9473 * Phone:

* Contact Name: Bob Apel

Repurchasing Dealer:

* Dealer #: 114796

Region:

* Phone: (813) 969-2600

Skip Greaney * Contact Name:

Dealer Name: GORDON CHEVROLET

Dealer Name: CASTRIOTA CHEVROLET

(727) 868-5284

District: 1352

(813) 963-3735 Fax:

* Contact Title Service Director E-Mail:

Repair

* Contact Name: Skip Greaney * Contact Title:Service Director

Vehicle Location:

Page 1 of 2 August 03, 2007

Repurchase

* Reason Steering - General - Inoperative, Electrical Gauges - Instrument Cluster - Electronic / Digital - Gauge Reads High

Transaction

Details:

Siebel Request #: 71-530002985 * Disposition: Auction

FL Straight Repurchase State: * Type:

Source: ADR BBB Mediated

Replacement VIN:

Order #:

MSRP: 0.0

Please contact Lindsey Warzocha if you have further questions 1-866-790-5600 ext 11548 warzocli@gmexpert.com Repurchase:

* Processing Instructions:

Disposition: Auction

* Processing Instructions:

Transaction Details

<u>Group</u>	Responsible	<u>Formula</u>	Additional Explanation	<u>Value</u>
Usage	Use Lemon Law	NA	Usage per Lemon Law	3,839.8
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity `´	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0
				0

August 03, 2007 Page 2 of 2



CHEVROLET PONTAC EMILICHE CAMP DIME CICIETADIO SATURI MUNICIPALI

August 16, 2007 GORDON CHEVROLET 16414 N DALE MABRY HWY TAMPA, FL 33618

Subject: 2005 Chevrolet Cobalt

Customer:

VIN: 1G1AL14F457

Ref SR: 71-530002985 V-32339

Dear Art Smith:

General Motors will issue a check in the amount of \$3,373.04 made payable to Edward Sfeir and Jenna G Sfeir. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of \$13,408.19 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 Schwst Rd Saginaw, MI 48603

Dealer Confirmation Letter-Straight

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 Monday August 20, 2007. If you have any questions you may reach me at \$66-802-6625 x1237866-802-6625 x1237.

GORDON CHEVROLET N4796 Management Agent's Signature and Title

GORDON CHEVROLET 114796 Management Agent's Frinted Name and Title.

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

07/08/06 PROCESSING SOURCE: CHEVROLET PAGE: 13:57:42

VIN: 1G1AL14F4 57 SELLG SCE: 13 MDL YR: 05 ORD NO: JCBQCC

ODATE: 03/31/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 26243 DDATE: 05/16/05 DLVY FAN: DTYPE: 015 SRVC TYPE: MILEAGE:

DLVY DOE: 05/19/05 ORDER BY:

CANC: CANC DOE:

TRADE: 05/13/05 DLVY TO: TRD DOE: 05/13/05

SRVC IN: TAMPA
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR

PRICE ASSUR RT:

--INCENTIVES--

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
 MTHD
 DLR
 SHR
 STAT

 FFC
 01
 13
 26243
 00028191668
 05/20/05
 22.60
 OA
 0.00
 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLVY INC MEMO NO: 00028191668 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
 MTHD
 DLR
 SHR
 STAT

 TJC
 01
 13
 26243
 00028191668
 05/20/05
 1,000.00
 OA
 0.00
 9

SSN:

PROCESS TYPE: 001 CHECK NO: DATA SCE: DLR INC MEMO NO: 00028191668 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
 MTHD
 DLR
 SHR
 STAT

 XJC
 01
 13
 26243
 623175
 05/25/05
 785.49
 OP
 0.00
 9

PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: GMAC INC MEMO NO: 623175 AUTH PUR CD:

MISC DATE: 05/16/05 MISC: 0000050314MEA0

POLICY PYMT CMNT: ACTV TYPE: 6









GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 20, 2007

Bob Apel Castiota Chevrolet Po Box 5428 Hudson FL, 34674-5428

Re:

Siebel Request: 71-530002985 2005 Chevrolet Cobalt VIN # 1G1AL14F457

Dear Mr. Bob Apel:

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).
- Any and all TSB or TAC information (Case number, forms.etc)

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,

Lindsey Warzocha BRC Customer Relationship Specialist Ph# 800-231-1841 extension 11548 FAX# 866-893-7514

<u>FLORIDA: 8/1/2005</u> <u>Overallowance / Incentives / Negative Equity Form</u>

Customer Request # <u>71-530002985</u> BBB #	<u>CHV0745436</u>
PURCHASE PRICE: (From dealer Bill of Sale) (Selling Price)	(+)17,784.00
MSRP: (From BARS Invoice)	(-) 18,665.00
DIFFERENCE:	(=)-881.00
TRADE ALLOWANCE: (from dealer Bill of Sale)	(+) 0
Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file. NADA Retail Value for:	
VEHICLE: ACCESSORIES: MILEAGE ADJUSTMENT:	(-)0
OVER ALLOWANCE: (Trade more than NADA)	(=) 0
PAYOFF: (If dealer added negative equity into contract, do not subtract)	(=) 0
PURCHASE PRICE (From dealer Bill of Sale) – (before tax, tag, etc.)	(+) 17,784.00
GM CARD POINTS:	DO NOT INCLUDE
INCENTIVES (from BARS): (Do not include fuel fill credit, dealer incentives or GM card credited back to customer) 1:	
2: 3: TOTAL INCENTIVES (Not included in Purchase Price)	(-)1,000.00
OVERALLOWANCE: (From above)	(-)0
NEGATIVE EQUITY: (If NOT shown in contract))	(-)0
Actual price of Vehicle that should be presented to BBB for ATA	(=) 16,784.00

CASE ASSESSMENT BY: Lindsey Warzocha **Siebel/CARS Request No:** 71-530002985

Customer Name: Year of Vehicle: 2005 Make: Chevrolet Model: Cobalt

Current Mileage: 25000

Vehicle ID No.: 1G1AL14F457

In Service Date: 5/16/2005

Purchased: New

What is customer seeking: Customer is seeking to have a repurchase or a replacement

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Dash lights go on and stay on

Date:	Mileage	Day	s Out:	RO#:	<u>Description</u>	of	Repair:
•							

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering wheel Locks up

Date:	Mileage	Day:	s Out: 1	RO#:	Description of Repair:
_					

OTHER SYMPTOM/CONCERN:

Total Days Out of Service:(excluding days for customer pay reasons such as; Maintenance and Collision Repairs) VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO: X What the customer is eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Customer is eligible for repairs or reimbursement AVM and/or DEALER RECOMMENDATION(s): CRM RECOMMENDATION & RATIONALE (EXPLAIN):	Date:	Mileag	e: Days	Out: R	O#: Desc	ription of	Repair:	
What the customer is eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Customer is eligible for repairs or reimbursement AVM and/or DEALER RECOMMENDATION(s): CRM RECOMMENDATION & RATIONALE (EXPLAIN):		1	 		1			
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AVM and/or DEALER RECOMMENDATION(s): CRM RECOMMENDATION & RATIONALE (EXPLAIN):	VEHICL	E MEETS	PRESUM	IPTION L	EMON LAW?	YES:	NO:X	
CRM RECOMMENDATION & RATIONALE (EXPLAIN):	Guidel Custor	ines and ner is eli	the State gible for	es lemor repairs	n law requirem or			?
CRM RECOMMENDATION & RATIONALE (EXPLAIN):								
	AVM ar	nd/or DEA	LER REC	OMMEND	DATION(s):			
	CRM R	ECOMME	<u>NDATION</u>	<u>& RATIO</u>	NALE (EXPLAII	<u>V):</u>		
Decision reached by CRM: Arbitrate case: Settle case:	Decisi	on reac	hed by (CRM:	Arbitrate cas	.e: □	Settle case:	

:10 AUG 06, 2007			FAX NO:	999			#203007 PAGE: 2
,						B0321	0
INTIFICATION NUMBER	YF 2005	MAKE CHEV	MODEL	90DY 2D	wт-∟-внр 2773	VESSEL REGIS, NO	TITLE NUMBER
GISTERED OWNER	· · · · · · · · · · · · · · · · · · ·		•			DATE OF	ISSUE
VAULT NOMINEE (FOR GMAC O P O BOX 8111 COCKEYSVILLE MD 21030	R COLT RE	G DLR)					05/20/2005 LIEN RELEASE HE ABOVE DESCRIBED VEHICLE I
			(ВУ	
AIL TO: 05/16/200 GMAC PO BOX 8111/ COCKEYSVILLE MD 2			l _		,	TITLE	DATE
SATISFACTORY PROOF OF OWN OR VESSEL DESCRIPTION NUMBER	ERSHIP HAVING BED BEI OW IS YR 2005	BEEN SUBMITTE VESTED IN THE	O UNDER SECTION 3 OWNER(S) NAMED H MOTOR VEHICLE OR MODEL	19.23/328, IEREIN, THI	03, FLORIDA S S OFFICIAL CEI WT-1-8HP	RTIFICATE OF TITLE IS VESSEL REGIS NO.	E MOTOR VEHICLE ISSUED TITLE NUMBER
N BLK PRIMAR	Y BRAND	SECO	NDARY BRAND	NO OF		USE	PREV ISSUE DATE
DOOMETER STATUS OR VESSEL MANUFACTUR 110 MILES 05/16/ EGISTERED OWNER VAULT NOMINEE (FOR GMAC D P O BOX 8111 COCKEYSVILLE MD 21030		1		1	· · · · · · · · · · · · · · · · · · ·	LIEN REI	05/20/2005
			1.		■111 包. 4. 1	TITLE	DATE
1ST LIENHOLDER 05/16 GMAC PO BOX 8111 COCKEYSVILLE MD 210		٠.	,	,			
DIVISION OF MOTOR VEHICL	ES 'TA	LLAHASSEE	FLO	RIDA	DEP/ AND	ARTMENT OF HIGH MOTOR VEHICLE	S -

FRED O. DICKINSON, III EXECUTIVE DIRECTOR

TRANSFER OF TITLE BY SELLER (This section must be completed at the time of sale.)

6		al	A	1	w	
CARL	A,	FORD				

DIRECTOR

72245935

ODOMETER CERTIFICATION - Federal and state law require that you state the milaage in connection with the transfer of ownership. Failure to
complete or previding a false statement may result in fines and/or imprisonment.
This title is warrented and certified to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transfe
PurchaserAddress

/W.	state	that	this 5 o	· 🔲 6	diget	edem	eter n	W (84	·). <u> </u>	(no te	inths)
miles,	date	read,			and	to the	best	of my	knowledge	CAUTION:	Г	7 1

BOX IF ACTUAL MILEAGE

I hereby certify that to the best of my knowledge the amount of mileage in excess of its mechanical limits, I hereby certify that the odometer reading to not the WARNING - ODOMETER DISCREPANCY.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of .	Printed Name of
Purchaser	Purchaser
	Printed Name of
Co-Purchaser:	Co-Purchaser:
Signature of	Printed Name of
Seiler,	Squar
Signature of	
Co-Seller	Printed Name of
(When Applicable)	Co-Seller:
The state of the s	· · · · · · · · · · · · · · · · · · ·



12930 US HWY 19 - HUDSON, FL 34667

facsimile transmittal

To: Lindsof	Fax: 727-819-5389
From: Bob Apel	Date: 6/20/07
Re: Lomon Low Cisa	Pages (Including cover): 5

Ludsey Here Is the Proper work you requested Hope I got It all For you.

Bob Stel Serve MGA



The contents of this Fax message and any attachments are intended solely for the addressee(s) named in this message. This communication is intended to be and to romain confidential and may be subject to applicable attorney/client and/or work product privileges. If you are not the intended rociplent of this message, or if this message has been addressed to you in error, please immediately alert the sender by fax and then destroy this message and its attachments. Do not deliver, distribute or copy this message and/or any attachments and if you are not the intended recipient, do not disclose the contents or take any action in reliance upon the information contained in this communication or any attachments.

was now a single party was going and a second of the second 12930 U. S. Highway 19 • P.O x 5428

HUDSON, FLORIDA 34667

CONTRACTO PURCHASE

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#1	TRADEIN	#2		PRI	CE OF VEHICLE	****
AKE BODY	MAKE		BODY	D	EALER INSTALL	ED OPTIONS
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N NO.	VIN NO.		OOLON.	-		
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Y'RFF,i\'	HENHOLDER			TOTAL DEAL	ER INSTALLED OPTION	S N
	UIENHORDISK			VEHICLE	PRICE PLUS OPTIONS	17,704.0
#3				LESS TRAD	ā-IN-ALLOWANCE	N - A
AR MILEAGE				NET DIFFER	RENCE	17,784.0
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COLOR				profit to the	represents costs an seller/dealer for Item	s i
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A OLL		!EVRO	i FT		ng documents relate	
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AN AMERICA	MI DEVIC	$\mathbf{M} = \mathbf{M}$		BAXAT	LE VEHICLE PRICE	18,251.0
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			•	STATE SALE		
9 value of any motor vehicle traded in sec	nart of the concideration	for this purchs	née le cubient to final	COUNTY SA		1.9
ermination at the time the newly purchased	vehicle is delivered by De-	aler. The trade	in motor vehicle shall.		SUBTOTAL	15,479 6
reappraised at delivery, and the value at chase. The balance due at delivery will b	tnis time shall determino. o adjustod for any differol	the final trade nces from the	original estimate.	PAYOFF BA	. <u> </u>	
the event this purchase cannot be finalize	ed within fifteen days of t	hie date il uni	Verstand that my oar	* CUSTOM	ER ACKNOWLEDGES	s
subject for reappraisal.	ed within inteen days of t	riis date, i diit	Jerstand that my car	THAT THE	PAYOFF BALANCE IS E. IF ACTUAL PAYOFI	5 ' '
rchaser; I hereby acknowledge that I have				IS HIGHER	R, THE CUSTOMES PAY DIFFERENCE N	₹
t Lunderstend each paragraph, that Lac adocument.	cept all the provisions, ha	ave received a	a completed copy of	LOWER, THI	CUSTOMER WILL B	4. III
				REIMBURSE	to the state of th	18,478 S
cknowledge that I have Inspected the p tined such inspection apportunity. Lagro			third party or have		SUBTOTAL	300.0
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CHASER	nondensi ili mada mada mada mada mada mada mada mad	DATE	05/15/2005	MOTOR VEHICL	E SERVICE AGREEMENT TA	x 28,850.6
PURCHAGER		DATE	05/15/2005		TOTAL	600.0
JES MANAGER			05/16/2005	DEPOSIT		1,000.0
				REBATE/INC	1000	エ・ハルト・ハ
ED CAR BUYERS.GUIDE: The informat contract. Information on the window for	ion you see on the winde	ow form for th	is vehicle is part of	BALANCE D	JE .	
	n nyarridaa aan	المستحلمانية	ha	A DELIVER	Y and the same of	
rchaser's Signature	n overrides any contrary	provisions in t	he contract of sale.	AT DELIVER	FINANCE	17,268.6

General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

~~	COMED NAME.	
	161AL14E457	(or see attached list*)
	1 US 1 M L 1	
	CONTRACENTIVE/S)	
บบธา	OMER INCENTIVE(S)	
1.	the available customer incentive(s) be applied	ve(s) listed to the dealer named below and request that d: (a) to the down payment on this vehicle, (b) on (Bill of Sale indicates pre-incentive price, amount of d) or (c) a check be issued in my name by Dealer
	Incentive Program Reference	Amount GM Incentive Code
	HOT DUTED	\$ 1000 TZC
		<u> </u>
		<u> </u>
		ф
		* T/30x
	Total Incentive Amount Received	Ψ <u> </u>
2.	Division supported financing/leasing, etc.) a. I elect to receive	<i>J⊖</i> S or
,		
	CUSTOMER AND DE	ALER ACKNOWLEDGMENT
l am t	the <u>ultimate retail purchaser or lessee</u> of the ve	ehicle bearing this vehicle identification number which was
sold/l	eased to me by the Dealer named below. This	s vehicle was purchased/leased for personal/business use
and n	not resale and I took delivery of this vehicle on _	/ I acknowledge receipt of incentive(s) as from any future claim or obligation for incentive(s) on this
	ideo in item # and release the	obligation (or indentive(s) on the
unit.	Purchaser/Lessee Signature:	Date: / /
	Fulchaser/Lessee olghature.Z	
The	undersigned person, as Dealer representative,	certifies that the information on this application is true and
corre	ct and the incentive(s) described in I em #/_ ha	ave been provided to the said purchaser/lessee who has
taken	delivery of referenced unit through his dealers	ship and that properly completed accurate delivery data
	peen forwarded to General Motors)
	Authorized Dealer Signature:	Date: _ / _ /
ļ	Dealership Name:	Dealer Code:
* List	must include VIN, Delivery Date and Program	Reference
Doaler	Note: This document is required as supporting documentation for	or the payment of any consumer incentive and must be available in the Deal File

Copy #2 - Customer

Copy #1 - Dealer Copy

99GMACK/GM-3795 (9/99)

CAS FRIOTA_CHEV	ዕብ) ሮፓ ፲ ነነር	GMAC SHART	FIRE	® Worksheet ((1/4	MUML
Dealership Name	AUT F. I. I INC.		Ne	w 🗀 Vysed 🗆 Prior Demo 🗀 Pri∤&PEP 🗀 GM Employ		w Mileage Lease □
Lessee Name			Mo	nthly □ Single □ Term (Months) — Effective Rate (to be d	completed by	/ GMAC)
Maximum Agreed Upon Value of the Ve	hicle and Residualizable	e Amount	/	Mileage Factors		
(Lines 1,2,3 and 5 Apply Only to New Vehicles)		Residualizable Amount	16	Extra Mil Calcuta 5. Starting Odometer Mileage	leage linn	Allowed Mileage
1. MSRP from Factory Invoice	s 18665.00	s18665.00			48,000°	± 48,000
A. Times Markup Factor B. Marked Up MSRP	110 _% = s 0531.50			B. Standard or Low Mileage Allowance for Term = C. Extra Mileage for Term = D. Refundable Sxtra Mileage Cost (per mile) x \$	48,000 	+ 40,000 W/7 - Westername
2. Preferred Equipment Group Discounts (PEG)		+ s N/A		E. Total Refundable Extra Mileage Cost	1/4	4811
Dealer Installed Options:				7. Total Allowed Lease End Orfometer Mileage		12,000
A. Capitalized and Residualized	+ \$ N/A	s NA		3. Annual Mileage ((Line 16A ÷ Term) x 12)		12,000
B. Capitalized Only C. MSRP of Removed Equipment	s M/A	\$ N/A	1 (Residual Value		e 18665.Ú
D. Total of Dealer Installed Options	= \$ N/A			Maximum Residualizable Amount (New Vehicles Only, Line 5)		Ψ
4. Maximum Agreed Upon Value (Lines 1B ÷ 3D New Vehicle, Line R5 or R7 if Used.)	of s 20531.50		2	D. Times Residual Rersentage (New Vehicle Only) Base	% = x	× 49.00
5. Max. Residuatizable Amount		\$18665.00	2	 Base Residual Value (for Used Vehicles obtain from Line R10 if Certified, Line R12 if Non-Certified) 	=	= s <u> </u>
Net Trade-I	n Value	s N/A	,	2. Less Total Cost for Refundable Extra Miles (Line 16E)	_	_ s N/
6. Gross Trade-in Value A. Less Pavoff		- s N/A		A. Beginning Mileage Adjustment (New Vehicles Only)	-	- s N/
B. Net Trade-in Value (Positive or Negative) C. Less Amount Used Towards Fees/Taxes/1	(at Destition Dan	= \$ N/A		B. Other Factors Affecting Depreciation (describe)		- \$ <u>N/</u>
D. Less Amount Allocated To Capitalized Cos	st Reduction	- \$	2	4. Residual Value	=	= \$ <u>91</u> 45.8
E. Amount Retained by Lessee		= \$ <i>N/P</i>		Monthly Payments/Single Periodic Payment (If ID/ WA, Cor	nplete R14 -	- R18 Instead)
Capitalize			2	5. Base Monthly/Single Periodic Payment		\$ <u>251.7</u>
7. Agreed Upon Value of the Vehicle (Not to Exc.	eed Line 4)	\$ <u>18183.00</u>		A. Service Charge	% .	+ SN
GMAC Administrative Fee (if Capitalized)		+ \$595.00		B. Total Base Monthly/Single Periodic Payment	=	= \$ <u>251.</u>
9. A. Optional Service Contract (if Capitalized) B. Optional Maintenance Contract (if Capitalized)	ed)	+ \$390.00 + \$N/A		6. Additions to Base Monthly/Single Periodic Payment	.0000%	17.6
10. Optional Life Insurance (if Capitalized)		÷ \$		A. Monthly Sales/Use:Tax B. Personal Property Tax	<u>. 0000</u> %	+ \$ <u>1/1</u> + \$ N
		31.14	-	C. Other (describe)	%	+ ,\$ <u>N</u> ,
Opitonal Disability Insurance (if Capitalized) 12. Other amounts Levied at Lease Inception Not.	included in Amount Due :	÷ \$N/A	1	7. Total Monthly/Single Periodic Payment	:	= \$ <u>269.</u>
		acolginisg or Delivery	2	8. Total of Monthly Payments (Line 27 x Term)		= s_12928.
A. Title Fees B. License Fees	\$ <u>N/A</u> +\$ <u>399.</u> (nn - · ·	- - }_	Depreciation and Other Amortized Am	ounts	
C. Registration Fees	+ \$_N/A_			29. Adjusted Capitalized Cost (Line 15)		\$ <u>18132.</u>
D. Sales/Use Tax E. Other Tax (describe)	+ \$ N/A + \$ N/A			30. Less Residual Value (Line 24)		- \$ <u>9145.</u>
F. Other (describe) G. Total	+ \$ <u>N/A</u> →	+ \$399.00		31. Depreciation and Other Amortized Amounts		= \$ <u>8987.</u>
13. Gross Capitalized Cost	•	= s 19168.00	1	Rent Charge		
io. Gross Capitarized Cost		- a 13100+00	· . [32. Total Base Monthly/Single Periodic Payment (Line 25B or Lin	ie 316)	\$ <u>251.</u>
14. Less Capitalized Cost Reduction	25.2	<u>_</u>		33. Times Number of Periodic Payments		x <u>48</u>
A. Cash B. Trade-in Value Allocation (Line 6D) C. Other (december) BERATE AND LINE	s <u>35.0</u> ; + \$ <u>N/A</u>			34. Total Base Monthly/Single Periodic Payments for Lease Tern	n	= \$ <u>12082.</u>
C. Other (describe) REBATE AMOUN D. Total Capitalized Cost Reduction	T +\$_1000 →	-\$1035.05		35. Less Depreciation and Other Amortized Amounts (Line 31)		- \$ <u>8987.</u>
15. Adjusted Capitalized Cost		= \$ <u>18132.95</u>		36. Total Rent Charge		= \$ <u>3095.</u>

37. Capitalized Cost Reduction		47. Adjusted Capita	alized Cost (Line 15)			s <u>18132.9</u>
A. Cash (Line 14A) 3. Trade-In Allocation (Line 6D) C. Capitalized Cost Reduction Allowance D. College Graduate Allowance E. GM Card Rebate Allocation \$\frac{35.05}{\text{N/A}}\$ \$\frac{1000.00}{\text{1000.00}}\$ \$\frac{1000.00}{\text{1000.00}}\$			istments ly/ Single Periodic Paym Security Decosit (Line 4	ent (Line 39) - 5 0) 5	S <u>269.34</u> S 11/4	
E. GM Card Rebate Allocation + \$ \frac{\partial A}{\partial A} \frac{\partial A}{\parti		C. Total		•	— ₩ <u>/ A</u> —	- \$ <u>269.3</u>
F. Other (describe)		49. A. Other (desc	ribe) ribe)	·	-	-/- \$N/ -/- 3N/
38. Total Capitalized Cost Reduction (equal to Line 14D) = \$ 1035.0	5				-	
39. First Monthly/Single Periodic Payment (Line 27) - \$269.3	4	pu. Less GMAC Ad 	lministrative Fee (Line 8	or 41D)		- \$ <u>595.0</u> 4
40. Refundable Security Deposit = \$N//	1	51. Amount Due B	ealer			= \$ <u>17268.6</u>
41. Additional Amounts		Ne	a Vehicle Beginning M	ileage Adjustm	ent if Over 500 M	iles
				nd Term Param		
B. License Fees ÷ 3 1/10		l 	isticaye at		arrent Series	Prior Model Year
C. Hegistration Fees + \$ 11/0		Maximum Term (m	nonths)		60	48
		Standard Beginnin	g Miteage		0	0
E. Sefective Due Date Fee F. Sales/Use Tax G. Offset if Negative Trade Equity (equal to Line 68) + \$ \frac{17711}{1771}		Unadjusted Beginn	ning Miles May Not Exce	ed	500	500
H. Total	1	501 or more	Not Demo or PEP		dometer Mileage	
42. Other (describe) MYWEA/FLA FEES ÷/- \$68_50	٥	501 - 7,500	Prior Demo Cnly	Lessee may lease term or beginning mile Line 16B on Li	purchase existing es, enter the differ	onthly mileage over gmiles. If purchasing ence of Lines 17 and
43. Total Amount Due at Lease Signing or Delivery = \$1600.00 Purchase Option at End of Lease Term	(0	501 - 25,000	Prior PEP/GM Employee Only	Lessee may lease term or	either reduce m purchase existing es, enter the diffe	onthly mileage over miles. If purchasing rence of Line 17 and
ALD U. M. C.	_	52. Beginning Mile	I eage Adjustment	I CILIE 100 011 C	ilie sza.	
44. Residuat Value (Line 24) = \$ 9145.8 45. Purchase Option Increment + \$ \\ \!\!	1	A. Actual Odo 3. Times Begi	meter Miteage nning Mileage Adjustme	nt Ra ie		x \$N/
46. Purchase Option at End of Lease Term = \$ 9145.8	E.	C. Residual Ar Line 23A)	djustment Attributed to B	eginning Mileag	je (enter on	= \$
	7					
Salesperson GMAC		Submitted to G	MAC.		05/16/200	 IS
			Time			ate
Approved By Time			Date		Application	on Number
Vehicle Description: Year <u>2005</u> Make <u>CHEVROLET</u> Model	l[COBALT.	VIN	161AL 14E4	57	
Administrative Message #			MO: Program Lease Fa			
Security Deposit Waiver: No Yes Yes, Customer Rate Increase?	Mo 🗁		Rate Decrement:	-		
The state of the s		^	Single Payment Le Dealer Lease Fact		E <u> </u>	
oyalty Pregram? No □ Yes □ If Yes, Authorization #:			Security Deposit V			
Other Reason for Security Deposit Waiver (describe)			Federally Tax Exe Other Increment:	mpt		
			Total Lease Facto	r.		5 6000

SEE REVERSE (LINES R1 - R13) FOR USED LEASE CALCULATIONS

SEE REVERSE (LINES R14 - R18) FOR WA AND ID SALES TAX EXEMPTION CALCULATIONS

Subject:_

Gordon Chevrolet Service

"good people, and great prices, get it all at Gordon"

To:	UNDSEY	. 866-89	3-75/4	
1				
From	: Skip Gr	MANEY		
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		•	•	

Number of pages: (includes cover)__/6__

Gordon Chevrolet
16414 N. Dale Mabry Highway Tampa Florida 33618
(813)969-2600
(813)969-2452 (service fax)
www.service@gordon-chevrolet.com

4/21/07 101





ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE, NO REFUNDS ON ELECTRICAL PARTS. NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS. 20% HANDLING CHARGE FOR RETURNED GOODS, NO REFUND ON SPECIAL ORDERED PARTS. NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

Adv: JAYE DEB		Tag: 1949	License:	FL	VIN:	1G1AL14F	(57 T		T	· .
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Concern 4	ľ			haith a 1999 Marasi 1	William .				The same of the sa	Man Table
Causo	O VALUABLES REM	OVED FROM VEHICLE & S	HOP CHARGES	DISCLAIME	R		Operation	Tech	Hours	Amount
Correction	NO CHARGE						NC	348	.0	.00
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Concern 5: Causo	C/S BRAKE LIGHT IS	ON DISPLAY // FLASHE	ES ON	· .			Operation	Tech	Hours	Amount
Correction	TEST DRIVE BRAKE I	TITE ON DACH ASTER CYL FLUID LEVEI	. of No. 81	THE OF PRE-			NC	316	.0	.00
Comment	FLUID LEAK, NO COL	ES IN ABS OR PARK BRA	KE SYST	OF SKAP	(E		ļ			
		CON CODE : WA								·
	1			FAIL CODE	: 0					ı
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Concern 52 Cause	C/S WASHER FLUID W	ILL NOT COME OUT OF S	PRAYERS			·	Operation	Tech	Hours	Amount
Correction	CLEAN OUT WASHER F.	LUID LINES	•				NC	316	.0	.00
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oncern 53	C/S SCREW MISSING E	ROM PASS FRONT WHEEL	WELL				Operation	Tech		
ause Orrection	INSTALL RETAINER IN NO CHARGE	RT WHL WELL	,			ĺ	NC	316	Hours .0	Amount .00
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OR SUPPLIES USED O	N YOUR VEHICLE ABOVE	A MAX. OF 125.00 IS INCLUD	DED		. .					
ARBURETOR CLEANER	TOWELS, BATTERY CLEANE	SHELLAC, SOLVENT, RA ER, WIRE, ETC.	Ġe,		OMER					
ATE FEES; THE STATE	OF FLORIDA REQUIRES A \$	1.00 FEE TO BE COLLECTED F			ATURE		AROR FOR A	DAVE OF	4 000 1 11 1	
R EACH NEW OR REM	ANUFACTURED BATTERY SC	DLD IN THE STATE, (#.403.7185)			/N ARE	VVARRAN	ABOR FOR 90 TED FOR 12 M	CONTINUE COL	3 40 000 AA	E0 144
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Adv. JAYE DEBRA	BARD	Tag: 1949	License:	FI,	VIN: 16	31AL14F4 57		Page: 2	Invoice:	
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		CON CODE : \	VQ.							
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Type: W								Bubl	OLA1	
Concern 54	C/S WS AROUND DRIVERS FRO		OOSE AT TO	P RIGHT	-		Operatio	n. Tech	Hours	Amount
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				FAC WARRAN	TY.					-00
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II you have any q	uestions - please see JAY	E DEBRA BARD	•	'		*****		•	· · · · ·	
	HEVROLET SERVICE SURVEY AN									
CHEVROLET AND THA	NK YOU FOR ALLOWING US TO	SERVICE YOUR	VENICLE						Las	t Page
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SHOP MATERIAL - THI	S CHARGE REPRESENTS COSTS A	NO PROFITS TO	THE			<u>'</u>				
DISPOSAL A TOKEN 159	FACILITY FOR MISCELLANEOUS SHO CHARGE OF LABOR WITH A MAX, (フドベ25.00 IS INCL	UDED !		**	1				
BOLTS, WASHERS, TA	YOUR VEHICLE, APPLICABLE SUPI PE, PINS, AEROSPRAY, SHELLA	C SOLVENT S	NUTS, RAGS,	cu	STOMER					1
STATE FEES: THE STATE	TOWELS, BATTERY CLEANER, WIRE, I OF FLORIDA REQUIRES A \$1.00 FEE T	OIRE COLLECTED	FOR	SIG	NATURE					
EACH NEW TIRE SOLD IN	THE STATE (9.403.718) AND A \$1.50 F NUFACTURED SATTERY SOLD IN THE	FEE TO BE COLLE	CTED (AND LA	RSHIP WAF JBOR ARE	RANTS LAE WARRANTE	BOR FOR D FOR 12	90 days or 9 Months o	4,000 MILES. R 12,000 MILI	. PARTS ES - NO

AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECI-





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Adv: JAYE DEBRA	BARD	Tag: 1949	License:	FL	VIN: 1G1A1	L14F4 5 7		Page: 1	Invoice:	
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		n mannan censulukting a athere keta lunum anna	TOPOGRAMAN MANAGEMENT TO THE TOPOGRAMA	Home:	Mantago es de militar materias assur	Cell	unia Unia		ee keen de ne minning on	Pages e com Contribition (days again
For Office UAS	<u> </u>		9	Yebitcicii			Way.	***		
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Веділ: 04/10/06	Done: 04/10/06 1	Invoiced: 04/10/06	17:02 JM	Inservice	: 05/16/05					·
Customer Consider										
Concern 01	SERVICE 3000 MILE :	SERVICE	\$28.25 OF	R \$31.40 WIT	H 7 QTS. OF	OIL	Operatio	on Tech		Amount
Correction	INCLUDES OIL AND F				,so	j	01	316	*	12.99
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inclination of the control of the co	ies. z de justilannioses - sweigt-hildrinnus essassina institution		AR HANGE							iniately conditions of
	ry of Charges for Th		ANTAGE IN THE RESERVE	x 70	Military 1990	HAMARIAN HA		Sales Andrews	III.	
PARTS			5.29	TOTAL CHAI	RGE					28.01
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TOTAL CHARGE			28.01							1
Attention: The fo	ollowing Invoices al	so exist		".###" <u> </u>						
If you have any q	questions - please so	ee Jaye Debra Bard	•							
THANK YOU FROM SK	(IP GREANEY AND THE !	ENTIRE GORDON CHEV	ROLET SERVI	CE						<u> </u>
TEAM FOR ALLOWING	US TO SERVICE YOUR	VEHILCLE((*) IND	ICATES LIFE	TIME						
MOTOR VEHICLE REPAIR DISPOSAL," A TOKEN 15 FOR SUPPLIES USED C BOLTS, WASHERS, T.	HIS CHARGE REPRESENTS R FACILITY FOR MISCELLANE SM CHARGE OF LABOR WITI N YOUR VEHICLE. APPLICA APE. PINS, AEROSPRAY, I, TOWELS, BATTERY CLEANE	EOUS SHOP SUPPLIES OR H A MAX. OF \$25.00 IS IN ABLE SUPPLY ITEMS ARI SHELLAC, SOLVENT,	WASTE CLUDED E NUTS.		JSTOMER	×	N. M.			
EACH NEWTIRE SOLD I	OF FLORIDA REQUIRES A S N THE STATE (9.403,718) ANI IANUFACTURED BATTERY SC	D A \$1.50 FEE TO BE COL	LECTED	DEALE AND L	RSHIP WARR ABOR ARE WARY ANTY ON USE	ANTS LA	ED FOR	12 MONTHS O	OR 12,000 M	ILES - NO







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PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

Adv: PATRICIA A	KIING	Tag: 2037	Liçense:	TL.	VIN:	1G1AL14F	4 57	Page: 1	Invoice	
Invite to										
10000	3-3-5-5-10-10-10-10-10-10-10-10-10-10-10-10-10-	ATTACHUNUN INDIKATAN TANTAH MANAH MINARA SERIENTA DE LA COMPANSIONA DE L La compansiona de la	664.2966jin 529	1111199						
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Begin: 08/31/06	Done: 09/06/06 Invoice	d: 09/06/06 (9:15 DT	Inservice:	05/1	6/05	<u>~-</u>			
Customer Condain	* * * * * * * * * * * * * * * * * * *					To.				*************************************
Concern 44	ALL VALUABLES REMOVED FRO	M VEHICLE & 8	HOP CHARG	ES DISCLAIM	ER		Operatio	n Tech	Hours	Amount
Cause	٥						NC	334	.0	.00
Correction	NO CHARGE									
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	la de la companya de			FAIL CO	DE : O		1			
Type: W	Į.							Subt	otal	
Concern 51	CHOMOMED STATES SERVICES TO		··							
Cause	CUSTOMER STATES SERVICE E MODULE OUT OF CALIBRATION		GHT COMING	3 ON			Operation		Hours	Amount
Correction	REPROGRAM PCM		~4				J6354	334	.7	54.10
Comment	SCAN PCM WITH TECH TWO AN	CHEKL FOR C	ODES							
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Concern 52	CUSTOMER STATES WHEN PUTT	NG INTO REVE	RSE STEERI	NG LOCKS UP			Operation	Tech	Hours	Amount
Cause	TIRES UBDER INFLATED						NC	334	.0	.00
Correction	AIR UP TIRES TO 35PSI									,,,,
Comment	TIRES ONLY HAD 12PSI IN F						1			İ
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Type: W							 	Subto	tal	 [
Concern 53	CUSTOMER STATES DASH LIGHT	FLASH					Operation	Tech	Hougs	Amount
SHOP MATERIAL - TH	IS CHARGE REPRESENTS COSTS	AND PROFITS TO	THE							

MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL." A TOKEN 13% CHARGE OF LABOR WITH A MAX. OP-128.0 19 INCLUDED FOR SUPPLIES LISED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS. WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

STATE FEES, THE STATE OF FLORIDA REQUIRES A \$1,00 FEE TO BE COLLECTED FOR EACH NEW TURE SOLD IN THE STATE (\$.403.718) AND A \$1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE, (\$.403.7185)

CUSTOMER SIGNATURE X

DEALERSHIP WARRANTS LABOR FOR 90 DAYS OR 4,000 MILES. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECIFIED.







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Adv: PATRICIA A		Tag: 2037	License:	FL	VIN: 1G1	AL14F4 57		Page: 2	Invoice:	
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	•	CON CODE : C	7			· 1				
				FAIL C	ODE : 0	İ				
Type: W	1					- 1		Subt	otal	
Concern 54	CUSTOMER STATES TRACTIO	N LIGHT BEEPS		 -		 -	Operation			<u> </u>
Cause	SEE LINE 51	-					NC NC	1 Tech 334	Hours . O	Amount .00
Correction	NO CHARGE					I		777	.0	.00
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A COLOR SERVICIO CONTRACTOR AND SERVICION OF THE SERVICIO				7	Payment I		ton for a)610 **** _{**}	
LAB-MECHANICAL TOTAL CHARGE			54.10	TOTAL CHA	RGE					54.10
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If you have any o	pestions - please see PA	TRICIL & MINC	— <u></u> .	THE WARRY	NTI					54.10
	HEVROLET SERVICE SURVEY		- Ювоом							
CHEVROLET AND THA	NK YOU FOR ALLOWING US TO	O SERVICE YOUR	AEHICTE!						T.D.e	it Page
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MOTOR VEHICLE REPAIR	S CHARGE REPRESENTS COSTS FACILITY FOR MISCELLANEOUS SH	(八口 さ) (日本) (日本 八口) //	CTE					"		
FOR SUPPLIES USED ON	6 CHARGE OF LABOR WITH A MAX Y YOUR VEHICLE APPLICABLE O	C OF \$26,00 IS INCLU	DED		-•	1				}
OULIO, WASHERS, IAI	PE, PINS, AEROSPRAY, SHELI TOWELS, BATTERY CLEANER, WIRE	IAC CONVENT A	AGS,	cu	STOMER	[

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Adv: PATRICIA		Taq; 2932	License:	FT.	VIN:	1G1AL14F4	57	Page: 1	Invoice	
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	++1101 11/ JOY 00	Invoiced: 11/30/06	.5:08 DT	Inservice:	05/1	6/05				
						*				
Concern 4	ALL VALUABLES REM	OVED FROM VEHICLE &	HOP CHARGE				Operation		I MANEYOU A AUII I INT	
Cause Correction	10						NC NC	Tech 326		Amount
COTTECTION	NO CHARGE						'	520		.00
		CON CODE : 0		5						
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Concern 51	AADIGUICAN STATES AT						Operation	Tech	Tin I h +	
Cause	DIAG SCAN TEST CHE UNABLE TO DUPLICAT ANY COMPLAINTS	eck all control modul Pe	E NO-∰ODES	, ROAD TEST	13 MI	LES	NC	334	Unita .O	Amount .00
Correction	NO CHARGE									
	ľ	CON MODE : PU	ľ							
				FAIL COD	E : 0		1	•		
Type: W	1					İ		Subto	otal_	
Concern 52	CUSTOMER STATES TR	ATION CONTROL LIGHT (OMING ON							
Cause	SEE LINE 51	Total Control of the	CHING ON				Operation NC	Tech	Units	Amount
Correction	NO CHARGE							334	.0	.00
		сом соре : мт								
				· FAIL CODE	: 0					
Туре: W								5ubto	tal	
Concern 53	CUSTOMER STATES POW	VER STEERING LIGHT CO	MING ON				One wet I			
Cause Cause	SEE LINE 51					- 1	Operation NC	Tech 334	Units .O	Amount
Correction	NO CHARGE					}	_	554	.0	.00
DISPOSAL." A TOKEN 16 FOR SUPPLIES USED C BOLTS. WASHERS. T	% CHARGE OF LABOR WITH N YOUR VEHICLE ARRIVA	COSTS AND PROFITS TO EOUS SHOP SUPPLIES OR WA H A MAX. OF \$2500 IS INCLU ABLE SUPPLY TRIMS ARE N SHELLAC, SOLVENT, RU ER, WIRE, ETC.	STE DED	cus	TOME	R	**			

SIGNATURE X

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Adv: PATRICIA A	KING	Tag: 2932	License:	TL.	VIN:	1G1AL14F4	57	Page: 2	Invoice:	
Timeles to: Syrt	R. UEBRA	***			a a				Na.	
Invoiced: 11/30,	/05 15:08:44 DT			05 CHEVRO	LET CO	BALT LS 2D	R CPE BLAC	к		Marian, arrivating street
		CON CODE : 7	\$\$				1			
	Į.			FAIL C	ODE : (0.	1			
Type: W							l —	Subt	otal	
Concern 54	CUSTOMER STATES POWER STE	ERENG STIFF			***************************************		Operation	n Tech	Units	Amount
Causo	SEE LINE 51						NC	334	.0	00
Correction	NO CHARGE		_							
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Concern 55	CUSTOMER STATES GAGES JUM	PING/IRRATIC		190	• • • • • • • • • • • • • • • • • • • •		Operation	n Tech	Units	Amount
Ćause	SEE LINE 51						NC	334	.0	.00
Correction	NO CHARGE						ŀ			
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	-ca None			FAIL CO	DE : 0	1		0.114		
Type: W							-	Subto	ocar.	
Concern 56	CUSTOMER STATES AC NOT CO	LD. WONT COME	ON AT AL	L AT TIMES	. CANT	GET AC	Operatio	n Tech	Units	Απουητ
Cause	0						NC	334	.0	.00
Correction	NO CHARGE	~					1			1
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TOTAL CHARGE	•		.00	' '	,					3 1000 5.4
				FAC WARRAS	TY					.00
				TOTAL CH	arge					.00
	uestions - please see PAT									
	HEVROLET SERVICE SURVEY AN									1
CHEVROLEI AND INA	NK YOU FOR ALLOWING US TO	SERVICE YOUR	VEHICLE						La≞	t Page
MOTOR VEHICLE REPAIR DISPOSAL." A TOKEN 15	IIS CHARGE REPRESENTS COSTS I FACILITY FOR MISCELLANEOUS SHO % CHARGE OF LABOR WITH A MAX, N YOUR VEHICLE, APPLICABLE SUF)产 BUPPLIES OR W OF は26,00 IS INCL	WASTE UDED		٠.					
BOLTS, WASHERS, TA	APE, PINS, AEROSPRAY, SHELL TOWELS, BATTERY CLEANER, WIRE,	AC. SOLVENT, F	RAGS,		STOM					
STATE FERS: THE STATE EACH NEW TIRE SOLD IN	OF FLORIDA REQUIRES A \$1,00 FEE THE STATE (8.403.718) AND A \$1.50	TO BE COLLECTED FEE TO BE COLLE	CTED	DEALE	SNATU RSHIP V	WARRANTS	LABOR FOR	R 90 DAYS OR	4,000 MILES	. PARTS
TOR ENOUGHER OR REM.	ANUFACTURED BATTERY SOLD IN TH	E 9141 E. (8.403./18	00)	WARR	ANTY O	N USED OR	NON-GM PA	ARTS UNLESS	OTHERWISE	SPECI

FIED.







ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. NO REFUNDS AFTER 30/DAYS OR WITHOUT THIS INVOICE, NO REFUNDS ON ELECTRICAL PARTS. NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS. 20% HANDLING CHARGE FOR RETURNED GOODS, NO REFUND ON SPECIAL ORDERED PARTS. NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

Adv: PATRICIA	A terus												
			Taq: 2		License:	FI,	AIN:	1G1AL1	4F4 57	Page:	3 7	nvoice:	
Invoice to					W								Atom 2 Phillipphone
	modified fill little trans	Committee of the control of the cont	TITATATATA	1969 <u>- Harris II</u>		illininnimeksi ekolunlaisinnis	fridanin:	te brimmerate dei	liniasy (il 1965)				· · · · · · · · · · · · · · · · · · ·
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Begin: 12/06/0				_	Final	05 CHEVRO	LET COB	ALT LS	2DR CPE BI	ACK			i i i
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Саизе	ALL VALUABLES REM	OVED FROM	VEHICI	LE & SI	HOP CHARGE	s disclaim	ER		Operat	ion T	ech	1000	Amount
Correction	NO CHARGE								NC		326		.00
		CC	N COD	E : 0									
	1					FAIL COL)E : 0		1				
Type: W	1										ubtotal		
Concern +4	GORDON CHEVROLET	Wheel Drive			<u>, </u>		_,				 .		
Cause	GORDON CHEVROLET- 1 DAY GORDON RENTA	TAMPA RENT L RA 23412	CAL VE	HICLE					Operat	ion Te	ch		Amount
Correction	NO CHARGE	u. 22912			-4				NC .	ä	26		.00
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Type: W	Line Flags: NOS		•							. sı	ibtotal		1
Concern 51	CUSTOMER STATES TRA	ACTION LIG	UM COM		-							"	
Cause	SCAN SYST NO CODES,	CHECK ELE	EÇT CI	ROUTTS	E FINE ALT	MODULES			Operati	on Te	ch Unit	.3	Amount
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Concern 52 Cause	CUSTOMER STATES DIS	PALYS POWE	R STEE	ERING	6 LOST POR	ER STEERING	 3		Operation	л Тес	b 75-46-		
	MAY HAVE PROBLEM WI' ACCESSORY OUTLET ON	TH PHONE C	HARGEE	R DRAW:	ING VOLTAG	E FROM B+ (CIRCUIT	,	NC	33			Amount .00
Correction	NO CHARGE	DAME CINC	OI,,								•		.00
SHOP MATERIAL - TH	HIS CHARGE REPRESENTS	COSTS AND	PROFIT	- TO T					<u> </u>				
DISPOSAL A TOKEN 15	SE CHARGE OF LABOR MANY	OUS SHOP SU	PPMES (OR WAS	TE (- 1				-	
BOLTS, WASHERS, T	APE DING ACCORDAN	BLE SUPPLY	TEMS A	ARE NUT	[8,								İ
							TOMER ATURE						
ACH NEW TIME BOLD IN	OF FLORIDA REQUIRES A \$1 1 THE STATE (9.403.718) AND ANUFACTURED RATTERY 800	A \$1.50 FEE T	COLLE	CTED AC	DR ED	DEALERS	HIP WAI	RRANTS	LABOR FOR	2 90 DAVE	DB 4 000	MI 50 5	
	ANUFACTURED BATTERY SOI	LO IN THE STA	TE (0.40	3.7185)									
· .#						FIED.	II ON U	SED OR	NON-GM PA	ARTS UNLE	SS OTHE	RWSE S	PECI-







ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE, NO REFUNDS ON ELECTRICAL PARTS. NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS. 20% HANDLING CHARGE FOR RETURNED GOODS, NO REFUND ON SPECIAL ORDERED PARTS. NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

Adv: PATRICIA A	KING	Tag: 2065	License:	P L	VIN:	1GLAL14F4 5	7	Page: 2	Invoice:	W24775
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Турф: W							-	Subt	otal	
Concern 53	CUSTOMER STATES OUTSIDE	TEMP NOT CHAN	GING REGUI	ARLY			Operatio	n Tech	Units	Amount
Cause	SEE LINE 51 & 52						NC	334	.0	700 700
Correction	NO CHARGE	CON CODE : (57							
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The state of the s					-			Subt	otal	
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TOTAL CHARGE			.00	•			at 1000000000000000000000000000000000000	***************************************	recommendation in the second	STOTOTOTOTO STATE STATE OF THE
				TOTAL C						. 00
If you have any c	questions - please see PA	TRICIA A VING		TOTAL	MARGE					-00
	CHEVROLET SERVICE SURVEY		GORDON							
CHEVROLET AND THA	ANK YOU FOR ALLOWING US TO	O SERVICE YOUR	VEHIČLE!						Las	t Page
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SHOP MATERIAL - THE	S CHARGE REPRESENTS COSTS	AND PROFITS TO	THE							
DISPOSAL." A TOKEN 159	FACILITY FOR MISCELLANEOUS SM % CHARGE OF LABOR WITH A MAY	OP SUPPLIES OR W	WASTE		**					
BOLTS, WASHERS, TA	N YOUR VEHICLE, APPLICABLE SU PE, PINS, AÉROSPRAY, SHELI TOWELS BATTERY CLEANED MAGE	IPPLY ITEMS ARE I	MITTE	CI	USTOME	R				- 1

UCS@2004

CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

STATE FEESTHE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (8.403.718) AND A \$1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE. (8.403.7185)

DEALERSHIP WARRANTS LABOR FOR 90 DAYS OR 4,000 MILES. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECI-FIED.

SIGNATURE X







ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.

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SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

Adv: PATRICIA A	KING	Tag: 2240	License:	1.T	1G1AL14F4 57		Page: 1	Invoice	: W32092
Through to	The state of the s	TALL FRALL TYPE					Trible Trible		A II. II. III. III. III. III. III. III.
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2. Epison verthäugannes person Virtualnistillä			**** ********************************				THE ROOM TO	*	
Odometer in: 230	000 Out: 23006 Dis	t: 1G1 W/NR C W	Final	05 CHEVRO	LET COBALT LS 20	R CPE BLACK	,		
Begin: 06/02/07	Done: 06/14/07 Inv	oiced: 06/14/07 1	4:20 DT	Inservice	05/16/05			Sold: (06/02/07
	• ***								
Concern 49		MPA RENTAL VEHICLE				Operation	Tech		Amount
Cause Coffection	050207 060407 2-DAYS RENTAL//RA 25	9600///874 OD///w				Z7902	346		.00
Comment	SERVICE, NEW VEHICLE								,
Parts	Part Number	PO#	Note		iption	Quantity	,	Sell	j
		CON CODE : MJ	RENT	2-DA	S RENTAL	1			
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	AUTH : G								
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Type: W	Line Flags: NOS					MISCELLAN	eous RGE FOR CO	NCEDN	74.00
Concern 51	CUSTOMER STATES TRACT	ION LIGHT IS ON				Operation		Units	Amount
Cause Cause	ERCM OPEN					H2505	334	. 9	72.15
Correction Comment	REPLACE ELECTRONIC BR SCAN PCM WIOTH TECH T			ODÚTE					. 1
Parts	Part Number	70# ?O#	Note	Descr	iption	Quantity		Sell	l
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Type: W						LAB-MECHAI			72.15
Concern 52	CUSTOMER STATES GAUGES	ARE JUMPING				Operation	RGE FOR CON Tech	Units	416.68 Amount
SHOP MATERIAL - Th	IIS CHARGE REPRESENTS CO	STS AND PROFITS TO	ТИЕ			-policion	- W-II		Misant
DISPOSAL, A TOKEN 15	R FACILITY FOR MISCELLANEOU. 194 CHARGE OF LABOR WITH A	S SHOP SUPPLIES OR WA	ASTE		**				
POLIA, WAGHERS, D	N YOUR VEHICLE APPLICABLE	HELLAC SCIVENT A	UTS. AOS.	. сп	STOMER				1
STATE FEED THE STATE	, TOWELS, BATTERY CLEANER, 1 OF FLORIDA REQUIRES A \$1.00	SEE TO DE 400 4	FOR	SIG	NATURE X				
I EACH NEW SURE SOLD IN	N THE STATE (6.403.718) AND A SANUFACTURED BATTERY SOLD	\$1.50 EEE TO GE OO: 1 CC	TER	AND LA	SHIP WARRANTS BOR ARE WARRAN	VIED FOR 12	MONTHS O	R 12.000 MI	II ES - NO
			<u></u>	WARRA	NTY ON USED OR	NON-GM PAR	TS UNLESS	OTHERWIS	SE SPECI-







ALL PARTS ARÉ NEW UNLESS SPECIFIED OTHERWISE.

NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE, NO REFUNDS ON ELECTRICAL PARTS.

NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.

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NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

UCS@2004

PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

WARRANTY-PARTS

		τ	 				D	T+1104 0-	. W22002
Adv: PATRICIA A	KING	Tag: 2240	Li¢¢nse:	IL.	1G1AL14F4 57	unpress passinidudennia passeru	Page: 2	TUAOYCE	: W32092
Involce to: SPEI	P, JENNA W		ici	Delver/o	CAN DESCRIPTION				
Invoiced: 06/14/	07 14:20:57 DT			05 CHEVRO	MET COBALT LS 2DF	CPE BLAC	K		
Cause	SEË LINE 51				· W ·	NC	334		.00
Correction	NO CHARGE		_						
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Concern 53	CUSTOMER STATES STEERING	WHEEL NOT TU	JRN		ψ··	Operati	on Tech	Units	Amount
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Correction	NO CHARGE								
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Concern 54	CUSTOMER STATES BATTERY	LIGHT IS ON				NC	334	.0	.00
Cause Correction	SEE LINE 51								
Contecton	NO CHARGE "	CON CODE :	ΑV			1			
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Sumary	of Charges for five	#1320	22	A PARTY		ution f		-	
PARTS			344.53	TOTAL	CHARGE				490.68
LAB-MECHANIC	AL		72.15		T-T-3-17007			Δ	90.68
MISCELLANEOU			74.00 490.68	FAC WA	RRANTI			•	
TOTAL CHARGE			490.00						'
	Repair Orders on this ve	/14/07 (F)	WAR - C	6/13/07 (P)				
i -					- ,				
If you have any	questions - please see P.	AME BETHEN TY	CODDON						
PLEASE FILL OUT	CHEVROLET SERVICE SURVEY ANK YOU FOR ALLOWING US I	O SERVICE YOU	JR VEHIČĽE!						Last Page
CHEARODER WAR IN	MIN TOO KON MINDWING OF I								
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j									
SHOP MATERIAL -	THIS CHARGE REPRESENTS COS	S AND PROFITS	TO THE		•				
MOTOR VEHICLE REPA	IR FACILITY FOR MISCELLANEOUS	AX: OF \$25.00 IS II	NCLUDED						
FOR SUPPLIES USED	ON YOUR VEHICLE, APPLICABLE	SUPPLY HEMS AT			CUSTOMER				
CARBURETOR CLEANE	ER, TOWELS, BALLERY CLEANER, W	(MC), E1C.	l l		SIGNATURE XL	A LADOD T	700 00 DAYS (DD 4 000 A41	IFS PARTS
FACH NEW TIRE SOLD	TE OF FLORIDA REQUIRES A \$1.00 F IN THE STATE (±.403.718) AND A \$1 EMANUFACTURED BATTERY SOLD IN	,00 FEE TO BE GU	ALLEC LED	AND	LERSHIP WARRANT	ANTED FO	R 12 MONTHS	OR 12,000	MILES - NO

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SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

Adv: PATRICIA A A	CING	T	aq: 1660	License:	FL	1G1AL14F4 5	7	Page: 1	Invoice	: C32092
involce to	# 1 TATE	(20)	A MARKET							
	16971 129 13			1807.		HIIIIIIIIIIIIIIII EEY SEI LABERIIIIIIIIIIIIIIIIIIIIIII EE AAAA AAA	HIIIII 1945 (17 % 9111 1111 1119) (17 % 55 111 111 1119)			Masterna Hilling Hillstock
TAMPA, FL		_			TAMPA, I	FL				
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For Office Upp	***				Mary ore was a little					
Odometer in: 2300	00 Out: 23006	Dist: 161	CUS C W	Final	05 CHEVRO	DLET COBALT LS	2DR CPE BLA	CK		
Begin: 06/02/07	Done: 06/05/07	Invoiced:	06/05/07	09:03 RW	Inservice	e: 05/16/ 05	anner		Sold:	06/02/07
Cistoner Corre					200	A A	# # J		e é	
Concern 48	\$7.00 VEHICLE USA						Operat:			Amount
Correction	VEHICLE USAGE CH				AL OR LOANE	R	48	346		.00
Comment	\$7.00 VEHICLE USA	age charge				cription	Quant	i ru	Sell	
Parts	Fart Number		PO∯	Note RENT		ICLE USAGE	Quant.	1	7.00	
				ADIT	V 2 11	**************************************		Subt	otal	
	- 100/p /14 hours						MISCEL	LANEOUS		7.00
Type: C	Line Flags: NOS						TOTAL	CHARGE FOR C	ONCERN	7.00
STITUTE OF STREET	of Charges fo	r Inyor	ce je 320	925	# 12 #S				58 C 32(
MISCELLANEOU	Ś			7.00	TOTAL	CHARGE				7.49
SUB-TOTAL			~	7.00						7.49
SALES TAX -	STATE			. 42	CASH D	UE		,		7.49
5ALES TAX -				.07						
TOTAL CHARGE				7.49						· · ·
Attention: The f	ollowing Invoices	also exist								
	questions - please	5¢¢ PATR	icia a kin	3						
THANK YOU FROM 5	KIP GREANEY AND TH	E ENTIRE (SCRDON CHEV	ROLET SERV	/ICE					
	G US TO SERVICE YO			CATES LI	PETIME					Last Page
5ERVICE GUARANTE	E PART ON ALL CUST	OMER PAY	REPAIRS.							
							•			
SHOP MATERIAL - T	HIS CHARGE REPRESE	NTS COSTS /	AND PROFITS	TO THE				**		
MOTOR VEHICLE REPAI	IR FACILITY FOR MISCELI	WITH A MAX.	OF \$25,00 IS IN	CLUDED		**	ļ			ľ
LEGG OUDDUICE MEETS	ON YOUR VEHICLE. APP TAPE, PINS, AEROSPI	HICABLE SIDE	PIY HEMS AR	CE NUIS. I		CUSTOMER	ł			
CARBURETOR CLEANE	R, YOWELS, BATTERY CL	EANER, WIRE,	ETC.	1		SIGNATURE X				
FIELD NOW TIPE SOLD	'É OF FLORIDA RÉQUIRE IN THE STATE (8.403.718	\ AND A \$1.5D	ERE TO BE CO	LLEGIEDI	DEA	LERSHIP WARRA	ANTS LABOR I	FOR 90 DAYS	OR 4,000 M	ILES, PARTS MILES - NO
FOR EACH NEW OR RE	MANUFACTURED BATTER	Y SOLD IN TH	E 3TATE. (a.403	.7185)	AND WAF	RANTY ON USE	DOR NON-GN	PARTS UNLE	S\$ OTHER	MISE SPECI-

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NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.
NOT'RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.
Z0% HANDLING CHARGE FOR RETURNED GOODS, NO REFUND ON SPECIAL ORDERED PARTS,
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SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

Adv: PATRICIA A	KING	Tag: 2240	License:	FL	1G1AL14F4 57		Page: 1	Invoic	e: W32457
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				Yenasi'e	nformation		<u> </u>		
Odometer in: 248	333 Out: 24870 Dis	st: 1G1 WAR C W	Quote	05 CHEVRO	LET COBALT LS 2D	R CPE BLAC	K .		
Begin: 06/12/07	Done: 06/20/07 Inv	voiced: 06/21/07	L7:06 DT	Inservice	: 05/16/05			Sold:	06/02/07
Quote after #	inal Bill			1			Sepr	inted 1	1
Concern 44	ALL VALUABLES REMOVED	D FROM VEHICLE &	SHOP CHARGE	S DISCLAIN	ER	Operatio	n Tech	200000	Amount
Cause	0					NC	334		. 00
Correction	NO CHARGE	CONTRACTOR - C							
		CON CODE : C	,	fAIL C	DE : 0	1			
							Subt	otal	
Type: W		"							
Concern 49 Cause	GORDON CHEVROLET- TAM 061107 061207	MPA RENTAL VEHICLS	E			Operatio			Amount
Correction	1-DAY RENTAL//RA 252	2356///\$37.00///K	L1TD56626B			""	246		.00
Comment	SERVICE, NEW VEHICLE	OR PRE-OWNED VEH:		LOON RENTAL					
				FAIL CO	DE : 98	1			
Type: W	i					l	Subt	otal	
	Tine Flore, NOC					I -			
	Line Flags: NOS	TION ITCUM CONTIC	ON / / / / / /	//com un		Operation	n Foot	Undto	7 m 011 m +
Concern 51	CUSTOMER STATES TRACT		ON//////	//SEE VH		Operation		Units .0	Amount
Concern 51			ON//////	///SEE VH					Amount
Concern 51 Cause	CUSTOMER STATES TRACT	CUSTOMER CONCERN	CODES (NONE						
Concern 51 Cause Correction	CUSTOMER STATES TRACTOPERATES AS DESIGNED COULD NOT DUPLICATE C	CUSTOMER CONCERN WO AND THECK FOR (CODES (NONE	:)	DE: 9Z		334	.0	
Concern 51 Cause Correction Comment	CUSTOMER STATES TRACTOPERATES AS DESIGNED COULD NOT DUPLICATE C	CUSTOMER CONCERN WO AND THECK FOR (CODES (NONE	:)	DE: 92		334	.0	
Concern 51 Cause Correction	CUSTOMER STATES TRACT OPERATES AS DESIGNED COULD NOT DUPLICATE C SCAN ABS WITH TECH TV	CUSTOMER CONCERN WO AND THECK FOR (CON CODE : W	CODES (NONE	:)	DDE : 9Z		Sold: 06/0 Soprinted: times Deration Tech 334 Subtotal Subtotal Subtotal Subtotal Subtotal Subtotal		

"SHOP MATERIAL - "THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL." A TOKEN 15% CHARGE OF LABOR WITH A MAX. OF \$25.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE, APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WRE, ETC,

STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1,00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (3,403,718) AND A \$1,50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE. (8,403,7185)

CUSTOMER SIGNATURE X

DEALERSHIP WARRANTS LABOR FOR 90 DAYS OR 4,000 MILES. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECIFIED.







ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE, NO REFUNDS ON ELECTRICAL PARTS,
NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS,
20% HANDLING CHARGE FOR RETURNED GOODS, NO REFUND ON SPECIAL ORDERED PARTS.
NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

PARTS HOURS; MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

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SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

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	TISHOP MATERIAL - THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE I	"SHOP MATERIAL - "Th	HIS CHARGE REPRESEN'	TS COSTS AND PROF	ITS TO THE				_			
"SHOP MATERIAL - "I'HIS CHARGE REPRESENTS COSTS AND PROFITS TO THE	MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL," A TOKEN 16% CHARGE OF LABOR WITH A MAX. OF \$26.00 IS INCLUDED OF CARDING AND AND AND AND AND AND AND AND AND AND	MOTOR VEHICLE REPAIR DISPOSAL." A TOKEN 16	FACILITY FOR MISCELLA % CHARGE OF LABOR W	NEOUS SHOP SUPPLIE	S OR WASTE S INCLUDED							

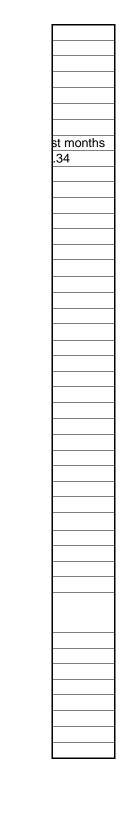
FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A \$10.00 FEE TO BE COLLECTED FOR ACCUMENT THE STATE OF STATE OF STATE A \$23.339 A \$10.00 FEE TO BE COLLECTED FOR

STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (8.403.718) AND A \$1.50 FEET TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE. (8.403.7186) CUSTOMER SIGNATURE X

DEALERSHIP WARRANTS LABOR FOR 90 DAYS OR 4,000 MILES. PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECIFIED.

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON							
	File Number Customer Name Worksheet Filled Out By:						
	71-530002985		J. Robertson				
			Draft-Add question marks beside	category (not in	n dollar fields) to indicate incomplete informa	ation	
			Vehicle VIN:		Date:		
			1G1AL14F457		August 15, 2007		•
	USAGE FORMULAS		STRAIGHT REPURCHASE		PAYMENT (CA, FL & WV) OR LEASE REI		
1	To calculate usage		1 Base Price		Down Pmt / Cap Cost Reduction		includes fir
2	Use ONLY one of the 4 methods in		2 Conversion / Upfit cost		2 Pmts (includes 1st month if lease)		26 @ \$269
3	follow applicable lemon law formul	a for your state	3 Reg./Lic./Title Fees		3 Reg/Lic/Title Fees (leases only)	\$0.00	
4			4 State Fees		4 Tax (leases only)	\$0.00	
5			5 Aftermarket Items		5 Aftermarket Items	\$0.00	
	Base Price/Total Repurch Price		6 Sales Tax		6 Other-Explain	\$0.00	
7	Mileage		7 Finance Charges		7 Other-Explain	\$0.00	
8	Denominator		8 GMPP (* only for WI)		8 Other-Explain	\$0.00	
9		\$0.00	9 Other-Explain		9 Other-Explain	\$0.00	
10		#0.000.00	10 Total Purchase Price	\$0.00	10 Total Additions	\$8,602.84	
	B. USAGE - NEGOTIATED	\$3,839.80					
12 13			12 * Usage/Depreciation	\$3,839.80	12 * Usage/Depreciation	\$3,839.80	
			13 Damage		13 Damage	\$0.00	
	C. USAGE USING CENTS/MILE		14 Late charges		14 Late charges	\$0.00	
	Mileage		15 Over-Allowance		15 Over-Allowance	\$0.00	
10	Cents per mile Usage		16 Negative Equity 17 Incentives	\$0.00	16 Negative Equity 17 Incentives	\$0.00	
17	Usage	\$0.00		·		\$1,000.00	
18 19			18 Other-Explain		18 Sec. Dep. (leases) if reimbursing above19 Extended Service Contract	\$0.00	
			19 Other-Explain	·		\$390.00	
	D. USAGE-CALIFORNIA ONLY	financad	20 Other-Explain 21 Other-Explain		20 Gap Insurance	\$0.00 \$0.00	
22	Base price section-Used when NOT "Actual Price Paid" (Base)		22 Total Deductions		21 Over Mileage Penalty 22 Total Deductions	\$5,229.80	
23	Mileage		23	\$3,039.00	22 Total Deductions	\$5,229.0U	
	Usage		24 Repurchase Subtotal	-63 830 80	24 Total Refund to Customer	\$3,373.04	
25		\$0.00					
		- d	25 Loan Payoff good thru xx/xx/xx		25 Dir Buyout (lease) or Loan Payoff	\$13,408.19	
26 27			26 Total Refund to Customer		26 (GMAC=DL quote) good thru 09/15/07	<u></u>	
28	"Actual Price Paid" (Pmt/Lease) Mileage		27 Attorney's Fees28 Total Repurchase		27 Attorney's Fees 28 Total Repurchase	\$0.00 \$16,781.23	
						•	
29	Any ext service contract (CA only) Usage		29 NADA (Legal Only) 30 Estimated Auction Value		29 NADA (Legal Only) 30 Estimated Auction Value	\$0.00 \$0.00	
31	Usage	\$0.00	31 Projected Loss		31 Projected Loss	\$16,781.23	
31			31 1 Tojected Loss	-\$5,059.00	31 1 Tojected Loss	\$10,701.23	1
	PURCHASE PRICE (before t/t/t)	\$ 18,183.00	TRADE ALLOWANCE	N/A	PURCHASE PRICE \$	18,183.00	
	MSRP (FROM BARS INVOICE)	\$ 18,665.00	PAYOFF OF TRADE	\$ -	INCENTIVE* (from BARS) \$		
	DIFFERENCE	\$ (482.00)	DIFFERENCE	#VALUE!			
	if positive look for over allowance		if negative=negative equity		ACTUAL PRICE \$	17,183.00	1
			TRADE ALLOWANCE	N/A			
			ACV OF TRADE	\$ -	Do not include fuel fill credit		1
	Authorized Signature	Date	DIFFERENCE	#VALUE!	·		
			ACV=actual cash value		Form Rev. 04/28/2006		1



	COBALT 2-DOOR LS COUPE			CHEVROLET	MOTOR DIV	/ISION
41U	BLACK		/L4G	GENERAL MO	TORS CORE	PORATION
	EBONY SPORT CLOTH			100 RENAIS	SSANCE CEN	ITER
ORDE	R NO. JCBQCC/TRE S	STOCK NO.		DETROIT	MI 48	3243-1114
VIN	1G1 AL14 F4 5			VEHICLE IN	NOICE 1AI	063970940

MODE	L & FACTORY OPTIONS		MSRP	INV AMT	RETAIL -	STOCK
1AL3	7 COBALT 2-DOOR LS COUP	PE 15	5920.00	14885.20	INVOICE (04/22/05
ASF	AIRBAGS, SIDE HEAD-CURT	CAIN	395.00	355.50	SHIPPED (04/22/05
DT4	AIRBAGS, SIDE HEAD-CURT ASHTRAY AND LIGHTER		15.00	13.50	EXP I/T (05/05/05
FE9	50-STATE EMISSIONS 2.2L DOHC 4 CYL ENGINE		N/C	N/C	INT COM (
L61	2.2L DOHC 4 CYL ENGINE		0.00	0.00	PRC EFF (04/22/05
	4-SPD. AUTO. TRANS. W/C				KEYS G045	53 G0453
U2K	XM SATELLITE RADIO-OVER	R 130	325.00	292.50	WFP-S MTH	H OPT-2
	CHNLS OF DIGITAL ENTERT	CAINMENT.			BANK: GMA	AC - 029
	SERVICE FEE EXTRA 1ST.3				CHG-TO	26-184
1SB	1SB SPORT PACKAGE INCLU	JDES:	595.00	535.50		
	*WHITE FACED SPORT GAUG	SES			SHIP WT:	2773
	*LEATHER WRAPPED SHIFT *LEATHER WRAPPED STEERI *SPORT FASCIA W/FOG LAM	LEVER			HP:	18.4
	*LEATHER WRAPPED STEERI	NG WHEEL			GMS:	16944.20
	*SPORT FASCIA W/FOG LAM	MPS			SUPPLR:	17703.31
	*REAR SPOILER				MRM:	18665.00
	*16" ALUMINUM WHEELS				DAN:	
	*205/55R16 TIRES				MEMO	830.00
	*CHROME EXHAUST TIP					
i						

TOTAL MODEL & OPTIONS	18100.00	16847.20	ACT 231	16869.20
DESTINATION CHARGE	565.00	565.00	H/B 261	543.00
LAM DEALER CONTRIBUTION		181.00	ADV 261	181.00
LAM GROUP CONTRIBUTION		181.00	EXP 65A	181.00

TOTAL 18665.00 17774.20 PAY 310 17774.20

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 16992.40

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. 029 VIN 1G1AL14F457 \$ 17774.20 INV 1AD63970940 DUE 05/05/05 DEALER 26-184





Case Number:

32339

Originator Name:

Lindsey Warzocha 866-790-5600 11548 warzocli@gmexpert.com

Created Date:

08/03/2007

Vehicle Info

*VIN: Year:

1G1AL14F457 2005

MSRP: Make:

18665.0 Chevrolet *TAC #: Model:

N/A Cobalt

Vehicle Comments & TAC Explanation: N/A

*Date Reviewed with Customer: 08/03/2007 Original Purchase Date:

05/16/2005

*Repurchase Mileage:

25341

* Original Purchase Condition: New

Vehicle Owner(s)

Entity Type * Names(s) on Title:

* Primary Owner:

* Address

* City * Day Phone:

* E-mail:

Joint Owners

Tampa

* Title State: FL

* Secondary Owner

* State FL * Home Phone:

* Fax Phone:

* ZIP Code: Cell Phone:

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5

M0105 N3403

Vehicle Lien Holder

Type of Secured Interest: Standard Lien

Contact or Attention:

Address

Po Box 2182

City

Greeley

Day Phone: 800-200-4622 * Company: GMAC

Account #:

029-9077-50314

State

Fax:

ZIP Code: 80632

E-mail:

Original Selling Dealer

* Dealer #: Region:

114787 30

* Phone: * Contact Name: (727) 862-9473

Bob Apel

District: Fax:

Fax:

(727) 868-5284 * Contact Title Service manager

Dealer Name: CASTRIOTA CHEVROLET

E-Mail:

Repurchasing Dealer:

* Dealer #: Region: * Phone:

114796

30

(813) 969-2600

Skip Greaney

Dealer Name: GORDON CHEVROLET District: 1352

CO

1352

(813) 963-3735

* Contact Title Service Director

E-Mail:

Repair

* Contact Name:

* Contact Name:

Skip Greaney

* Contact Title Service Director

Vehicle Location:

August 03, 2007

Page 1 of 2

4E0\100.9 **08/03/200**2

Repurchase

* Reason Steering - General - Inoperative, Electrical Gauges - Instrument Cluster - Electronic / Digital - Gauge Reads High / Low

Transaction

Details:

Siebel Request #: State:

71-530002985

* Disposition:Auction * Type:

Straight Repurchase

ADR BBB Mediated Source:

Replacement VIN:

Order #:

MSRP:

0.0

Repurchase:

Please contact Lindsey Warzocha if you have further questions 1-866-790-5600 ext 11548 warzocli@gmexpert.com

* Processing Instructions:

Disposition:

Auction

* Processing Instructions:

Transaction Details

Group_	Responsible	<u>Formula</u>	Additional Explanation	<u>Value</u>
Usage	Use Lemon Law	NA	Usage per Lemon Law	3.839.8
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	Ō
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	Ō
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0
				0

August 03, 2007 Page 2 of 2

P.002/034 (XA₃) 08/03/S007 14:45

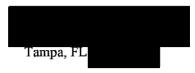


Council of Better Business Bureaus, Inc.

BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838 Phone 800.955.5100 Fax: 703.247.9700

August 3, 2007



RE: vs Chevrolet Motor Division # CHV0745436

Dear Ms. Jenna G. Sfeir:

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

REVISED

The manufacturer agrees to voluntarily repurchase your 2005 Chevrolet Cobalt for the following amounts:

To the Lessor: Payoff of the lease

To the Lessee (Consumer):

\$7,272.18* (27 payments at \$269.34) + \$1,036.05 (Capitalized cost reduction) + \$150.00 (title fees) + \$76.11 (sales/use tax) + \$68.50 (MVWTF/Florida fees) - \$1,000.00 (rebate) - \$3,839.80 (usage deduction, based on 25,341 miles, calculated per the Florida Lemon Law Usage Deduction Formula) = \$3,763.04

*NOTE: Total payments subject to verification with the Lessor.

The manufacturer will contact you to complete this transaction at the dealership within 60 days, after which the BBB will follow up with you to verify performance. The vehicle shall be turned over with no damage, allowing for normal wear only.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

48/03/2007 14:42 (XAR) P.003/034

Please note: If eligible, you may pursue arbitration with the Florida New Motor Vehicle Arbitration Board administered by the office of the Attorney General. To obtain information about eligibility for the state-run program, the consumer should contact the Division of Consumer Services' Lemon Law Hotline at 800-321-5366. PLEASE BE ADVISED that section 681.109(4), F.S., provides that the consumer must file the request for arbitration no later than 60 days after the expiration of the lemon law rights period, or within 30 days after the final action of a certified dispute-settlement procedure, whichever date occurs later. The address of the Division of Consumer Services, Lemon Law Section, is 2005 Apalachee Parkway, Tallahassee, Florida, 32399-6500.

Sincerely,

Rhonda Eakins at Extension 240

cc:

Lindsay Warzocha

P\$.004/034Z 14:4Z P..004/034

ADR REPURCHASE CHECKLIST

Once completed, this document should be attached to the SR.

□ PRA FORM (Voluntary Repurchase only)
⊠ Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all case except Mandates
☑ Invoice on original vehicle (from BARS)-old VIN & new VIN if a trade
☐ Incentive Acknowledgement Form
Signed Bill of Sale on original vehicle
⊠ Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA
Agreement to Arbitrate (For CA cases, attach the CCF)
Repair Orders (KY and FL only)
☐ Invoice for any conversion package (if applicable)
Receipts for any after-market items (if applicable)
BBB ruling/lemon law ruling and/or BBB settlement letter (if applicable)
Signed customer acceptance of decision for Mandatory Repurchases
☐ Financial Institution information including: account #, phone # & Institution name
Overallowance/Incentives/Negative Equity Form
ACV on trade-in documented
Copy of the Customer Claim Form (CCF) only on Mandates
Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #

AE0\S00.9 T4:1 \ 700S\E0\80

FLORIDA: 8/1/2005 Overallowance / Incentives / Negative Equity Form

Customer Request # <u>71-530002985</u> BBB #	CHV0745436
PURCHASE PRICE: (From dealer Bill of Sale) (Selling Price)	(+)17,784.00
MSRP: (From BARS Invoice)	(-) 18,665.00
DIFFERENCE:	(=)-881.00
TRADE ALLOWANCE: (from dealer Bill of Sale)	(+) 0
Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file. NADA Retail Value for:	
VEHICLE: ACCESSORIES: MILEAGE ADJUSTMENT:	(-)0
OVER ALLOWANCE: (Trade more than NADA)	(=) 0
PAYOFF: (If dealer added negative equity into contract, do not subtract)	(=) 0
PURCHASE PRICE (From dealer Bill of Sale) – (before tax, tag, etc.)	(+) 17,784.00
GM CARD POINTS:	DO NOT INCLUDE
INCENTIVES (from BARS): (Do not include fuel fill credit, dealer incentives or GM card credited back to customer) 1: 2:	
3: TOTAL INCENTIVES (Not included in Purchase Price)	(-)1,000.00
OVERALLOWANCE: (From above)	(-)0
NEGATIVE EQUITY: (If NOT shown in contract))	(-)0
Actual price of Vehicle that should be presented to BBB for ATA	(=) 16,784.00

PE0/900.9 (XAT) E4:47 7005/E0/80

Customer Claim Form

Contact Date: 06/19/07	Start Date:	06/19/07	Case Number: CHV0745436
		4 -	
	on this vehicle v	with the BBB or and	other dispute resolution provider? Case Number:
Titled Owner(s) Name&Ad	dress	_	
· EDWA	RD SPEIR (C	o-signed)	
TAMPA, FL Day Phone: Fax Number: Customer Contact (mo:	I	Evening Phone: E-mail Address:	Cell Phone:
Vehicle Information Name(s) of individual(s) or busing Vehicle Use: Dersonal Desire Transmission Type: Automatic Make: Chevrolet Mod Vehicle Identification Number: 1 Servicing Dealer/City/State: Selling Dealer/City/State: Insurance Carrier: Has vehicle been in an accident/h Description of Damage:	SS□Both Num lel: Cobalt G1AL14F457 GORDON CHEV Castriota CHEVR Auto Owners	Percentage of tinber of vehicles own Model Ye /ROLET, COLET, Hudson, FL	rar: 2005 Gurrent Mileage: 25900 25341 Policy Number:
Purchase/Lease Information	(Complete left si	ide if vehicle was purc	hased or right side if vehicle was leased)
Purchase Date: Mileage a	it purchase:		te:05/16/05 Mileage at lease: 0
Purchased As : □ New □ Used			s: ☑ New ☐ Used ☐ Demo
Is the vehicle in your possession?			nicle in your possession? yes
Lienholder's Name: Address:		Leasing C	Company's Name: <u>GMAC</u>
City/St/Zip:			Address: <u>Po Box 2182</u> City/St/Zip: <u>Oree less</u> , Co. 80632
Phone:			Phone: (\$0)300 40552
Lienholder Acct #:		Leasing C	Sompany's Acet #: 029-9077-50314
Customer's Desired Outcome Customer wants the manufacturer to be deposit and lease particularly	t her out of her le	ase without any pena	lty to her. Alice a very a arrive
Signature of Titled Owner(s)/Lesse I am submitting this dispute for resolution LINE Arbitration Rules.	ee(s): on in the many	x O Du Viz pjugrain, an	Date / 30/07/

08/03/2007 14:43 P.007/034

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

Customer Name:

First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:

Case Number: CHV0745436

#3年

Date: 08/31/06 Mileage: Date: 08/31/06 Mileage:

15796

Problems – describe each symptom	Current?		 	J -	Days
(List primary problem first)	(Yes or No)	Servicing Dealer(s)	Repair Date 4/10/06	Mileage on Date	Out of Service
1.					<i>i</i>
All lights on dashboard go on	yes	Gordon Chevrolet	8/3/106	15 M6	1
This happens when different		16414 N. Dale Mabry		1	2
times, when the car is flist		Tampa Fl 33618			F
(traction control, engine, brake, buttery)		Car Sa	ĺ ,	33000	3
Steering wheel locks up - while diriting!	yes		4/12/07	24833	:54
First, it tightens up a makes it		Same	42407	25287	i.
hard to turn the wheel.			bhalaz	DID NO	T
SAFETY ISSUE			人	RELEVE	MYCKE
3. Beeping Sound happens	yes				
occasionally when lights					
on dash go on-					
		√	,		
I have had the same concerns					
each time the cos has been	}		· · · · · · · · · · · · · · · · · · ·		
driven or towed to the dealer	ļ				
they for pervice. While they	Ĺ		}		
they have been unable to	ĺ				
Solve the problems. This is a					
definite safety issue and I am affect todays which takes	}				
I L am attain to arive this car!	}-				
	1				

SALES VAI REG. FEE FEE XRI \$49.60 \$3.00 \$ \$0.00 INTERNET UDLUNTARY KLOSK FEE CONT. TOTAL GRHND FOTRL DATE ISSUED PLATE ISSUED 09/01/06 \$0.00 \$ \$52.EG FLORIDA VEHICLE REGISTRATION TAMPA. FL

L#: 1656165 T#: 469356977 B#: 975310 R#: 469356977

₽E0\600.¶

(FAX)

08/03/S007 14:44

Dealership Name Lessee Name

Maximum Agreed Upon Value of the Veh		
Meyannu valeed phot saids of the ASU	icle and Residualizab	le Amount
(Lines 1,2,3 and 5 Apply Only to New Vehicles)	Agreed Upon Value	Rasidualizable Amount
	18665.00	_ 18665.00
1. MSRP from Factory Invoice	\$	5 10003-00
A. Times Markup Factor	x 110%	Francisco de la companya de la compa
B. Marked Up MSRP	= s <u>0531.50</u>	ครับว่าและเรียน์
2. Preferred Equipment Group Discounts (PEG)		+s N/A
	The second secon	
Dealer Installed Options:	Deven - Duda	
A. Capitalized and Residualized	+ \$ N/A	+ S_N/A
B. Capitalized Only C. MSRP of Removed Equipment	+ \$ <u>\$\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\</u>	
D. Total of Dealer Installed Options	- \$ / A = \$ N / A	_ \$ _ N/ /1
'		
 Maximum Agreed Upon Value (Lines 1B + 3D if New Vehicle, Line R5 or R7 ii Used.) 		多型的数型性性
Hew Vernole, Line Ho of H/ II Usea.)	= \$ 20002.00	RALFOR PLEYSON, SAME
5. Max. Residualizable Amount		= \$ <u>18665.0</u> 6
Net Trade-In	Value	
6. Gross Trade-In Value		sN//
A. Less Payoff		a âl f
B. Net Trade-in Value (Positive or Negative)		- \$ - N/1
C. Less Amount Used Towards Fees/Taxes/1st	Pmt/Sec Dep	- \$ \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\
D. Less Amount Allocated To Capitalized Cost in E. Amount Retained by Lessee	Reduction	- \$ - \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
		= 3
Capitalized 7. Agreed Upon Value of the Vehicle (Not to Excee		* 10102 A
·	u Cine 4)	\$ 18183.0
B. GMAC Administrative Fee (if Capitalized)		+ \$ 595.0
 A. Optional Service Contract (if Capitalized) B. Optional Maintenance Contract (if Capitalized) 	,	+ \$ <u>390.0</u>
)	· • • • • • • • • • • • • • • • • • • •
10. Optional Life Insurance (if Capitalized)		÷\$
11. Opitonal Disability Insurance (if Capitalized)		+ \$N/.
12. Other amounts Levied at Lease Inception Not Inc	oluded in Amount Due :	
A. Title Fees	\$ <u>N/A</u>	
A. Title Fees B. License Fees	\$ <u>N/A</u> + \$ <u>399.</u>	
A. Title Fees B. License Fees C. Registration Fees	\$ <u>N/A</u> + \$ <u>399.</u> + \$ <u>N/A</u>	at Signing or Delivery
A. Title Fees B. License Fees C. Registration Fees D. Sales/Use Tax	\$ N/A + \$ 399. + \$ N/A + \$ N/A	at Signing or Delivery
A. Title Fees B. License Fees C. Registration Fees D. Sales/Use Tax E. Other Tax (describe)	\$ <u>N/A</u> + \$ <u>399.</u> + \$ <u>N/A</u>	at Signing or Delivery
A. Title Fees B. License Fees C. Registration Fees D. Sales/Use Tax	\$ N/A + \$ 399. + \$ N/A + \$ N/A + \$ N/A	at Signing or Delivery
A. Title Fees B. License Fees C. Registration Fees D. Sales/Use Tax E. Other Tax (describe) F. Other {describe}	\$ N/A + \$ 399. + \$ N/A + \$ N/A + \$ N/A	at Signing or Delivery
A. Title Fees B. License Fees C. Registration Fees D. Sales/Use Tax E. Oither Tax (describe) F. Other (describe)	\$ N/A + \$ 399. + \$ N/A + \$ N/A + \$ N/A	et Signing or Delivery 00
A. Title Fees B. License Fees C. Registration Fees D. Sales/Use Tax E. Other Tax (describe) F. Other (describe) G. Total 13. Gross Capitalized Cost Reduction	\$ N/A + \$ 399. + \$ N/A + \$ N/A + \$ N/A	28 Signing or Delivery 00
A. Title Fees B. License Fees C. Registration Fees D. Sales/Use Tax E. Other Tax (describe) F. Other (describe) G. Total 13. Gross Capitalized Cost 14. Less Capitalized Cost Reduction A. Cash	\$ N/A + \$ 399. + \$ N/A + \$ N/A + \$ N/A + \$ N/A	28 Signing or Delivery 00
A. Title Fees B. License Fees C. Registration Fees D. Sales/Use Tax E. Other Tax (describe) F. Other {describe} G. Total 13. Gross Capitalized Cost 14. Less Capitalized Cost Fleduction A. Cash B. Trade-in Value Allocation (Line 6D) C. Other (describe) REPATE ANOLISIT	\$ N/A + \$ 399. + \$ N/A + \$ N/A + \$ N/A	28 Signing or Delivery 00
A. Title Fees B. License Fees C. Registration Fees D. Sales/Use Tax E. Other Tax (describe) F. Other (describe) G. Total 13. Gross Capitalized Cost 14. Less Capitalized Cost Reduction A. Cash B. Trade-in Value Allocation (Line 6D)	\$ N/A + \$ 399. + \$ N/A + \$ N/A + \$ N/A + \$ N/A ->	28 Signing or Delivery 00
A. Title Fees B. License Fees C. Registration Fees D. Sales/Use Tax E. Other Tax (describe) F. Other {describe} G. Total 13. Gross Capitalized Cost 14. Less Capitalized Cost Fleduction A. Cash B. Trade-in Value Allocation (Line 6D) C. Other (describe) REPATE ANOLISIT	\$ N/A + \$ 399. + \$ N/A + \$ N/A + \$ N/A + \$ N/A ->	at Signing or Delivery 00

CASTRIOTA CHEVROLET, INC. EDWARD SEEIR JENNA G SEEIR

GMAC SMARTLEA	ASE® Worksheet	ماللاللا
·	New ☐ Yead ☐ Prior Demo ☐ Pri&PEP ☐ GM Employee ☐ ☐ Monthly ☐ Single ☐ Term (Months) Effective Rate (to be completed to	
Amount	Mileage Factors	
asidualizable Amount	Extra Mileage Calculation	Allowed Mileage O
s 18665.00	16. Starting Odometer Mileage	2011/11/2014
	A. Expected Miles to be Driven for Term 48,000; B. Standard or Low Mileage Allowance for Term - 47,000; C. Extra Mileage for Term = 47,700;	+ 48',000 + N/A
s N/A	D. Refundable Extra Mileage Cost (per mile) x 5 1/1/4 = \$ 1/1/4 = \$ 1/1/4	
	17. Total Allowed Lease End Odometer Mileage	= 48110
+ S N/A - Textoser energy	18. Annual Mileage ((Line 16A ÷ Term) x 12)	12,000
s N/A	Residual Value	s 18665.00
	19. Maximum Residualizable Amount (New Vehicles Only, Line 5)	\$
	20. Times Residual Bergentage (New Vehicle Only) Base	× 49.00
= \$ <u>18665.00</u>	21. Base Residual Value (for Used Vehicles obtain from Line R10 if Certified, Line R12 if Non-Certified)	= s <u>9145.85</u>
sN/A	22. Less Total Cost for Refundable Extra Miles (Line 16E)	- sN/A
- \$ N/A - \$ N/A	23. A. Beginning Mileage Adjustment (New Vehicles Only) B. Other Factors Affecting Depreciation (describe)	- \$ N/A - \$ N/A
- \$	24. Residual Value	= \$ 9145.85
= 3	Monthly Payments/Single Periodic Payment (If ID/ WA, Complete R14	
s 18183.00	25. Base Monthly/Single Partodic Payment	s 251.72
+ \$ <u>595.0C</u>	A. Service Charge B. Total Base Monthly/Single Periodic Payment	+
+ \$390.00 + \$N/A	26. Additions to Base Monthly/Single Periodic Payment	
	A. Monthly Sales/Use:Tax 7.0000%	
÷\$	B. Personal Property Tax C. Other (describe): %	+ 3 N/A + 3 N/A
+ \$ <u>N/A</u>	27. Total Monthly/Single Periodic Payment	= \$ 269.34
Signing or Delivery	28. Total of Monthly Payments (Line 27 x Term)	= § 12928.32
<u> </u>	Depreciation and Other Amortized Amounts	
	29. Adjusted Capitalized Cost (Line 15)	\$ <u>18132.9</u> 5
	30. Less Residual Value (Line 24)	- \$ <u>9145.85</u>
+ \$ 399.00	31. Depreciation and Other Amortized Amounts	= \$ <u>8987.10</u>
= \$ <u>19168.00</u>	Rent Charge	
	32. Total Base Monthly/Single Periodic Payment (Line 25B or Line R16)	\$ <u>251.72</u>
	33. Times Number of Periodic Payments	x48
<u> </u>	34. Total Base Monthly/Single Periodic Payments for Lease Term	= \$ <u>12082.5</u> 8
- \$1035.05	35. Less Depreciation and Other Amortized Amounts (Line 31)	- \$ <u>8987.1</u> 0
= \$ <u>18132.95</u>	36, Total Rent Charge	= \$ <u>3095.4</u> 6

37. Capitalized Cost Reduction		47. Adjusted Capita	lized Cost (Line 15)	
A. Cash (Line 14A) \$ 35.05 B. Frade-In Allocation (Line 6D) - \$ 17/A		i 48. Less Cash Adju	siments	
C. Capitalized Cost Reduction Allowance + \$ 1000 00 D. College Graduate Allowance + \$ 1/A	į	A. First Monthly B. Refundable : C. Total	r/ Single Periodic Paym Security Deposit (Line	tent (Line 3 40)
G. Other (describe) + \$ 1/1/0		49. A. Other (descr	ibe) ibe)	r4F-1F
38. Total Capitalized Cost Reduction (equal to Line 14D) -> = \$ 10	35_05	1		
39. First Monthly/Single Periodic Payment (Line 27) - \$2	69.34		ministrative Fee (Line 8	(חו4 וסו
40. Refundable Security Deposit	N/A	51. Amount Due De	aler	····
41. Additional Amounts			. Vehicle Beginning N	lileage Ad
A. Title Fees \$ 150_00				ind Term F
B. License Fees + 5 1/A C. Registration Fees + \$ 1/A		Maximum Term (mo	nihsi .	
D. GMAC Administrative Fee + \$ 1/4 E. Seleutive Due Date Fee + \$ 1/4		Standard Beginning	 '	
F. Sales/Use Tax + \$ 77/11		}	ing Miles May Not Exce	eed
G. Offset if Negative Trade Equity (equal to Line 68) + \$ 17.74 + \$ 17.74 + \$ 2	27 [1	501 or more	Not Demo or PEP	Enter Ac
\$2. Other (describe) MYWEA/FLA FEES +/- \$	· 	501 - 7,500	Prior Demo Cnly	Lessee lease ter beginnin
43. Total Amount Due at Lease Signing or Delivery = \$16	200 00			Uле 16E
·	'UU - UU	501 - 25,000	Prior PEP/GM Employee Only	Lessee lease ter beginnin
Purchase Option at End of Lease Term	$\overline{}$			Line 16B
44. Residuat Value (Line 24) = \$	45.85	52. Baginning Mile		
45. Purchase Option Increment + \$	N/A	A. Actual Odon B. Times Begin	ning Mileage Adjustma	ent Raic
		t C Regiduel Δd	ijustment Attributed to I	Regionina 1

New Vehicle Beginning Mileage Adjustment if Over 500 Miles Mileage and Term Parameters: Current Series Prior Model Yea Maximum Term (months) 60 48 Standard Beginning Mileage 0 0 0 Unadjusted Beginning Mileage 0 0 500 501 or more Not Demo or PEP Enter Actual Odometer Mileage on Line 52A 501 - 7,500 Prior Demo Only Lessee may either reduce monthly mileage or lease term or purchase existing miles. If purchasi beginning miles, enter the difference of Lines 17 at Line 16B on Line 52A. 501 - 25,000 Prior PEP/GM Lessee may either reduce monthly mileage or lease term or purchase existing miles. If purchasi beginning miles, enter the difference of Lines 17 at Line 16B on Line 52A. 52. Beginning Mileage Adjustment A. Actual Odometer Mileage 3. Times Beginning Mileage Adjustment Rate C. Sealdred Adjustment Attributed in Reginning Mileage (enter on							
A. First Monthly/ Single Periodic Payment (Line 39) \$ 269.34 B. Refundable Security Deposit (Line 40) \$ 11/A	47. Adjusted Capitaliz	red Cost (Line 15)				3_	18132.9
49. A. Other (describe) 50. Less GMAC Administrative Fee (Line 8 or 41D) 51. Amount Due Bealer Fig. Amount Due Bealer New Vehicle Beginning Mileage Adjustment if Over 500 Miles Mileage and Term Parameters: Current Series Prior Model Yea Maximum Term (months) Standard Beginning Mileage Unadjusted Beginning Miles May Not Exceed O Unadjusted Beginning Miles May Not Exceed 501 or more Not Demo or PEP Enter Actual Odometer Mileage on Line 52A Lessee may either reduce monthly mileage or lease term or purchase existing miles. If purchasi beginning miles, enter the difference of Lines 17 at Line 16B on Line 52A. 501 - 25,000 Prior PEP/GMt Employee Only Employee Only Lessee may either reduce monthly mileage or lease term or purchase existing miles. If purchasi beginning miles, enter the difference of Line 17 at Line 16B on Line 52A. 52. Beginning Mileage Adjustment A. Actual Odometer Mileage 3. Times Beginning Mileage Adjustment Rate C. Residuel Adjustment Attributed in Reciprica Mileage (enter on	i .						
50. Less GMAC Administrative Fee (Line 8 or 41D) 5	A. First Monthly/ B. Refundable Se C. Total	Single Periodic Payme ecurity Deposit (Line 4	ent (Line 0)	39) \$ <u>269</u> 3 - \$ <u>∥/A</u>	<u>4</u> – _	\$ _	269.3
Standard Beginning Mileage Adjustment if Over 500 Miles Mileage and Term Parameters: Current Series Prior Model Yea Maximum Term (months) 60 48 Standard Beginning Mileage 0 0 0 Unadjusted Beginning Mileage 500 500 501 or more Not Demo or PEP Enter Actual Odometer Mileage on Line 52A Lessee may either reduce monthly mileage or lease term or purchase existing miles. If purchase beginning miles, enter the difference of Lines 17 at Line 16B on Line 52A. 501 - 25,000 Prior PEP/GM Lessee may either reduce monthly mileage or lease term or purchase existing miles. If purchase has beginning miles, enter the difference of Lines 17 at Line 16B on Line 52A. 52. Beginning Mileage Adjustment A Actual Oriometer Mileage 3. Times Beginning Mileage Adjustment Rate C. Besidted Adjustment Attributed to Beginning Mileage (enter on	49. A. Other (describe B. Other (describ	e)e	<u></u>		÷/- ÷/-	\$_ \$_	N/ 9/
Mileage and Term Parameters: Current Series Prior Model Yea Maximum Term (months) 60 48 Standard Beginning Mileage 0 0 0 Unadjusted Beginning Miles May Not Exceed 500 500 501 or more Not Demo or PEP Enter Actual Odometer Mileage on Line 52A 101 - 7,500 Prior Demo Cnly Lessee may either reduce monthly mileage of lease term or purchase existing miles. If purchasi beginning miles, enter the difference of Lines 17 at Line 16B on Line 52A. 101 - 25,000 Prior PEP/GM Lessee may either reduce monthly mileage of Line 10B on Line 52A. 102 - 25,000 Prior PEP/GM Lessee may either reduce monthly mileage of Line 10B on Line 52A. 103 - 25,000 Prior PEP/GM Lessee may either reduce monthly mileage of Line 10B on Line 52A. 104 - 25,000 Prior PEP/GM Lessee may either reduce monthly mileage of Line 17 at Line 16B on Line 52A. 105 - 25,000 Prior PEP/GM Lessee may either reduce monthly mileage of Line 17 at Line 16B on Line 52A. 105 - 25,000 Prior PEP/GM Lessee may either reduce monthly mileage of Line 17 at Line 16B on Line 52A. 105 - 25,000 Prior PEP/GM Lessee may either reduce monthly mileage of Line 17 at Line 16B on Line 52A. 105 - 25,000 Prior PEP/GM Lessee may either reduce monthly mileage of Line 17 at Line 16B on Line 52A. 105 - 25,000 Prior PEP/GM Lessee may either reduce monthly mileage of Line 17 at Line 16B on Line 52A. 105 - 25,000 Prior PEP/GM Lessee may either reduce monthly mileage of Line 17 at Line 16B on Line 52A. 106 - 25,000 Prior PEP/GM Lessee may either reduce monthly mileage of Line 17 at Line 16B on Line 52A. 107 - 25,000 Prior PEP/GM Lessee may either reduce monthly mileage of Line 17 at Line 16B on Line 52A. 108 - 25,000 Prior PEP/GM Lessee may either reduce monthly mileage of Line 17 at Line 16B on Line 52A.	50. Less GMAC Admi	inistrative Fee (Line 8	or 41D)			5_	595.0
Mileage and Term Parameters: Current Series	51. Amount Due Beal	eī		•	=	\$_	17268.6
Current Series Prior Model Yea	New \	/ehicle Beginning Mi	leage A		o Miles	ene V	
Maximum Term (months) 60 48 Standard Beginning Mileage 0 0 0 Unadjusted Beginning Miles May Not Exceed 500 500 501 or more Not Demo or PEP Enter Actual Odometer Mileage on Line 52A 501 - 7,500 Prior Demo Cnly Lessee may either reduce monthly mileage or lease term or purchase existing miles. If purchasi beginning miles, enter the difference of Lines 17 at Line 16B on Line 52A. 501 - 25,000 Prior PEP/GM Lessee may either reduce monthly mileage or Line 16B on Line 52A. 502 Beginning Mileage Adjustment A. Actual Odometer Mileage 3. Times Beginning Mileage Adjustment Rate C. Sesting Mileage Adjustment Attributed to Reginning Mileage (gates on		: Mileage ar	a tem		-		NA. J. 175
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Employee Only Lease term or purchase existing miles. If purchase beginning miles, enter the difference of Line 17 at Line 16B on Line 52A. 52. Beginning Mileage Adjustment A. Actual Odometer Mileage B. Times Beginning Mileage Adjustment Rate C. Sesitivel Adjustment Attributed to Beginning Mileage (color on			Lessee lease te beginni Une 16	may either reduce erm or purchase exis ng mites, enter the di B on Line 52A.	mentl ting mi fferenc	ily i les. e of	mileage ove If purchasing Lines 17 and
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1 C. Regiduel Adjustment Attributed to Regioning Mileage (enter on	52. Beginning Mileag	ja Adjustment					
т — жерелия одниктел итипира та непатама Мидала (октолог	8. Times Beginn	ing Mileage Adjustmer			×	\$_	N,
Line 23A) = \$		isanent Attributed to B	eginning	willeage (enter on	=	\$_	

Salesperson GMAC				***	d to GMAC		05/16/20	16/2005	
•						Time		Ī	Date
	Approved By			Time		Date		Applicat	ion Number
Vehicle Description:	Year <u>2005</u>	Make_	CHEVROLET	Madel	COBALT	VIN	1G1AL14F457		
Administrative Message #	~		····			MEMO: Program Lease			
Security Deposit Waiver:	No 🗆	Yes⊡χ	If Yes, Customer Rate I	ncrease? No 🗀	Yes⊡y →	Rate Decreme Single Paymer	nt Lease Decrement:		
Loyalty Program?	No□	Yes□	If Yes, Authorization #:			Dealer Lease i Security Depo:	Factor:	<u> </u>	
Other Reason for Security De	eposit Waiver (d	escribe)				Federally Tax Other Increme Total Lease Fa	Exempt: nt:		5_6000==================================

SEE REVERSE (LINES R1 - R13) FOR USED LEASE CALCULATIONS

SEE REVERSE (LINES R14 - R18) FOR WA AND ID SALES TAX EXEMPTION CALCULATIONS

12930 U. S. Highway 19 • P.O x 5428

CONTRACTTO PURCHASE

HUDSON, FLORIDA 34667 Phone: (727) 819-5300

1-800-IS-CHEVY					DATE 05/16/2	:005
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## TRADE-IN YEAR A MILEAGE YEAR A.	MUEADS	Straig Contract	PRIC	E OF VEHICLE	A St 2 Fints	1
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#3				RICE PLUS OPTIONS	4	11-12-
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PAYOFF	HEVROLE	-	and preparin	w and used vehicles g documents related	300	. 00
LIENHOLDFR	Dail St. St. St. St. St. St. St. St. St. St.	. 1	to the sale.	TERY FER	399	1 00 C
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AN AMERICAN REVO			TAXABL	E VEHICLE PRICE	13,25	1 - 50
A DA OL A TABLET RESEARCE RESEARCE TO BE RECEIVED TO		R _m Ye	TAG/TITLE FI	E- DEPOSIT		1
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			STATE SALES	Ś TAX	7.7	7-23
The value of any motor vehicle traded in as a part of the consideration	ı for this purchase, is	subject to final	COUNTY SAL	ES TAX , .		ਸੋਜ਼ਮਾ:•~
determination at the time the newly purchased vehicle is delivered by Do be reappraised at delivery, and the value at this time shall determine	the final trade in all	owance on this	s	UBTOTAL	47	B - 12 4 ·
purchase. The balance due at delivery will be adjusted for any difference.	nces from the origin	al éstimate.	PAYOFF BAL			
In the event this purchase cannot be finalized within fifteen days of is subject for reappraisal.	this date, I understa	ind that my car	THAT THE P	r acknowledges Ayoff Balance is i		j
Purchaser: I heroby acknowledge that I have read each paragraph o	n front and back of t	hie enteement	AN ESTIMATE	FACTUAL PAYOFF THE CUSTOMER]] .
that I understand each paragraph, that I accept all the provisions, I this document.	nave received a com	infoled conv. of	AGREES TO	PAY DIFFERENCE, IF CUSTOMER WILL BE		nı ı
•			REIMBURSEL	COSTOMER WILL BE	10-576	A.
I acknowledge that I have inspected the purchased vehicle myself declined such inspection apportunity. I agroe to purchase this vehic	, or through a third	-	The second secon	UBTOTAL	10,47	7.00
		1.6 (91) 1.35 8		E SERVICE AGREEMENT		1
FUNCHASER	DATE 115	15/2005		SERVICE AGREEMENT TAX	f 18,86 6	N - / \ -
CO-PUNCHASCH			ر و ها ا _ن ستگرانه یک و زیران است.	TOTAL	′ l	0-06 -
SALES MANAGER 5010	, ,,,,,	75/2006	DEPOSIT -		- 1,00g	i
— —— · · · · · · · · · · · · · · · · ·		Į '	REBATE/INCE			
USED CAR BUYERS GUIDE: The information you see on the wind this contract. Information on the window form overrides any contrary	provisions in the co		BALANCE DU AT DELIVERY		· · · · · · · · · · · · · · · · · · ·	ļ
Purchaser's Signature			CASH	FINANCE	17,268	3.61
					27,000	

General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

/IN: _	OMER NAME: 161AL14F457		(or see attached list*)
 :UST	OMER INCENTIVE(S)		
B	Customer Incentive I assign the total amount of customer incentive the available customer incentive(s) be applied: where permissible by law, as a price reduction incentive and final price with incentive applied)	(a) to the do (Bill of Sale indicate)	own payment on this vehicle, (b) ates pre-incentive price, amount of
	named below	Amount	GM Incentive Code
	Incentive Program Reference	s (CCC)	1,2C
	Black Control	\$	
	3, n	- \$	
	1	<u> </u>	
	, the same of the	- \$ <u></u>	
,	Total Incentive Amount Received	- \$\tau\centcolor\centcolo	7
	a. lelect to receive MACLUTAS		
	in lieu of Other Westru	S or	
	in lieu of OTUER NOSATURE b. I elect to receive CUSTOMER AND DEA	or LER ACKNOWLE	EDGMENT
am t	in lieu of <u>OTUER</u> NCE TUCE b. I elect to receive CUSTOMER AND DEA the ultimate retail purchaser or lessee of the vehi	or LER ACKNOWLE icle bearing this ve	ehicle identification number which was
old/l	in lieu of CUSTOMER AND DEA the ultimate retail purchaser or lessee of the vehicles of the by the Dealer named below. This v	or LER ACKNOWLE cle bearing this viehicle was purcha	ehicle identification number which was ased/leased for personal/business use
old/l nd r	in lieu of CUSTOMER AND DEA the ultimate retail purchaser or lessee of the vehicle on to tresale and I took delivery of this vehicle on	LER ACKNOWLE icle bearing this viehicle was purcha / I acknow	ehicle identification number which was ased/leased for personal/business uso ledge receipt of incentive(s) as
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AE0\E10.9 (XAR) P.013\034

GENERAL MOTORS DEALER SALES ALLOWANCE AND INCENTIVE MANUAL

9/99

CHEVROLET MOTOR DIVISION 2005 COBALT 2-DOOR LS COUPE GENERAL MOTORS CORPORATION /L4G 41U BLACK 19C EBONY SPORT CLOTH 100 RENAISSANCE CENTER ORDER NO. JCBQCC/TRE____ STOCK NO. DETROIT MI 48243-1114 VIN 1G1 AL14 F4 57 VEHICLE INVOICE 1AD63970940 INV AMT RETAIL - STOCK MSRP MODEL & FACTORY OPTIONS 15920.00 14885.20 INVOICE 04/22/05 1AL37 COBALT 2-DOOR LS COUPE 355.50 SHIPPED 04/22/05 395.00 ASF AIRBAGS, SIDE HEAD-CURTAIN 13.50 EXP I/T 05/05/05 DT4 ASHTRAY AND LIGHTER 15.00 N/C INT COM 05/05/05 N/C FE9 50-STATE EMISSIONS L61 2.2L DOHC 4 CYL ENGINE 0.00 PRC EFF 04/22/05 0.00 765.00 MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE 850.00 KEYS G0453 G0453 U2K XM SATELLITE RADIO-OVER 130 WFP-S MTH OPT-2 325.00 292.50 BANK: GMAC - 029 CHNLS OF DIGITAL ENTERTAINMENT. CHG-TO 26-184 SERVICE FEE EXTRA 1ST.3MOS.INCL 595.00 535.50 1SB 1SB SPORT PACKAGE INCLUDES: SHIP WT: 2773 *WHITE FACED SPORT GAUGES *LEATHER WRAPPED SHIFT LEVER HP: 18.4 *LEATHER WRAPPED STEERING WHEEL GMS: 16944.20 SUPPLR: 17703.31 *SPORT FASCIA W/FOG LAMPS MRM: 18665.00 *REAR SPOILER DAN: 19000 *16" ALUMINUM WHEELS MEMO 830.00 *205/55R16 TIRES *CHROME EXHAUST TIP

TOTAL MODEL & OPTIONS 18100.00 16847.20 ACT 231 16869.20 DESTINATION CHARGE 565.00 565.00 H/B 261 543.00 LAM DEALER CONTRIBUTION 181.00 ADV 261 181.00 LAM GROUP CONTRIBUTION 181.00 EXP 65A 181.00

TOTAL 18665.00 17774.20 PAY 310 17774.20

MEMO: TOTAL LESS HOLDBACK AND

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. 029
LOTT-MATHER CHEVROLET

VIN 1G1AL14F457

\$ 17774.20 INV 1AD63970940 DUE 05/05/05 DEALER 26-184

\$60\\$10.9 (XAR) 80.0140.9

ADR File Checklist

Received Date: 06	r: Chevrolet/Cobalt/2005	VIN:1G1AL In Se ate: 07/04	rvice: 5/16/2005 Coes Active	• •
✓ Initial Calls (7✓ Custom✓ Dealer (7	ier	Completion Completion Completion	Date/Time: 06/19 Date/Time: 06/19 Date/Time: 06/19 Date/Time: 06/19	9 / 1pm 9 / 1pm
Repair Order	s Requested:	Recei	ived: Yes	
Sales Docume	nts:	Recei	ived: Yes	
BARS / Finan	ce Sheet			
	w Eligible:	Yes ⊠ Yes ⊠	No 🔲 No 🔲	
	- Customer / BBB Due D	ate (7-10 day	/s):	
Settlement / G	oodwill Offered Date:			
	s Attached (by Day 15)			
Arbitration D	ate:			
Closing Activi Settlement Executive S Close Siebo	Summary	Completion Completion Completion	Date/Time:	/ / /
AVM: Steve Gille Service Dealer: Go Selling Dealer: Ca	ordon Chevrolet	Sve M	/Box: 64 Igr: Skip Greane act: Bob Apel	:y
NOTES:				

08/03/2007 14:46 (XAT) P.015/034

CASE ASSESSMENT BY: Lindsey Warzocha Siebel/CARS Request No: 71-530002985

Customer Name: Year of Vehicle: 2005 Make: Chevrolet Model: Cobalt

Current Mileage: 25000

Vehicle ID No.: 1G1AL14F457

In Service Date: 5/16/2005

Purchased: New

What is customer seeking: Customer is seeking to have a repurchase or a replacement

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Dash lights go on (ABS, SES, traction control,

Mileage:	Days Out	≳ RO#:	Description of Repairs
11391	3	14529	Test drive brake light on dash. Did not come on, master cylinder fluid level ok, no signs of brake fluid leak, no codes in ABS or park brake system
15796	7	20610	Reprogram PCM.
18611	3	24447	Unable to duplicate
18822	8	24775	May have problem with phone charger drawing voltage from B+ circuit accessory outlet on same circuit.
23000	13	32092	Replaced electronic brake and traction control module.
24833	9	32457	Unable to duplicate
	11391 15796 18611 18822 23000	11391 3 15796 7 18611 3 18822 8	11391 3 14529 15796 7 20610 18611 3 24447 18822 8 24775 23000 13 32092

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering wheel Locks up

Date:	Mileage:	Days Ou	it: RO#:	Description of Repair:
08/31/06	15796	7*	20610	Tires under inflated. All tires had 12PSI.
06/02/07	23000	13*	32092	Unable to duplicate

OTHER SYMPTOM/CONCERN:

04/10/06	11391	3*	14529	Cleaned out washer fluid lines, install retainer in RT wheel well. Weather stripping normal, same as other cobalt's.
11/28/06	18611	3*	24447	Unable to duplicate traction control light, veh stalling, power steering light, power steering stiff, gages jumping erratically and AC not cold.
12/06/06	18822	8*	24775	Unable to duplicate temp not changing.

Total Days Out of Service: _43___(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

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VEHICLE MEETS PRESUMPTION LEMON LAW? YES:X NO:
What the customer is eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Customer is eligible for replacement or repurchase under the LL
AVM and/or DEALER RECOMMENDATION(s): Steve recommends that the FRA to be complete first. With that many days out of service we would be able to defend this.
CRM RECOMMENDATION & RATIONALE (EXPLAIN):CRS recommends trading the customer out of the vehicle due to the days out of service and the number of repair attempts to a potential safety concern. This is an un-defendable case. We will lose this in an arbitration.
Decision reached by CRM: Arbitrate case: Settle case: X



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 20, 2007

Bob Apel Castiota Chevrolet Po Box 5428 Hudson FL, 34674-5428

Re:

Siebel Request: 71-530002985 2005 Chevrolet Cobalt VIN # 1G1AL14F457

Dear Mr. Bob Apel:

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).
- Any and all TSB or TAC information (Case number, forms.etc)

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,

Lindsey Warzocha BRC Customer Relationship Specialist Ph# 800-231-1841 extension 11548 FAX# 866-893-7514

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

48/03/2007 14:47 (XAR) P.0181034











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GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 20, 2007

Skip Greaney Gordon Chevrolet 16414 N Dale Mabry HWY Tampa FL, 33618-1343

Re:

Siebel Request: 71-530002985 2005 Chevrolet Cobalt VIN # 1G1AL14F457

Dear Mr. Skip Greaney:

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

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ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE, NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE, NO REFUNDS ON ELECTRICAL PARTS. NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS. 20% HANDLING CHARGE FOR RETURNED GOODS, NO REFUND ON SPECIAL ORDERED PARTS, NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

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Cause	OPERATES AS DESIG	NED		•		CN	334	.0	.00
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P.020/034

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WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECI-







ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE, NO REFUNDS ON ELECTRICAL PARTS. NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS, 20% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS. NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

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FIED.

UC5@2004

ACCOUNTING

AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES - NO WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECI-







ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS, NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS. 20% HANDLING CHARGE FOR RETURNED GOODS, NO REFUND ON SPECIAL ORDERED PARTS. NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

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P.022/034

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TERROR APPROPRIES

16414 NORTH DALE MABRY TAMPA, FLORIDA 33618 (813) 969-2600 MV #: 10927



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS. NOT PESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS. 20% HANDLING CHARGE FOR RETURNED GOODS, NO REFUND ON SPECIAL ORDERED PARTS. NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

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PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

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WARRANTY-PARTS







ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS. NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS. 20% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS. NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

PARTS HOURS: MON-FR) 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

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WARRANTY-PARTS

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WARRANTY ON USED OR NON-GM PARTS UNLESS OTHERWISE SPECI-







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NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS.

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SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

						 			
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ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

NO REFUNDS AFTER 30:DAYS OR WITHOUT THIS INVOICE, NO REFUNDS ON ELECTRICAL PARTS. NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS. 20% HANDLING CHARGE FOR RETURNED GOODS, NO REFUND ON SPECIAL ORDERED PARTS. NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

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ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE, NO REFUNDS ON ELECTRICAL PARTS.

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SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

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Warranty-Parts

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ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE, NO REFUNDS ON ELECTRICAL PARTS. NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS. 20% HANDLING CHARGE FOR RETURNED GOODS, NO REFUND ON SPECIAL ORDERED PARTS. NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS."

SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

PARTS HOURS: MON-FRI 8:00 AM - 8:00 PM SAT 8:00 AM - 1:00 PM

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OR EACH NEW OR REMA	THE STATE (#.403.718) AN	51,00 FEE TO SE COLLECTED F O A \$1,50 FEE TO BE COLLECT OLD IN THE STATE (2,403,7185)	ED	DEALERSHIP \	NARRANTE I	ABOR FOR 90	DAYS OR	4,000 Mit F	S. PARTS
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WARRANTY-PARTS







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PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

Adv: PATRICIA A	KING	Tag: 2932	License:	FT.	יאַדע:	1G1AL14	£4 57	Page: 2	Invoice:	
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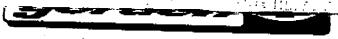
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08/03/2007 14:53







ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE, NO REFUNDS ON ELECTRICAL PARTS. NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS. 20% HANDLING CHARGE FOR RETURNED GOODS, NO REFUND ON SPECIAL ORDERED PARTS. NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

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PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

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Adv: JAYE DEB	RA BARD	Tag: 1949	License:	PT	17741.				·-	
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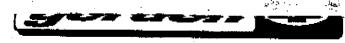
WARRANTY

P:030/034

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ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS, NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS. 20% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS. NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

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	THE STATE (3,403,718) AND A \$1.50 IN THE			DEALE AND L	RSHIP WARI ABOR ARE V	rants Labo Varranted	R FOR 90 D	AYS OR	4,000 MILES.	PARTS
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ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE. NO REFUNDS ON ELECTRICAL PARTS. NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS. 20% HANDLING CHARGE FOR RETURNED GOODS, NO REFUND ON SPECIAL ORDERED PARTS. NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

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Cause	0		TOF CHARG	÷⊅ DISCLAIM	ER,		Operation NC	Tech 334	Hours O.	Amount
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Concern 51 Cause	CUSTOMER STATES SERV	VICE ENGINE SOON LIG	HT COMING	ÇN			Operation	Tech	Hours	Amount
Correction	MODULE OUT OF CALIBI REPROGRAM POM	RATION	- \$				J6354	334	.7	54.10
Comment	SCAN PCM WITH TECH 7	IWO AND CHEKL FOR CO	DES							
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Correction	AIR UP TIRES TO 35PS					- 1	NC	334	.0	.00
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Concern 53	CUSTOMER STATES DASH	Light Flash				1	Operation	Tech	Hours	Amount
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16414 NORTH DALE MABRY TAMPA, FLORIDA 33618 (813) 969-2600 MV #: 10927



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE, NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE, NO REFUNDS ON ELECTRICAL PARTS. NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS. 20% HANDLING CHARGE FOR RETURNED GOODS. NO REFUND ON SPECIAL ORDERED PARTS. NO WARRANTY ON LABOR, ON REBUILT OR USED PARTS.

SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

PARTS HOURS: MON-FRI 8:00 AM - 6:00 PM SAT 8:00 AM - 1:00 PM

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Cause Correction	O .	<u> </u>		L			CN	334	.0	.00
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Cause	SEE LINE 51						Operation NC	n Tech 334	esuoK Č.	Amount .00
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Warramty-Parts



16414 NORTH DALE MABRY TAMPA, FLORIDA 33618 (813) 969-2600 MV #: 10927



ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

NO REFUNDS AFTER 30 DAYS OR WITHOUT THIS INVOICE, NO REFUNDS ON ELECTRICAL PARTS.

NOT RESPONSIBLE FOR SPECIAL ORDERS AFTER 30 DAYS.

20% HANDLING CHARGE FOR RETURNED GOODS, NO REFUND ON SPECIAL ORDERED PARTS.

NOWARRANTY ON LABOR, ON REBUILT OR USED PARTS.

SERVICE HOURS: MON-FRI 7:00 AM - 7:00 PM SAT 8:00 AM - 1:00 PM

PARTS HOURS: MON-FRI 8:00 AM - 8:00 PM SAT 8:00 AM - 1:00 PM

Adv: JAYE DEBRA	BARD	Tag: 1949	License:	TL VIN: 161	AL14F4 5	Pag	19: 1	Invoice:	
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Concern 01	SERVICE 3000 MILE	SERVICE)-	\$28.25 OR	\$31.40 WITH 7 QTS. C	OF OIL	Operation	Te¢h		Amount
Correction		FILTER CHANGE AND C				01	31,6	*	12.99
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		aca JAYE DEBRA BARD							İ
		ENTIRE GORDON CHEVE	OLET SERVI	CE.					
TEAM FOR ALLOWING	US TO SERVICE YOU	R VEHILCLE! (*) INDI	CATES LIFE	TIME	***				
DISPOSAL." A TOKEN 15	(Facility for Miscella) % Charge of Labor Me	TO COSTS AND PROFITS T NEOUS SHOP SUPPLIES OR THIA MAX. OF \$25.00 IS INC	WASTE	**					
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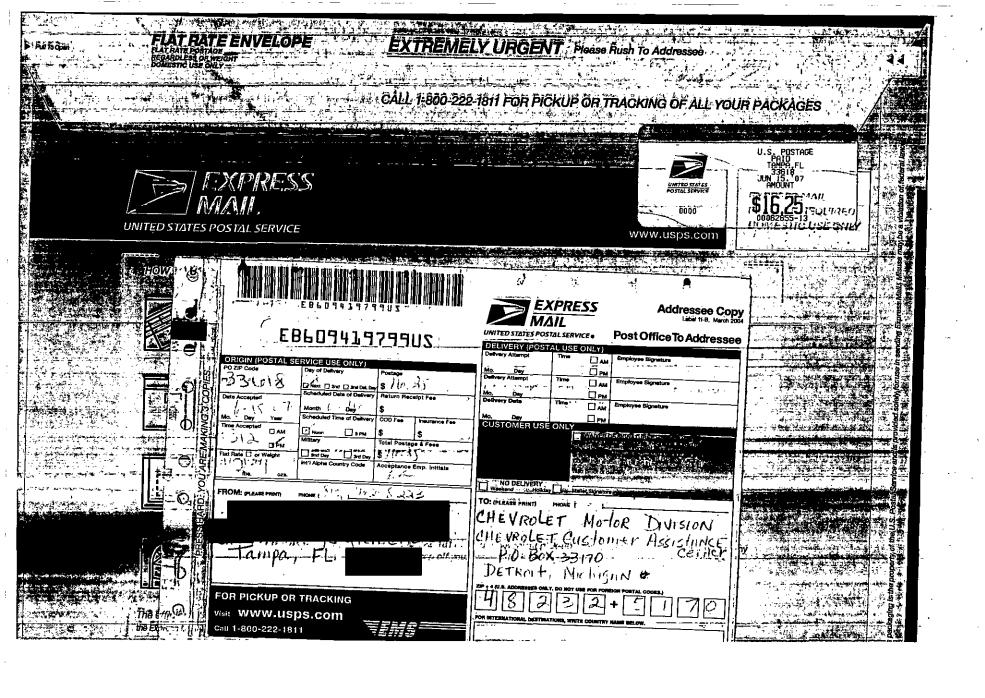
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WARRANTY

P.034/034

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98:01 2002/20/80



Tampa, F1.

JUN 2 0 2087

Chevrolet Motor Division Chevrolet Customer Assistance Center P.O. Box 33170 Detroit, Michigan 48232-5170

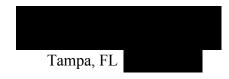
Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)	NAL)
Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:	/
The vehicle has been out of service at least 15 days to repair one or more substantial defects.	
3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification opportunity to correct the continuing substantial defect(s) or condition(s). Description of continuing defect(s) or condition(s) Description of continuing defect(s) or condition(s)	Steer inc
wheel Locks, and car makes a beeping sound - this when just starting stopping or while Driving CAR.	THPPEAS
(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)	
Vehicle Make CHEVROLET Model COBALT Year 200 VIN 1/6/1/A/L/1/4/F/4/5/7/ Date of Delivery 5/16/2005	<u>5</u>
Name and City/State of selling dealer or leasing company (if applicable) CAS+RIO+A CHEVROLET	
LEASED)- GMAC HUDSON, FLORIDA	
Name and City/State of authorized service agent(s) attempting previous repairs	OLET
TAMPA. FLORID	A
Consumer . Home phone	
Address . Work phone	
Tampa, FL Signature Date Mailed Vio 114 07	
Date Mailed Up 17 10 1	

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink-Attorney General's copy, send by regular mail.

(1/98)



Service request: 71-530952992 VIN: 1G1AL14F45

Customer Relationship Specialist: Julia Rebollo

Dear

Thank you for your recent correspondence dated June 20, 2007 regarding your 2005 Chevrolet Cobalt. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled repair opportunity at Gordon Stewart Chevrolet, Inc. located in Tampa Florida. As per our conversation on June 22, 2007 this repair opportunity will take place on June 26, 2007 at 10:00 a.m., Eastern Time.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Chevrolet Customer Assistance Center

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 50-937 CHECK NO. 213 DATE 09/04/07 ***2,500 DOLLARS * * 00 CENTS North American Operations General Motors Corporation Disbursement Account 2000 Bac PITTSBURGH **INFORMATION Redacted PURSUANT TO THE FREEDOM OF** The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Physic 62530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. -CHECK NO. BB 000000099 PAYMENT DATE VENDOR NAME Phoenix, AZ 85082-2530 09/04/07 REGISTER NO DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 08/31/07 *** VM:1-94276H 71-531935780:1-94276H .00 00.0000 2,500.00 2,500.00 1G1AK52F057 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 W3 TOTAL 2,500.00 .00 2,500.00 August 27, 2007

Meredith Allie-Gordon, Esq. Kahn & Associates 55 Public Square Ste 650 Cleveland, OH 44113

RE:

v. General Motors Corporation

Service Request: 71-531935780

2005 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK52F057

Customer Relationship Specialist: Carolina Aponte

Dear Ms. Allie-Gordon:

Enclosed please find a check in the amount of \$2,500.00 made payable to Kahn & Associates to settle the above-referenced case.

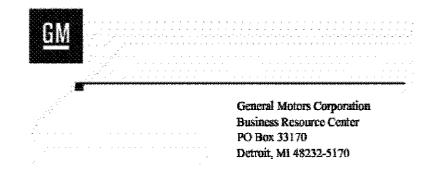
and

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

LG0062 V07092007



August 7, 2007

Meredith Allie-Gordon, Esq. Kahn & Associates 55 Public Square Ste 650 Cleveland, OH 44113

RE:

Service Request: 71-531935780

2005 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK52F057

Customer Relationship Specialist: Carolina Aponte

Dear Ms. Allie-Gordon:

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.

A cash settlement of \$ 2,500

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 5 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.















August	7,	2007
Page 2		

Please refer to the service request number above when contacting 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	
cc: FILE	
LG0044 V07022006	
Attach.	
Odometer	
Client's Signature	Client's Signature
	Date















RELEASE OF CLAIM

•	sor(s)"), on behalf of myself/ourselves and my/our
assigns, heirs and executors, in consideration of \$ 2	
release(s) and discharge(s) General Motors Corpora	· · · · · · · · · · · · · · · · · · ·
dealers, any designers and suppliers of vehicles, par	
	l employees from any and all claims, causes of action,
demands, damages, and claims for attorney's fees as	
related to, or are in any way associated with the pur	
use of Releasor(s) 2005 Chevrolet Cobalt bearing V	
("Subject Vehicle"), including but not limited to an	
vehicle. This Release of Claim shall not be constru	ed to release any of the above named persons or
entities from any liability regarding claims of person	nal injury or products liability arising out of the use
or operation of the Subject Vehicle after the date of	execution of this release. Notwithstanding the
above, General Motors Corporation agrees to honor	the remaining term of the manufacturer's express
limited warranty and any applicable GM Protection	Plans which accompanied the sale of the subject
vehicle. If Releasor(s) has/have initiated any court,	arbitration or other proceeding against General
Motors Corporation, Releasor(s) immediately will of	
•	
The subject vehicle's mileage is	on the date of the signing of this release.
Releasor(s) has/have carefully read and understand(acknowledge(s) that this Release constitutes the ent Motors Corporation, and Releasor(s) is/are not rely other than those stated in this release.	· / • · /
PLEASE READ CAREFULLY BEFOR YOU ARE SIGNIFYING THAT YOU HAVE RI ITS TERMS.	RE SIGNING. BY SIGNING THIS RELEASE, EAD IT, UNDERSTAND IT, AND AGREE TO
I/We agree to the terms of this Release of	'All Claims
DATE SIGNED:	
Claimant's Signature	Claimant's Signature
Address	Address
City, State, Zip Code	City, State, Zip Code
STATE OF	
COUNTY OF	

by	Sworn to (or affirmed) and subscribed before me this day of	, 20
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR Produced identification _	
	Type of identification	
	My commission expires:	

CC: File

LG0024 V6302006

To: 18664321682

Page: 1/8

Date: 8/2/2007 4:38:32 PM

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55 Public Square, Suite 650 Cleveland, OH 44113 P (216) 621-6101 F (216) 621-6006

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MISSOURI OFFICE St. Louis

NEW JERSEY OFFICE Scott T. Glennon, Esq* Parsippany *Licensed in New Jersey

NORTH CAROLINA OFFICE Raleigh

PENNSYLVANIA OFFICES EAST - King of Prussia WEST - North Versailles

TENNESSEE OFFICE Nashville

VIRGINIA OFFICE

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If there is a problem with transmission or if all pages are not received, please call 1-888-536-6671 for retransmission.

Attn: Teresa Garcia

Pamela Erb

Kahn & Associates, L.L.C. Phone: 1-888-536-6671 Fax: 1-888-868-6671

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PENNSYLVANIA OFFICE - EAST 1060 First Ave., Suite 400 King of Prussia, PA 19406

TENNESSEE OFFICE 102 Woodmont Blvd., Suite 200 Nashville, TN 37205

VIRGINIA OFFICE 700 East Main St., Suite 1600 Richmond, VA 23219

August 2, 2007

VIA FIRST CLASS U.S. MAIL

Teresa Garcia General Motors Corporation Business Resource Center PO Box 33170 Detroit, MI 48232

Re:

v. GM

Dear Ms. Garcia:

Pursuant to your request dated July 25, 2007, enclosed please find the following with regard to the above-captioned matter:

- 1. a copy of the purchase agreement;
- 2. a copy of the financing agreement; and
- 3. all repair orders on file.

If you require anything further, please contact me.

Sincerely,

Pamela Erb

Paralegal

Enclosures

PITTSBURGH, PA 15226

To: 18664321682

Page: 3/8

ANDRESS.

Date: 8/2/2007 4:38:32 PM

From: 412 441 4402

Page: 1/8

Date: 7/31/2007 9:12:12 AM

Telephone: 412-343-2100 CITY_PITTSBURGH PA ZIP... STATE www.castriotachevy.com • FAX: 412-344-0198 BUS PHONE PHONE-RES. PLEASE ENTER MY ORDER FOR THE FOLLOWING AND DIRUCK DOEMO BODY STYLE MAKEORD ☐ USED (Deactibe Prior Use . YR 2002 MODEL COLOR MUFAGE 53 SEDAN COBALT **Yo**cus CHEVROLET 2005 STOCK NO. TRIM COLOR 3 LPQA? D GRAY SILVER 09/30/200 03/26 5 STOCK NO. SALESMAN DATE \$16632.00 KURT DELUCA 510047 PRICE OF VEHICLE 03/26/2005 DEALER SERVICES BALANCE BROUGHT FORWARD 12432 00 N/A REBATE USED CAR ALLOWANCE INCLUDES \$. 8500.00 USED CAR ALLOWANCE 3932 00 TAXABLE TOTAL SALES TAX 275 ENCUMBRANCE TIRE TAX REGISTRATION N/Z TITLE 38 5.00 50 6.00 5.00 22.50 N/I ADMIN FEE OLDF MENGE NOTARY OLRE DI ATE 00 2.25 N/A 55.00 80. 8.75 N/A 14,00 \ SUBTOTAL 1275 TRADE-IN PAYOFF TOTAL BALANCE DUE 6087 DEPOSIT ON ORDER CASH ON DELIVERY INCENTIVE ALLOWANCE ADJUSTED BALANCE DUE INSURANCE INFORMATION AGENT: INS.CO. STATE PARM ADDRESS: POLICY NO. EXPIRATION DATE EFFECTIVE DATE 12/23/2004 06/23/2005 TRADE-IN INFORMATION TRADE IN PAYOFF VERIFICATION PHONE OWED TO: AMERICAEDIT ADDRESS: 00000-0000 GOOD UNTIL AMOUNT: 01/05/2005 VERIFIED 87: 94 DATE: THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED AND SIGNED BY DEALER OR HIS AUTHO-RIZED REPRESENTATIVE, PURCHASER, AND RECEIPT OF REQUIRED DEPOSIT SHOWN OF AMOUNT WHICH SHALL BIND THIS ORDER FOR 48 HOURS, ONLY, IF ADDITIONAL DEPOSIT OR PRYMENT IN FULL IS NOT RECEIVED IN THIS PERIOD THIS ORDER SHALL BECOME NULL 2700L AND VOID THIS ORDER SHALL BECOME NULL AND VOID UPON FINANCE CREDIT REJECTION. 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 CAR BEING TRADED IS SUBJECT TO RE-APPRAISAL AT TIME OF 4200.00 FACTORY REBATE DELIVERY. I CERTIFY THAT I AM OF LEGAL AGE OR OLDER AND ACKNOWLEDGE RECEIPT OF A COPY OF \$12432.00 **SUB TOTAL** Date _03/26/200 Signature of N/A UNDERCOAT Purchaser X N/A SERVICE AGREEMENT Date 03/26/200 Signature of Authorized Dealer Representative X 🕹 TOTAL

Date: 8/2/2007 4:38:33 PM

This Contract includes the

From: 412 441 4402 Page: 7/8 Date: 7/31/2007 9:12:14 AM RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number	RS - Ro 4 21 Contract Number
DASSE JANIII I DA	

Creditor (Seller name and address)

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

CASTRICTA CHEVROLET, INC. 1701 WEST LIBERTY AVENUE PITTSBURGH PA 15226-

PITTSBURGH, PA

ou, 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 but the buyer (and co-buyer, trany), may only the vertice described below the case of our frequency and support of the contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the syment schedule shown below. We will figure the Finance Charge on a daily basis.

ayment schol	dule shown below.	AAM MILL LITTER	E DIGIT HAMILE	A Line Month Colon No.	Primary Use for Which Pr	rchased
iew or Used	Year	Make and	Model	Vehicle Identification No	☐ personal, family, or household	☐ agriculturel
IBM OI OSCO					I A.A.	
NPW	2005 CHE	VROLET	COBALT	1G1AK52F057	☐ business	

\$ 16007 71(1)

Model **FOCUS** Make FORD Year 2002 our trade-in is a: FEDERAL TRUTH-IN-LENDING DISCLOSURES Total Sale Price **Total of Payments** Amount FINANCE The total cost of ANNUAL The amount you Financed CHARGE PERCENTAGE your purchase on will have paid after The amount of The dollar RATE credit, including you have made all credit provided to amount the The cost of your your downpayment payments as you or on your credit as a yearly credit will cost 1942.06 is scheduled. hehalf. YOU. rate. 21769 70 19827.64 15083.68 4743.96

Vous Dayment Schedule Will Be:

11.50

1	Number	Amount of Payments	When Payments Are Due	Or as Follows
	of Payments	\$ 31R Q2	Monthly beginning Av Jac Janas	
		1070	40 FINAL PAYMENT OF 03/25/2009	

Lete Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge. If the vehicle is a heavy commercial motor vehicle, the charge will be 4% of the part of the payment that is late. Otherwise, the charge will be 2% per month of the part of the payment that is tate, figured based on a full calendar month for any part of a month that is more than 10 days.

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

t	Cash price (including any accessories, services, and taxes)	.\$ <u>.</u>	<u> </u>
2	Total downpayment = (If negative enter "0" and see line 4H below)	_	
	Gross trade-in \$ 95.00 on -payoff by seller \$ 1757.94	-	
	= net trade-in \$ 2057 04 + cash \$ 1000 00 -	_	
	+ other (describe) \$ 4200.00	<u>.</u> \$.	- 1942, 96 (2)
3	Unpaid balance of cash price (1 minus 2)	\$	3 (3)
	The make any same in the best of Charles profess		2 4 h 4 m 1 m m

4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):

A Cost of optional credit insurance paid to the insurance company or companies

	Life S	- 11//		
	Disability 5	11/2	Ś	
В	Other insurance pald to the insurance compar	ıy "'' ''		***
	(describe)		\$	
C	Official fees paid to government agencies		5	N/R
O	Government taxes not included in cash price	TIRE	\$	5.00

E Government license and/or registration fees 31.00 F Government certificate of title fees

c security interest recording fee) \$ (includes \$ G Other charges (Seller must identify who is paid and

to CASTRIOTA CH for DOC 55-00

to CASTRIOTA CHION

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				
Term								

Credit Disability (Buyer Only)

Term...

Premium: Credit Life \$... Credit Disability 5 ____ M/A

(Insurance Company)

٨.

(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.

Other Insurance.	
Type of Insurance	Tems
(Insurance Company)	

(Home Office Address)

I want the insurance checked above.

Premium \$.

	From: 412 441 4402	Page: 8/8	Date: 7/31/2007 9:	12:15 AM	tie. This insurance pays only
A Other observe inch dies a	The section is a full face and a section of			TO I GROUNT VOLLWALL	diginal transmission at your navee.
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A Cost of optional credit	t insurance paid to the insu	urance		I I SCREQUIED navm	ants due under this enchant wi
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B Other insurance paid to	the insurance company	, "1-1-2-4	, ****	coverage that cre	dit life or credit disability insuran the policies or certificates
(describe)		\$		coverage limits ar	of other terms and conditions.
C Official fees paid to gov	emment agencies	\$ 877	*******	11	
D Government taxes not in	ncluded in cash price or ray	<u> 5 00</u>	downland*	· []	Öther Insuran ce.
E Government license and	Vor registration fees			П	
		\$ <u>31.00</u>		Typ	e of Insurance Term
F Government certificate (includes \$ sec	of title less	-		Premium \$	
	curity interest recording fee)	<u> </u>			
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describe purpose.)				(1)	nsurance Company)
to CASTRICETA		_\$ <u>\$</u>		/Hz	ime Office Address)
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	ounts paid to others on your b	8 N/3	* A6		e Date
5 Amount financed (3 + 4)	duris paid to diners on your b	<u>vehali</u>	5 118 50 (4		
6 Finance charge			\$ 10083 68 (5)	ANY INSURANI	E REFERRED TO IN THE
			\$ <u>6743 96 (6)</u>	CONTRACT DOE	S NOT INCLUDE COVERAGE
7 Total of payments - time ba	ance (5 + 6)		\$ 19827 54 (7)	FOR PERSONAL	LIABILITY AND PROPERTY
				DAMAGE CAUSE	n To otucoe
If any part of this contract is not For example, we may extend the You authorize us to obtain infor authorities. See back for other important as	mation about you, or the ve	d. We may delay onto without extending the without extending the without extending the without the wit	or refrain from enforcing the time for making ng, from the state mo	ng any of our rights under others, otor vehicle department	or this contract without losing the
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To: 18664321682

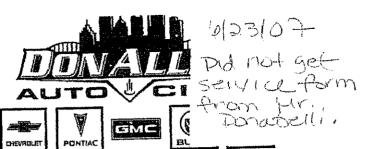
Page: 5/8

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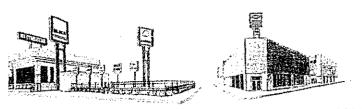
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From: Kahn & Associates, L.L.C.

TOTAL P.08



CHEVROLET



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THANK YOU FOR YOUR BUSINESS!! CUSTOMER PAY MECHANICAL PARTS DESIGNATED WITH / (*) ARE COVERED UNDER THE TERMS OF THE GM GOODS SERVICE PLUS LIFETIME PARTS AND LABOR WARRANTY, CUSTOMER SIGNATURE	WRENCH			Z MPO	ANK OU MINING RTANT EIVE A CUSTOMER Z
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@VEB334954

PRODUCTION DATE

мо: 23968

STOCK NO. DELIVERY MILES

5315 Baum Boulevard • Pittsburgh, PA 15224 • (412) 681-4800 www.donallenauto.com

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							YOUR YOUR THANK

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying o the part(s) and/or service are those offered by the manufacturer. The sellng dealer hereby expressly disclaims all warranties, either expressed or mplied, including any implied warranies of merchantability or filness 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

> > <u>IMPORTANT</u>

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IN THE MEXT FEW WEEKS IF, FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFED PLEASE CONTACT YOUR SERVICE ADVISOR. YOUR COMPLETE SATISFACTION IS OUR NO. 19 GUAL. THANKS FOR YOUR PATRONAGE, YOUR FRIENDS AT OON ALLEN 1412) BBT-4800



PAGE 2 OF 2

CUSTOMER COPY

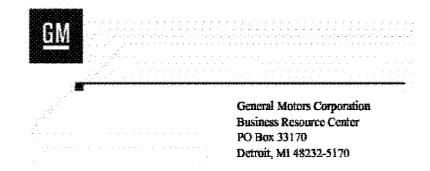




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	F.T.E. NO.		P.O. NO.		706/11/07	<u> </u> мо: 23968
	COMMENTS					rio. 25700
[] CASH [] CHECK CK NO. [] [] VISA [] MASTERCARD [] DISCOVER [] AMER XPRESS [] OTHER [] CHARGE [] GMPP CARD ANK YOU FOR YOUR BUSINESS!! ISTOMER PAY MECHANICAL PARTS DESIGNATED WITH A PART OF THE GM GOOD RIVICE PLUS LIFETIME PARTS AND LABOR WARRANTY CUSTOMER SIGNATURE	* * * * * * * * * * * * * * * * * * *	TOTAL LAB TOTAL PAR TOTAL SUB TOTAL G.O TOTAL MIS TOTAL TAX TOTAL IN	TS LET LG SC CHG. SC DISC	0.00 0.00 0.00 0.00 0.00 0.00	The only warrant to the part(s) and offered by the maing dealer hereby all warrantles, implied, including ties of merchants particular purp assumes nor a person to assume connection with and/or service, entitled to recondamages to proceed to the control of the manufacture of the	ties, if any, applying the sale of this particular sequential damage operty, damages of time, loss of profany other incidentials any other incidentials are the sale of the particular sequential damage operty, damages of time, loss of profany other incidentials are the sale of the s

[END OF INVOICE] 12:04pm



July 31, 2007

Meredith Allie-Gordon, Esq. Kahn & Associates 55 Public Square Ste 650 Cleveland, OH 44113

RE:

Service Request: 71-531935780

2005 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK52F05

Customer Relationship Specialist: Carolina Aponte

Dear Ms. Allie-Gordon:

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.

A cash settlement of \$ 1,000

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 5 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 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

Odometer	
Client's Signature	Client's Signature
Date	Date















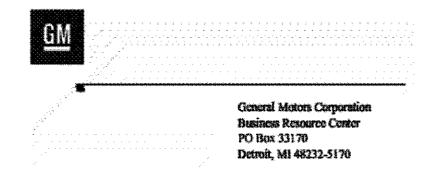
RELEASE OF CLAIM

(hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our					
assigns, heirs and executors, in consideration of \$ 1,000 paid by General Motors Corporation, hereby					
release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent					
dealers, any designers and suppliers of vehicles, parts and components that are distributed by General					
Motors Corporation, and their respective agents and employees from any and all claims, causes of action,					
demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are					
related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or					
use of Releasor(s) 2005 Chevrolet Cobalt bearing Vehicle Identification Number 1G1AK52F057					
("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject					
vehicle. This Release of Claim shall not be construed to release any of the above named persons or					
entities from any liability regarding claims of personal injury or products liability arising out of the use					
or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the					
above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express					
limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject					
vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General					
Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.					
The subject vehicle's mileage ison the date of the signing of this release.					
Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and					
acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General					
Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements					
other than those stated in this release.					
PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE,					
YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO					
ITS TERMS.					
I/We agree to the terms of this Release of All Claims					
DATE SICNED.					
DATE SIGNED:					
Claimant's Signature Claimant's Signature					
Citalitati s signature					
Address Address					
City, State, Zip Code City, State, Zip Code					
STATE OF					

by	Sworn to (or affirmed) and subscribed before me this day of	, 20
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR Produced identification _	
	Type of identification	
	My commission expires:	

CC: File

LG0024 V6302006



July 26, 2007

Wavne Mullin Castriota Chevrolet Inc 1701 W Liberty Ave Pittsburgh, PA 15226

RE:

Service Request: 71-531935780

2005 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK52F057

Legal Research Specialist: Teresa Garcia

Dear Mr. Mulin:

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 are needed within 24 hours:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, Actual Cash Value statement of any trade, and application of title.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders (invoice copy and technician copy), (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons. Please cross reference GMVIS to ensure all documents are obtained

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.

Please fax them to 1-866-432-1682. 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 11200 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

























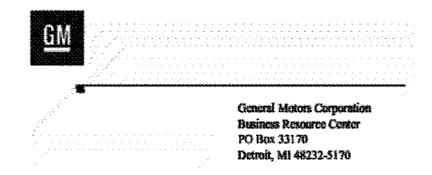












July 26, 2007

Wayne Mullin Castriota Chevrolet Inc 1701 W Liberty Ave Pittsburgh, PA 15226

RE:

Service Request: 71-531935780

2005 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK52F057

Legal Research Specialist: Teresa Garcia

Dear Mr. Mulin:

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 are needed within 24 hours:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, Actual Cash Value statement of any trade, and application of title.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders (invoice copy and technician copy), (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons. Please cross reference GMVIS to ensure all documents are obtained

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.

Please fax them to 1-866-432-1682. 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 11200 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.























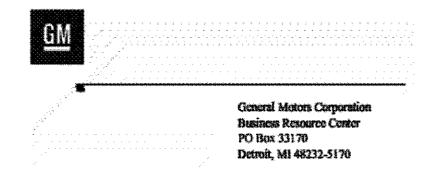












July 25, 2007

Michael Donatelli Don Allen Chevrolet Inc 5315 Baum Blvd Pittsburgh, PA 15224

RE:

Service Request: 71-531935780

2005 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK52F057

Legal Research Specialist: Teresa Garcia

Dear Mr. Donatelli:

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 are needed within 24 hours:

• Service and body shop repair orders of all internal, customer pay, and warranty repair orders (invoice copy and technician copy), (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons. Please cross reference GMVIS to ensure all documents are obtained

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.

Please fax them to 1-866-432-1682. 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 11200 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.





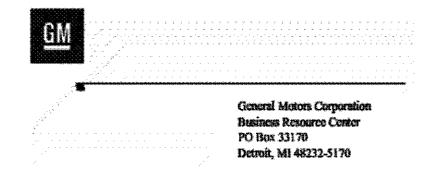












July 25, 2007

Meredith Allie-Gordon, Esq. Kahn & Associates 1112 Macdade Blvd Woodlyn, PA 19094-1322

RE:

Service Request: 71-531935780 2005 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK52F057

Legal Research Specialist: Teresa Garcia

Dear Ms. Allie-Gordon:

This is to advise that General Motors is in receipt of the above referenced case dated July 25, 2007. 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: Release of Lien Information

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.

















RELEASE OF LIEN INFORMATION

I	
(Client's Name)	(Client's Social Security Number)
hereby authorize	
(Lien holder N	ame)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regard	ding my loan account #(Account Number)
	(Account Number)
with	
(Lien holder Name)	
to General Motors Corporation, including loan payoff amount, and per diem informations.	ng but not limited to a complete payment history of my account, a mation.
Date	
V	EHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V07092007	





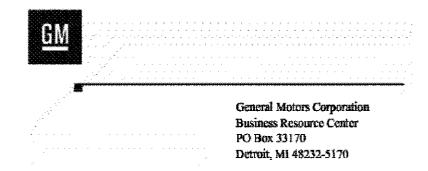












August 8, 2007

Meredith Allie-Gordon, Esq. Kahn & Associates 55 Public Square Ste 650 Cleveland, OH 44113

RE:

Service Request: 71-531935780

2005 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK52F057

Customer Relationship Specialist: Carolina Aponte

Dear Ms. Allie-Gordon:

We have received your counter-offer, dated August 7, 2007. After further review, we do not believe that additional adjustment of our settlement offer, dated August 7, 2007 is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for five (5) calendar days. If your client has not accepted our offer within that timeframe, we will assume that this matter is unable to be resolved and will close our file.

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

cc: FILE

LG0103 V07092007





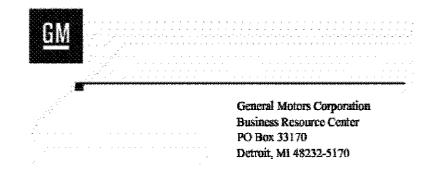












August 7, 2007

Meredith Allie-Gordon, Esq. Kahn & Associates 55 Public Square Ste 650 Cleveland, OH 44113

RE:

Service Request: 71-531935780

2005 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK52F057

Customer Relationship Specialist: Carolina Aponte

Dear Ms. Allie-Gordon:

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.

A cash settlement of \$ 2,500

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 5 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 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

Odometer

Client's Signature

Client's Signature





Date











Date

RELEASE OF CLAIM

· `	sor(s)"), on behalf of myself/ourselves and my/our				
assigns, heirs and executors, in consideration of \$ 2,	1 , ,				
release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent					
dealers, any designers and suppliers of vehicles, par					
Motors Corporation, and their respective agents and employees from any and all claims, causes of action,					
demands, damages, and claims for attorney's fees an					
related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or					
use of Releasor(s) 2005 Chevrolet Cobalt bearing Vehicle Identification Number 1G1AK52F057					
("Subject Vehicle"), including but not limited to any					
vehicle. This Release of Claim shall not be construe	-				
entities from any liability regarding claims of person	nal injury or products liability arising out of the use				
or operation of the Subject Vehicle after the date of	execution of this release. Notwithstanding the				
above, General Motors Corporation agrees to honor	the remaining term of the manufacturer's express				
limited warranty and any applicable GM Protection	Plans which accompanied the sale of the subject				
vehicle. If Releasor(s) has/have initiated any court,	arbitration or other proceeding against General				
Motors Corporation, Releasor(s) immediately will d	ismiss the proceeding with prejudice.				
The subject vehicle's mileage iso	n the date of the signing of this release.				
Releasor(s) has/have carefully read and understand(sacknowledge(s) that this Release constitutes the entited acknowledge(s) that the Release constitutes the entitle acknowledge(s) that the Release constitutes the entitle acknowledge(s) that the Release constitutes the entitle acknowledge(s) that the Release constitutes the entitle acknowledge(s) that the Release constitutes the entitle acknowledge(s) that the Release constitutes the entitle acknowledge(s) that the Release constitutes the entitle acknowledge(s) that the Release constitutes the entitle acknowledge(s) that the Release constitutes the entitle acknowledge(s) that the Release constitutes the entitle acknowledge(s) that the Release constitutes the entitle acknowledge(s) that the Release constitutes the entitle acknowledge(s) that the Release constitutes the entitle acknowledge(s) the Release constitutes the entitle acknowledge(s) the Release constitutes the entitle acknowledge(s) the Release constitutes the entitle acknowledge(s) the Release constitutes the entitle acknowledge(s) the Release constitutes the entitle acknowledge(s) the Release constitutes the					
Motors Corporation, and Releasor(s) is/are not relyi	· , ,				
other than those stated in this release.	ng on any representations, promises of inducements				
other than those stated in this release.					
	E SIGNING. BY SIGNING THIS RELEASE,				
YOU ARE SIGNIFYING THAT YOU HAVE RE	EAD IT, UNDERSTAND IT, AND AGREE TO				
ITS TERMS.					
T077					
I/We agree to the terms of this Release of	All Claims				
D. HE GLGLAND					
DATE SIGNED:					
Ol : 42 G: 4					
Claimant's Signature	Claimant's Signature				
Address	Address				
City, State, Zip Code	City, State, Zip Code				
CTATE OF					
STATE OF					
COUNTY OF					

by	Sworn to (or affirmed) and subscribed before me this day of	, 20
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR Produced identification	
	Type of identification	
	My commission expires:	

CC: File

LG0024 V6302006

To: 18662700203

Page: 1/5

Date: 8/24/2007 11:29:36 AM

CALIFORNIA OFFICES NORTH - San Anselmo CENTRAL - Los Angeles SOUTH - San Diego

KAHN & ASSOCIATES

CONNECTICUT

1-888-LEMONS-1 Hamden (1-888-536-6671) Fax 1-888-868-6671 www.kahnandassociates.com

FLORIDA OFFICES NORTH - Tallahassee CENTRAL - Tampa SOUTH - Miami

CORPORATE HEADQUARTERS

Indianapolis MARYLAND OFFICE Baltim ore

INDIANA OFFICE

55 Public Square, Suite 650 Cleveland, OH 44113 P (216) 621-6101 F (216) 621-6006

MASSACHUSETTS OFFICE Burlington

PLEASE REMIT ALL CORRESPONDENCE TO CORPORATE HEADOUARTERS

MICHIGAN OFFICE Northville

MISSOURI OFFICE St. Louis

NEW JERSEY OFFICE Scott T. Glennon, Esq* Parsippany *Licensed in New Jersey

NORTH CAROLINA OFFICE Raleigh

PENNSYLVANIA OFFICES EAST - King of Prussia WEST - North Versailles

TENNESSEE OFFICE Nashville

VIRGINIA OFFICE Richmond

FACSIMILE TRANSMITTAL COVER PAGE

If there is a problem with transmission or if all pages are not received. please call 1-888-536-6671 for retransmission.

Ms. Aponte,

Attached please find the release for the above case. Please over nite the settlement check to my attention to our Cleveland office.

Should you have any questions or concerns regarding this matter, please feel free to contact me.

Thank you, Scott Brown

Scott Brown Kahn & Associates, L.L.C. Phone: 1-888-536-6671 Fax: 1-888-868-6671

www.kahnandassociates.com

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dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone, and return the original to us by mail without making a copy. Thank you.

From: Kahn & Associates, L.L.C.

To: 18662700203

Page: 3/5

Date: 8/24/2007 11:29:36 AM

CALIFORNIA OFFICES NORTH – San Anselmo CENTRAL - Los Angeles SOUTH – San Diego

CONNECTICUT OFFICE Danbury

FLORIDA OFFICES NORTH – Tallahassee CENTRAL – Tampa SOUTH – Minmi

INDIANA OFFICE Indianapolis

MARYLAND OFFICE Baltimore

MASSACHUSETTS OFFICE Burlington



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CORPORATE HEADQUARTERS

55 Public Square, Saite 650 Cleveland, OH 44115 P (216) 621-6101 F (216) 621-6006

PLEASE REMIT ALL CORRESPONDENCE TO CORPORATE HEADQUARTERS

MICHIGAN OFFICE Northville

MISSOURI OFFICE

MISSOURI OFFICE St. Louis

MEW JERSEY OFFICE Kenneth C. Ho, Esq.* Parsippany *Licensed in New Jersey

NORTH CAROLINA OFFICE Raleigh

PENNSYLVANIA OFFICES EAST – King of Prussia WEST – Pinsburgh

TENNESSEE OFFICE Nashville

> VIRGINIA OFFICE Richmond

August 23, 2007

VIA FACSIMILE ONLY

Ms. Carolina Aponte General Motors Business Resource Center 1919 Concept Drive Warren, MI 48091-6013

Re:

v. General Motors Corporation

Vehicle: 2005 Chevrolet Cobalt

VIN: 1G1AK52F057

Dear Ms. Aponte:

Enclosed please find the original Release, which has been fully executed by my client. Upon receipt of same, please forward the settlement check to my office.

If you have any questions, please contact me immediately. Thank you.

Sincerely

AHN & ASSOCIATES, L.L.C.

Meledith Allie-Gordon

MAG/sab Enclosures From: Kahn & Associates, L.L.C.

To: 18662700203

Page: 4/5

Date: 8/24/2007 11:29:37 AM

From: 412 441 4402

Page: 2/4

Date: 8/21/2007 7:59:42 AM

RELEASE OF CLAIM

(hereinester referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 2.500 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Cobalt bearing Vehicle Identification Number 1G1AK 52F057 ("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 cutities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage to 300 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/ore not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: 3.13.07	
Claimant's Signature	Claimant's Signatore
Address	Address
Sharpsburg, PA	•
City, State, Zip Code	City, State, Zip Code
STATE OF <u>PA</u>	
COUNTY OF Allegheny	
COUNTY OF TIMESTAL	

From: Kahn & Associates, L.L.C. To: 18662700203 Page: 5/5 Date: 8/24/2007 11:29:37 AM

From: 412 441 4402

Page: 4/4

Date: 8/21/2007 7:59:43 AM

Sworn to (or affirmed) and subscribed before me this 13 day of AUGUST 20 0 2 Sebnenie a. Visral Signature of Notary Public Print, type or stamp Commissioned Name of Notary Public OR Produced identification Personally Known _____ Type of identification PA DRIVERS CLEWIE My commission expires: 7/7/09 CC: File COMMONWEALTH OF PENNSYLVANIA Notarial Seal
Cabrini A. Vioral, Notary Public
City of Pittsburgh, Allegheny County
My Commission Expires July 7, 2009 £00024 V6302006

Member, Pennsylvenia Association of Natarios

TOTAL P.04



1060 First Avenue • Suite 400 • King of Prussia PA 19406

WS POSTAGE \$ 00.41 Mailed From 44113 08/14/2007 031A 0002303019

AUG 1 6 2007

Ms. Carolina Aponte General Motors Business Resource Center 1919 Concept Drive Warren, MI 48091-6013

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CALIFORNIA OFFICES NORTH – San Anselmo CENTRAL - Los Angeles SOUTH – San Diego

CONNECTICUT OFFICE Danbury

FLORIDA OFFICES NORTH – Tallahassee CENTRAL – Tampa SOUTH – Miami

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MARYLAND OFFICE Baltimore

MASSACHUSETTS OFFICE Burlington



1-888-LEMONS-1 (1-888-556-6671) Fax 1-888-868-6671 www.kahnandassociates.com

CORPORATE HEADQUARTERS

55 Public Square, Suite 650 Cleveland, OH 44113 P (216) 621-6101 F (216) 621-6006

PLEASE REMIT ALL CORRESPONDENCE TO CORPORATE HEADQUARTERS

MICHIGAN OFFICE Northville

MISSOURI OFFICE St. Louis

NEW JERSEY OFFICE Kenneth C. Ho, Esq.* Parsippany *Licensed in New Jersey

NORTH CAROLINA OFFICE Raleigh

PENNSYLVANIA OFFICES EAST – King of Prussia WEST – Pittsburgh

TENNESSEE OFFICE Nashville

VIRGINIA OFFICE Richmond

August 13, 2007

VIA FIRST CLASS U.S. MAIL

Ms. Carolina Aponte General Motors Business Resource Center 1919 Concept Drive Warren, MI 48091-6013

Re:

Settlement Confirmation

Our Client:

Chent.

2005 Chevrolet Cobalt

Vehicle: VIN:

1G1AK52F057

Dear Ms. Aponte:

Per our discussions, let this letter serve to confirm our settlement in the above-captioned matter, subject to my client's review of the final figures in the Release Agreement. The total settlement is comprised of the following:

1) Reimburse Plaintiff for agreed damages (including Attorney's Fees & Costs);

\$2,500.00

2) Pay-off lienholder in full

N/A

3) Payment of Plaintiff's Attorney's Fees & Costs

(included in

above)

Total Due Plaintiff and Kahn & Associates, L.L.C.

\$2,500.00

We are accepting this offer subject to the express condition that this transaction will be complete within thirty (30) days of the date of this letter. Any delay beyond thirty (30) days, not due to

Plaintiff's lack of cooperation, will result in Plaintiff filing (a Complaint and/or) any necessary Motions to Enforce Settlement, including Attorney's Fees.

Please let me know immediately if I have in any way misstated our understanding. Otherwise, we will wait to hear from you with regard to the next step. Thank you for your attention to this matter.

Sincerely,

KAHN & ASSOCIATES, L.L.C.

Merdith Illie Grotan LM Meredith Allie-Gordon

MAG/lm

CASTRIOTA CHEVROLET INC 1701 WEST LIBERTY AVE PITTSBURGEL PA 15226 (412) 343-2100 (412) 343-9353

facsimile transmittal

From: WAYNE,	Mullin	Date:		7/07	
Re:		Pages:			<u></u> -
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07/27/2007 09:58 4123439353 PAGE 02 CASTRIOTA CHEVROLET 11H \odot

(C)1995 ADF, INC CD270

DEAL RECAP

DEAL RECAP	CASTRIOTA CHEVROLET			DATE 03/26/05
STOCK # STAM7 CVSTOMER		VEHICLE SERIAL ASSON 11 SALESPERSON 2 FINANCE CO	2005 CHEVROLFT 1616K5ELOZÁ 1 RORT DELOZÁ	COPALT
PHONE #	TOM STALL	SALESPERSON 2 FINANCE CO	CMAC	
	OCCUS STOCK 7# YI			
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''T''''VĒĀĪCIĒ ĞĀOSS PROFI		COST	272.29 RESERVE	
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TOTAL VEHICLE (FROM PACK AMOUNT COMMISSIONABLĒ GROM	∢T-END) FROFIT SS		276.79 277.71	
FRONT-END FROFIT I HOLDBACK/MISCEL	NCLUDING LANEOUS		708.94	
FINANCE CHARGE	4743,95 1100		425.35 .00 .00 .00 .00	
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BACK-END ADDS:		all I P		
TOTAL BACK-END PRO			425.35	
TOTAL FRONT & BACK LESS SALES COMMISS LESS F&I MANAGER'S	PROFIT IONS/BONUSES/SPIFFS COMMISSION/SPIFFS		697,64 .00 .00	
TOTAL DEAL PROFIT			697.64	

ZUASTRIUTA CHEVRULET, INC. 1701 West Liberty Ave.

PITTSBURGH, PA 15226

Telephone: 412-343-2100

ADDRESS DITTSBUDGH Dλ

www.castriotachevy.com		-019	5	CITY PILIS	DOMAN	STATE		_ ZIP	
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CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

	OMER NAM	E∮ .kg1ak52F057			////(or see attached list*)
1.	customer in law, as a p	total amount of cus centive(s) be appli- rice reduction (Bill	ed: (a) to the	e down payment of	amed below and request that the available this vehicle, (b) where permissible by amount of incentive and final price with er named below:
		Fotal incentive Amo	Cer's	**Mount \$.3700 \$.5	GM Incentive Code
2.	Division sup a. l elec	ported financing/leat to receive	asing, etc)		stomer incentive programs; for example,
l am	the ultimate re	— CUS	STOMER AND DEA	ALER ACKNOWLEDG	GMENT — dentification number which was sold/leased onal/business use and not resale and I took
delive	ery of this veh on from any f	icle on/ I a uture claim or obliga	.cknowledge receip	t of incentive(s) as de	escribed in Item and release the GM Date:
the in	undersigned p acentive(s) des hrough this de	cribed in Itemealership and that pr Dealer Signature:	have been provide	d to the said purchase	n on this application is true and correct and r/lessee who has taken delivery of referenced has been forwarded to General Motors. Date: 03/26/2005 Dealer Code:

List must include VIN, Delivery Date and Program Reference



General Syste	ems Solutions On-Line Registration System
Pennsylvania Department o	of Transportation Applicant Summary Statement
Transaction: New Title/Transfer Reg Processor: C	ASTRIOTA CHEVROLET/00855642
Process Date: A	on Al Const. Processed By DEADDAN CERCHART
VIN: 161AK52F057	STATE Of Origin, Ne
Vehicle Type: PASSENGER Condition: [] ! YR/Make: 2005/CHEV Rody: Spw [] !	Police Gyun-
Odom Reading: 4 Fuel: G	Tax1 GCWR: No of Axles: Sales/Use Tax: 275.24
Purchase Price: \$12,432.00 Qdom Qual: ACTUAL MILEAGE	Chassis Mffc. 5.00
ressec tutolikativ	on: Insurance Information Registroc Fee: 0.00
None	STATE FORM
[] Tenant in []OOTF	Dec 23 2004 Increase Fee: 0.00
PITTSRUBGH/PA/ [] Tenant in	Jun 23. 2005 (Septidelikali, 166: 0.00
Common?	C 1 Daily Rental Other Fee: 0.00
Trade In #1 information: Lien Holder #1 Informatio	Sub Total: \$308.74
VA. 2002	Tax events leaves Hellicons
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Condition: G Allowages #8 FOR As COCKEYSVILLE/MD	
Tendo to 42. None 21030	DELY Rate: 0.07 Plate Fee: 0.00
Allowance:	
Trade In #3; None Lien Holder #3; None	Sub Total: \$0.00
	OLRS Fees
Assigned Tag Type: Class: Assigned Exp St Assigned Tag No: PREV.	icker No: Check Fee: 0.00
Assigned Eve Marke: Class St	tcker No: OLRS Fee: 15.45
Signature of Person from Whom Tag is Being Transferred Transferred	To He
Relation To A	DD1 (cant: Self 50 Jota); \$15.45
No of Bup Ri	eg Cards: 0 [] W/Tag Exchange
Request for Optional Registration	on At A Weight Exceeding the GVWR (MV-1005) GMRI may create unsafe conditions and also void the manufacturer's were mixed to the should result from such were concerning possible adverse effects to year "systemate Grant and also void the manufacturer's were mixed to the should result from such
statements benefit are true and correct and make application for certificate of title for the vehic Oate Subscribed and Sworn to:	Assume to maintain financial responsibility on the currently registered vehicle for the period of registration, of not more than two (2) years for any false statement that 1/we may make on this form, and 1/we certify that the first sales tax is claimed. I on/we are authorized to claim this exemption. I/we further certify that all signature of Applicant or Authorized Signer:
Signature of Motary Administering Cath:	Signature of Co-Owner/Title of Authorized Signer:
	Signer:
S	[] VIN/GVWR Certification or Tracing is Required.
E	Place Signature of Person Verifying VIN/GVWR or the Tracing Here:
A	inereby certify that I have verified the VIN/GVWP of
<u>- </u>	this vehicle and the VIM/GVMR listed above is correct
Detach Here 01 of 01	SIGN: DIN:
COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD	Contract Confe
EXPIRY: SEP 30, 2005 VALID: 04/01/05	of the Million of the Control of the
EXPIRY: SEP 30, 2005 VALID: 04/01/05 PLATE: TITLE: VIN: 1G1AK52F057 VR/MAKE: 2005 CHEY	
	SIGNATURE
//N: 1G1AK52F0S7	SIGNATURE
<u> </u>	
TYPE:	I hereby acknowledge this day that I have received
MD: 05091 3400 026890-001	notice of the provisions of Section 3709 of the Vahide Code.
EMISSION INSPECTION REQUIRED/DIESEL EXEMPT COUNTY: ALL	PANELS AND AND AND AND AND AND AND AND AND AND
7	

2005 COBALT 4-DOOR SEDAN

95U ULTRA SILVER METALLIC /L4G

14B GRAY
ORDER NO. HWOZMV/TRE STOCK NO. DETROIT MI 48243-1114

VEHICLE INVOICE 1AD59964311 ***************** MSRP INV AMT RETAIL - STOCK 13625.00 12739.38 INVOICE 02/17/05 MODEL & FACTORY OPTIONS 1AK69 COBALT 4-DOOR SEDAN B34 FLOOR MATS KEYS G1557 G1557 WFP-S OTR OPT-1 BANK: GMAC - 004 CHG-TO 13-142 SHIP WT: 2784 HP: 18.4 GM\$: 13779.73 SUPPLR: 14396.44 MRM: 15120.00

510047

DAN: BASE MEMO 652.7

652.75

14555.00 13576.38 ACT 231 13704.73 TOTAL MODEL & OPTIONS 565.00 565.00 H/B 261 436.65 145.55 ADV 261 145.55 DESTINATION CHARGE LAM DEALER CONTRIBUTION 72.78 EXP 65A 72.78 LAM GROUP CONTRIBUTION 15120.00 14359.71 PAY 310 14359.71 TOTAL. MEMO: TOTAL LESS HOLDBACK AND D: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 13718.68 ***** 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.

CASTRIOTA CHEVROLET INC.

REMIT TO GMAC NO. 004 VIN 1G1AK52F057 \$ 14359.71 INV 1AD59964311 DUE 02/22/05 DEALER 13-142

1.

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBL	E FINANCE PLAN
Dealer Number	27.4 Contract Number
Buyer (and Co-Buyer) - Name and address (include county and zip code)	Creditor (Seller name and address)
	CACEDIONA CHEVRODON, INV
	1701 MENT LIBERTY AVERUU
P (TTSBURGE, PA)	PINISBURGH DA 15826
the state of the s	cash or on credit. By signing this contract, you choose to buy the vehicle on creditary us, the Creditor, the Amount Financed and Finance Charge according to the sis.
	Identification No. Primary Use for Which Purchased
NEW 2005 CHEVROLET COBALT 1GIAKS	□ personal, family, or household □ agricultural □ business □
	el FOCUS Insurance. You may buy the physical damage
FEDERAL TRUTH-IN-LENDING DISCLOSURES	insurance this contract requires (see back) from
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate. 11.50 % \$ 1743.96 \$ 15083.68 TOTAL OF Payments Amount Financed The amount of credit provided to you or on your behalf. Total of Payments The amount of credit provided to you nor on your behalf. \$ 15083.68 \$ 19827.64	Total sale Price anyone you choose who is acceptable to us. You are the total cost of anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain
Your Payment Schedule Will Be:	
Number Amount When Payments of Payments Are Due	Or as Follows Optional Credit Insurance.
of Payments Are Due Are Due 47 \$ 318.92 Monthly beginning 04/25/2005	☐ Credit Life: ☐ Buyer ☐ Co-Buyer
1 4838, 40 FINAL PAYMENT OF 03/25/2	009Term
Late Charge. If a payment is not received in full within 10 days after it is charge. If the vehicle is a heavy commercial motor vehicle, the charge will be payment that is late. Otherwise, the charge will be 2% per month of the par late, figured based on a full calendar month for any part of a month that is more Prepayment. If you pay off all your debt early, you will not have to pay a pen Security Interest. You are giving a security interest in the vehicle being pure Additional Information: See this contract for more information incluing nonpayment, default, any required repayment in full before the scheduled dat	Term Term
	(Home Office Address)
1 Cash price (including any accessories, services, and taxes) 2 Total downpayment = (if negative enter "0" and see line 4H below) Gross trade-in \$ 8500.00 -payoff by seller \$ 11757.94 = net trade-in \$ 3257.94 + cash \$ 1000.00 + other (describe) \$ 4200.00 4 Other charges including amounts paid to others on your behalf (Seller markeep part of these amounts.): A Cost of optional credit insurance paid to the insurance company or companies Life \$ N/A \$ Disability \$ N/A Other insurance paid to the insurance company (describe) \$ 1/A Official fees paid to government agencies \$ 1/A Government license and/or registration fees	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 to coverage limits and other terms and conditions. Other insurance.
F Government certificate of title fees (includes \$ 5 68curity interest recording fee) \$ 27.50 G Other charges (Seller must identify who is paid and	Premium \$

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r owner signs here X itor Signs CASTRIOTA lier assigns its interest in ti der the terms of Seller's ag	nis contract to: Ja General Ge		ptance (Assign	ed without recourse or with limited recourse
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annois hor dost tior lister i	2 1	Date		Address /	great a de management
suyers and Other Owner	s - A co-buyer is a person a pay the debt. The other or	who is responsity wher agrees to the	de for p	eaying the entire debt.	An other owner is a person whose name is on the le given to us in this contract.
r Sighs X				Co-Buyer Signs X	Date
you, and you w ∍d-in cop <u>y when</u>	ere free to take	it and rev	/iew	it. You conf	rm that you received a comple
u agree to the te	rms of this contr	act. You c	onfir	m that before	you signed this contract, we ga
er Signs X				Co-Buyer Signs X	Date
o protect vour le	gal rights.	•			
not sign this co	ntract in blank.	You are er	ititle	to an exact	copy of the contract you sign. I
court a part of the	i mance onarge.	No	stice	to Buyer.	
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back for other Important	agreements.				
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authorize us to obtain in					or vehicle department or other motor vehicle reg
y part of this contract is n ₃xample, we may extend th	of valid, all other parts stay ne time for making some pa	valid. We may o yments without e	delay or extendin	refrain from enforcing the time for making	any of our rights under this contract without losin others.
ar Signé X				Co-Buyer Signs X	
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					you and us relating to this contract. Any change
u do not meet your cont	ractual obligations, you m	lav lose vour me	otor ve	hicle	
Total of Payments - time 0	alarics (5 + 6)	1788 81		\$ <u>19827.64 (7)</u>	DAMAGE CAUSED TO OTHERS.
Finance charge Total of payments - time b	elence (5 ± 6)			\$ 4743 96 (6) \$ 10937 54 (7)	CONTRACT DOES NOT INCLUDE COVER FOR PERSONAL LIABILITY AND PROPI
Amount financed (3 + 4)				\$ 15083 68 (5)	ANY INSURANCE REFERRED TO IN
	nounts paid to others on yo	ur behalf		\$ 118.50 (4)	
H Net trade- in payoff to		\$N	I/A		Co-Buyer Signature Date
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to		_	1.4.4		I want the insurance checked above.
	on for nor	\$ <u></u>			(Home Office Address)

\$ 100 miles

CASTRIOTA CHEVROLET INC 1701 WEST LIBERTY AVE PITTSBURGH, PA 15226 412-343-2100

				*	** REPRINT	***		USTOMER COP	Y PAG	E 1
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(SIGNED) DEALER, GE	SNERAL.	MANAGER OR	AUTHORIZED	PERSON (DATE)	CUSTO >	MER SIGNATURE	18.88	HER PAY		
}					-			USTOMER PAY		

Service Contract :

PAGE 10 Page 1 of 2

GM Vehicle Inquiry System Summary

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

Help

VIN:	, O I A	.52F057:	- # 11/10/03							
		VEHIC	LE INFORM	TATION			, ,			
Merchandising Model :	: [1A]	1AK69 -2005 COBALT 4-DOOR SEDAN Warranty Start Date: 03/26/2005						05		
BARS Order Type:	70	- RETAIL - STOCK								
Delivering Dealer :		STRIOTA CHEVROLE	T INC.	Sellin	Selling Source :				13 - CHEVROLET	
)1 W LIBERTY AVE TSBURGH, PA 1522	6-1209	Site C	Site Code :			13142		
	(412) 343-2100					Business Associate Code :				
Service Contract :	No	Branded Title :	No W	arranty Blo	ck :	No	PDI S	itatus :	Paid	

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05034	A/C SYSTEM WIRING OR DUAL STAGE AIRBAG MODULE WIRING	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	03/26/2005	4 miles	03/26/2008	36004 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	03/26/2005	4 miles	03/26/2011	100004 miles
39/39000 GM CERTIFIED USED	03/26/2005	4 miles	06/26/2008	39004 miles
60/100000 GM CERTIFIED USED POWERTRAIN	03/26/2005	4 miles	03/26/2010	100004 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/26/2005	4 miles	03/26/2013	80004 miles
36/36000 FEDERAL EMISSION	03/26/2005	4 miles	03/26/2008	36004 miles
60/60000 POWERTRAIN - U.S.	03/26/2005	4 miles	03/26/2010	60004 miles

CLAIM HISTORY

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

GM Vehicle Inquiry System - Summary

06/25/2007	335859	#	E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -	23983 miles
06/23/2007	N27472	#	Z2080 - ROADSIDE SERVICE (TOWING)	24780 miles
06/11/2007	334954	#	J5650 - INJECTOR, FUEL - REPLACE	23968 miles
06/11/2007	334954	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	23968 miles
06/05/2007	M84945	#	Z2080 - ROADSIDE SERVICE (TOWING)	23000 miles
02/19/2007	328180	#	L0618 - SENSOR, FUEL TANK PRESSURE - REPLACE	20088 miles
10/21/2006	H18192	#	Z2081 - ROADSIDE SERVICE (LOCKOUT)	15000 miles
09/22/2006	319847	#	K9995 - CUSTOMER CONCERN NOT DUPLICATED	15087 miles
05/19/2006	311313	#	V1362 - 05034 - INSTALL A/C JUMPER HARNESS	10381 miles
02/22/2005	147804	I	Z6999 - PDI RELATED FLUID ADDS	5 miles
02/17/2005	A66079	Ĭ	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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06/26/2007

807

GM Vehicle Inquiry System Claim History

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

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VIN:	"		1G1	AK52F057							
				CLAIM	HISTORY						
Repair Ord	er Date	: 0	6/25/200	7 Repair Order Number :	335859	Od	lometer Readi	ng:		23 98 3 miles	
Serviced				OLET/OLDSMOBILE	Selling Source :			13 - C	HEVROLE	Т	
By:		URG	H, PA 15	5224-2305	Site Code :			13011	l		
	(412) 68	81-480	0		Business A	ssoc	iate Code :	11342	24		
Cycle Date	Cycle Nbr	Case	Type	Labor Opera	ition]	Part		Comments	
07/10/2007	811	01	#	E7631 - MOTOR AND C ASSEMBLY, ELECTRO STEERING -					IN KI	N	
Repair Ord	er Date	: 0	6/23/200	7 Repair Order Number :	N27472	72 Odometer Read			ing: 24780 mile		
· · · · · · · · · · · · · · · · · · ·				ISTANCE/CCAS	Selling Sou	rce	:	13 - 0	HEVROLE	Т	
By:			MA 021:	55-5117	Site Code :			34415	5		
				• 100 = 100 = 1	Business A	ssoc	iate Code :	207453			
Cycle Date	Cycle Nbr	Case	Type	Labor Opers	ntion			Part		Comments	
06/29/2007	808	01	#	Z2080 - ROADSIDE SER (TOWING)	VICE		N/A			N	
						_	• • •		m		
Repair Ord	ler Date	: 0	6/11/200	Repair Order Number :	334954	Od	dometer Readi	ng:		23968 miles	
Serviced				OLET/OLDSMOBILE	Selling Sou	ırce	:	13 - 0	CHEVROLE	lT.	
By: 5315 BAUM BLVD PITTSBURGH, PA 15.		5224-2305	Site Code :			1301	1				
	(412) 6	81-480	00		Business Associate Code: 113424			24			
Cycle Date	Cycle Nbr	Case	Туре	Labor Opera	ation Par			Part	-111-1	Comments	
06/26/2007	807	01	#	J5650 - INJECTOR, FUE	L - REPLAC	Е	12582219 - П	NJECT	OR	Ŋ	
		•									

Z7902 - 2-DAY COURTESY

TRANSPORTATION

N/A

Y

GM Vehicle Inquiry System - Claim History

Repair Ord	Repair Order Date :		6/05/200	Repair Order Number :	M84945	Odometer Readi	ng:	23000 miles		
Serviced By :	ONE C	ABOT	RD	STANCE/CCAS	Selling Sou		13 - 0 3441	CHEVROLET		
	MEDFO	ORD, N	AA 0211	55-5117	Site Code : Business A	ssociate Code :	207453			
Cycle Date	Cycle Nbr	Case	Туре	Labor Opera	ration Part			Comments		
06/15/2007	804	01	#	Z2080 - ROADSIDE SER (TOWING)	RVICE N/A		Z			

Repair Order Date :		; 02	2/19/200	Repair Order Number :	328180	Odometer Read	ing :	: 20088 miles		
Serviced				OLET/OLDSMOBILE	Selling Sou	irce :	13 - CHE	3 - CHEVROLET		
By:	5315 B. PITTSE			224-2305	Site Code :	1	13011			
	(412) 681-4800				Business A	ssociate Code :	113424			
Cycle Date	Cycle Nbr	Case	Туре	Labor Oper		Part Co				
02/23/2007	772	01	#	L0618 - SENSOR, FUEI PRESSURE - REPLACE			ENSOR	N		

Repair Ord	ler Date	: 10)/21/200	Repair Order Number :	H18192	Odometer Read	ling: 15000 miles			
Serviced				STANCE/CCAS	Selling Source : 1			3 - CHEVROLET		
Ву:	: ONE CABOT RD MEDFORD, MA 02155-5117				Site Code :		3441:	.5		
					Business A	ssociate Code :	2074	53		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation			Part		Comments	
10/27/2006	738	01	#	Z2081 - ROADSIDE SE (LOCKOUT)	RVICE	N/A			7	

Repair Ord	Repair Order Date :			Repair Order Number :	319847	Odometer Read	ling: 15087 miles			
Serviced				OLET/OLDSMOBILE	Selling Sou	rce :	13 - CHE	13 - CHEVROLET 13011		
Ву:	5315 B. PITTSE			224-2305	Site Code :		13011			
	(412) 681-4800				Business A	ssociate Code :	113424			
Cycle Date	Cycle Nbr	Case	Туре	Labor Oper	ration		Part	Comments		
10/03/2006	006 731 01 # K9995 - CUSTOMER DUPLICATED		ONCERN NO	N/A						

Page 3 of 3

GM Vehicle Inquiry System - Claim History

Repair Order Date :		: 0	5/19/200	6 Repair Order Number :	311313	Odometer	Reading :	g: 10381 miles		
Serviced By :	DON A			OLET/OLDSMOBILE	Selling Source : Site Code :			13 - CHEVROLET 13011		
	PITTSE	BURGE	I, PA 15	5224-2305						
	(412) 681-4800				Business As	sociate Cod	e: 1134	24		
Cycle Date	Cycle Nbr	Case	Туре	Labor Opera	ation Part (Comments		
05/26/2006	694	01	#	V1362 - 05034 - INSTAL HARNESS	ALL A/C JUMPER 15785514 - HARNESS		SS N			

Repair Order Date :			2/22/200	5 Repair Order Number :	147804	Odometer Read	ing :	ng: 5 miles			
Serviced				OLET INC.	Selling Sou	rce :	13 - 0	CHEVROLE	HEVROLET		
By :	PITTSE	BURGE		E 5226-1209	Site Code :	1314	13142				
	(412) 3	43-210	0		Business As	sociate Code :	1134	73			
Cycle Date	Cycle Nbr	Case	Туре	Labor Opera	Labor Operation		Part		Comments		
03/04/2005	566	01	Ţ	Z6999 - PDI RELATED F	N/A	N/A					

Repair Order Date :			2/17/200	Repair Order Number :	A66079	Odometer Rea	ding:	g: 0 miles		
Serviced				OLET INC.	Selling Source :		13 - 0	13 - CHEVROLET		
By:	PITTSE	URGE		226-1209	Site Code : Business Associate Code :			42		
	(412) 34	43-210	0					73		
Cycle Date	Cycle Nbr	Case	Туре	Labor Opera		Part		Comments		
02/22/2005	563	01	I	Z7000 - PRE-DELIVERY - BASE TIME	N N/A			N		

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DON ALLEN AUTO CITY 5315 BAUM BOULEVARD PITTSBURGH PA 15224 phone 412 681-4800 fax 412 681-4914

FAX TRANSMITTAL

DATE	7/26/07	
то	Teresa Garcia	
FAX NUMBER	1866-432-1682	
COMPANY	· · · · · · · · · · · · · · · · · · ·	
DEPARTMENT		
FROM	Mary Derence EXT	225
COMMENTS		
	Number of pages including cover sheet	20

General Motors Conjection Business Resource Center PO Box 33170 Detroit, 341 48232-5170

VIA FAX ONLY

July 25, 2007

Michael Donatclli Don Allen Chevrolet Inc 5315 Baum Blvd Pittsburgh, PA 15224

RE:

Scrvice Request: 71-531935780

2005 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK52F057

Legal Research Specialist: Teresa Garcia.

Dear Mr. Donatelli:

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 are needed within 24 hours:

• Service and body shop repair orders of all internal, customer pay, and warranty repair orders (invoice copy and technician copy), (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons. Please cross reference GMVIS to ensure all documents are obtained

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.

Please fax them to 1-866-432-1682. 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 11200 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely, General Motors Corporation















GM Vehicle Inquiry System Summary

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<u>Help</u>

VIN:			1GIAK	52F057			11-1				
			1011111		TE TNI	FORMATIO	```				
7.7			1					. = .			
	andising M			K69 -2005 COBALT 4-DOO	R SEL	DAN 	Warranty Sta	rt Date	: = 0	3/26/200)5
BARS	Order Typ	e: `	70	- RETAIL - STOCK							
Deliver	ring Dealer	:		ASTRIOTA CHEVROLET IN 01 W LIBERTY AVE	C.		Selling Source	:	1	3 - CHE	VROLET
-		**	7 PF	TTSBURGH, PA 15226-12	09		Site Code:		1	3142	
		- 1	(4)	2) 343-2100			Business Asso	ciate C	ode: 1	13473	
Ser	vice Contra	ict :	No	Branded Title :	No	Warrai	ity Block :	No	PDI Stat	us:	Paid
				REQUIR	ED FI	ELD ACTIO	ONS	•			
Туре	Number			Descri	ption				Posted I	ate	Ştatus
RC	<u>05034</u>	A/C	SYSTE	M WIRING OR DUAL STAC	GE AT	RBAG MOD	ULE WIRING		N/A		Closed
SERVICE INFORMATIONAL I											
Vehicle Has No Current Record Of Outstanding Service Information											
				ON STAR AND XM SA	TELL	ITE RADIO	INFORMATI	ON			
Vehicle	Has No A	ssociate	ed On S	tar or XM Radio Informatio	n.						
				APPLICA	BLE	WARRANT	TES				
	,		Descr	ription		Effective Date	Effectiv Odomet		End Date	End	Odometer
36/360	00 BUMPEI	R TO B	UMPER	2		03/26/2005	4	miles	03/26/2008		36004 miles
72/100	000 SHEET	META	T COA	ERAGE RUST THROUGH		03/26/2005	4	miles	03/26/2011		100004 miles
39/3900	00 GM CER	TIFIEI	USED			03/26/2005	4	miles	06/26/2008		39004 miles
60/1000	000 GM CE	RTIFIE	D USE	D POWERTRAIN		03/26/2005	4	miles	03/26/2010		100004 miles
96/8000	00 FEDERA	L EMI	SSION	CATALYTIC CONV. AND F	PCM	03/26/2005	4	miles	03/26/2013		80004 miles
36/3600	00 FEDERA	L EMI	SSION			03/26/2005	. 4	miles	03/26/2008		36004 miles
60/6000	00 POWER	TRAIN	- U.S.			03/26/2005	4	miles	03/26/2010		60004 miles
	·			CL	AIM E	IISTORY				•	
R,O D		LO mber	Туре		L	abor Operat	ion				dometer Reading
						_					

GM Vehicle Inquiry System - Summary

itu

(FAX)412 681 4914 P. 004/020

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E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER 06/25/2007 335859 23983 miles STEERING -06/23/2007 # N27472 Z2080 - ROADSIDE SERVICE (TOWING) 24780 miles 06/11/2007 334954 # J5650 - INJECTOR, FUEL - REPLACE 23968 miles 06/11/2007 334954 # Z7902 - 2-DAY COURTESY TRANSPORTATION 23968 miles 06/05/2007 M84945 # Z2080 - ROADSIDE SERVICE (TOWING) 23000 miles 02/19/2007 328180 # L0618 - SENSOR, FUEL TANK PRESSURE - REPLACE 20088 miles 10/21/2006 H18192 # Z2081 - ROADSIDE SERVICE (LOCKOUT) 15000 miles 09/22/2006 319847 # K9995 - CUSTOMER CONCERN NOT DUPLICATED 15087 miles 05/19/2006 311313 # V1362 - 05034 - INSTALL A/C JUMPER HARNESS 10381 miles 02/22/2005 147804 Ţ Z6999 - PDI RELATED FLUID ADDS 5 miles 02/17/2005 Ι A66079 Z7000 - PRE-DELIVERY INSPECTION - BASE TIME 0 miles

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JUL-26-2007(THU) 15:19 Don Allen Auto City (FAX)412 681 4914 P.005/020

DOW ALLEN IS ELECTRONIC REPAIR FACILITY

07/26/2007 07:52:51

HISTORY LISTING

3062

PAGE 1 ______

CUSTOMER NAME : SERIAL NO. : 1G1AK52F057

R.O NO. : 336563

R.O DATE : 07/09/2007 R.O TYPE : B MILEAGE : 23971 ADVISOR NO. : 991

JOB NUMBER: 1 OPERATION 80CVZ02 OP. DESC. N.C. SOLD CLEAN SALE TYPE: I TECHNICIAN NO(S). 240

COMPLAINT : CLEAN NEW CAR FOR DELIVERY
CAUSE : SOLD

CORRECTION CLEANED FOR DELIVERY

Vahile

R.O NO. : 335947 R.O DATE : 06/26/2007 R.O TYPE : B MILEAGE : 23971 ADVISOR NO. : 991

JOB NUMBER: 1 OPERATION 80CVZ04 OP. DESC. FULL DETAIL SALE TYPE: I TECHNICIAN NO(S). 280 COMPLAINT : PERFORM FULL VEHICLE DETAIL
CAUSE : DETAIL

CORRECTION : FULL DETAIL COMPLETED

R.O NO. : 335944 R.O DATE : 06/26/2007 R.O TYPE : S MILEAGE : 23969 ADVISOR NO. : 991

JOB NUMBER: 1 OPERATION 94CVZUC OP. DESC. USED CAR RECON SALE TYPE: I TECHNICIAN NO(S). 755
COMPLAINT: GM CERTIFIED CHECK

CORRECTION: 12/12 PERFORMED

JOB NUMBER : 2 OPERATION 01CVZ07 OP. DESC. LUBE, OIL & FILTER SALE TYPE : I TECHNICIAN NO(S). 755

COMPLAINT : Customer requests: LUBE, OIL, AND FILTER SERVICE

CAUSE : VALVOLINE OIL

CORRECTION: CORRECTION: PERFORMED LUBRICATION, OIL AND FILTER CHANGE,

AND ADJUSTED FLUID LEVELS AS NECESSARY.

COMMENTS : CERT# 240197

R.O NO. : 335859 R.O DATE : 06/25/2007 R.O TYPE : S MILEAGE : 23884 ADVISOR NO. : 117

JOB NUMBER: 1 OPERATION 03CVZ OP. DESC. STEERING SYSTEM SALE TYPE: W TECHNICIAN NO(S). 755

COMPLAINT : CUSTOMER STATES CHK POWER STEERING CUTS OUT & BEEPING SOUND

ON DASH & LIGHT NO POWER STEERIN --CAR STALLS OUT

ON DASH & LIGHT
CAUSE : STEERING MODULE

CORRECTION : REPLACE STEERING COLUM

07/26/2007 07:52:51

HISTORY LISTING

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E7631

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

R.O NO. : 334954 R.O DATE : 06/11/2007 R.O TYPE : S MILEAGE : 23968 ADVISOR NO. : 117

JOB NUMBER : 1 OPERATION 24CVZ OP. DESC. DRIVEABILITY SALE TYPE : W TECHNICIAN NO(S). 755
COMPLAINT : CUSTOMER STATES CHK WHEN STARTING CAR GEAR SHIFT IS CLICKING

7 THEN CAR STALL OUT

7 THEN CAR STALL OUT
CAUSE : CODE P0300, MISSFIRE CYLINDER 2

CORRECTION: REPLACE FAULTY INJECTOR, CLEANED THROTTLE BODY AND ADDED

INJECTOR CLEANER TO FUEL, AND CLEARED CODES

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

J5650

JOB NUMBER: 2 OPERATION 98CVZ05 OP. DESC. RENTAL SALE TYPE: W TECHNICIAN NO(S).

COMPLAINT : RENTAL VEHICLE

WARRANTY: CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. Z7902

R.O NO. : R.O DATE : 06/06/2007 R.O TYPE : S MILEAGE : 23837 ADVISOR NO. : 117

JOB NUMBER: 1 OPERATION 03CVZ OP. DESC. STEERING SYSTEM SALE TYPE: W TECHNICIAN NO(S). 755

COMPLAINT : CUSTOMER STATES CHK POWER STEERING CUT OUT NO POWER STEERING

CAUSE : FOUND NO CURRENT CODES

CORRECTION: LOOKED FOR DAMAGED WIRES OR ANY PROBLEMS, NONE FOUND

JOB NUMBER: 2 OPERATION 24CVZ

OP. DESC. DRIVEABILITY

SALE TYPE : W TECHNICIAN NO(S). 755

COMPLAINT : CUSTOMER STATES CHK CLICKING SOUND IN GEAR SHIFT & CAR STALL

CORRECTION : COULD NOT DUPLICATE PROBLEM, NO CODES

R.O NO. :

R.O DATE : 02/19/2007 R.O TYPE : S MILEAGE : 20088 ADVISOR NO. : 809

JOB NUMBER: 1 OPERATION 35CVZ00 OP. DESC. ENG-ELECTRICAL MISC SALE TYPE: W TECHNICIAN NO(S). 189

07/26/2007 07:52:51

HISTORY LISTING

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COMPLAINT : CHECK ENGINE LIGHT STAYS ON

CAUSE : CODE PO442 EVAP EMMISION SYSTEM LEAK

FTP PARAMETER DISPLAY MORE THAN SPECIFIED VALVE 3.2V

CORRECTION : R/R FUEL TANK REPLACE FUEL TANK PRESSURE SENSOR

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

L0618

JOB NUMBER: 2 OPERATION 01CVZ02 OP. DESC. PA. STATE INSPECTION SALE TYPE: C TECHNICIAN NO(S). 189

COMPLAINT : PERFORM PA STATE SAFETY INSPECTION

CAUSE : STICKER NUMBER--FRT BRAKES--REAR BRAKES--TIRES

AI73814108 8/B 5/B 9/32

CORRECTION: IF THIS VEHICLE PASSED SAFETY INSPECTION, DON ALLEN DOES NOT

GUARANTEE THAT ANY PART MAY NOT FAIL AT ANY TIME.

JOB NUMBER : 3 OPERATION 17CVZ01 OP. DESC. PA EMISSION TEST

SALE TYPE : C TECHNICIAN NO(S). 189

COMPLAINT : PERFORM ENHANCED PA EMISSIONS TEST

CAUSE : STICKER NUMBER

IM72408377

CORRECTION: EMISSION TEST PERFORMED, INSPECTION REPORT RECIEPT

IS IN VEHICLE

JOB NUMBER: 4 OPERATION 04CVZ04 OP. DESC. ROTATE TIRES SALE TYPE: C TECHNICIAN NO(S). 189

COMPLAINT : CUSTOMER STATE ROTATE FRONT TIRE TO REAR AND NEW TIMES ON =

FRONT

FRONT
CAUSE : REC MAINT. CORRECTION : ROTATED TIRES

JOB NUMBER : 5 OPERATION 04CVZM2W OP. DESC. MT & BAL 2 NEW TIRES SALE TYPE : C TECHNICIAN NO(S). 189
COMPLAINT : MOUNT AND BALANCE TWO NEW TIRES

CORRECTION : COMPLETED

R.O NO. : 319847 R.O DATE : 09/22/2006 R.O TYPE : S MILEAGE : 15087 ADVISOR NO. : 448

JOB NUMBER: 1 OPERATION 24CVZ OP. DESC. DRIVEABILITY SALE TYPE: W TECHNICIAN NO(S). 127

COMPLAINT : CUST STATES CAR WAS IN PARKING SPACE AND CUST WHEN TO PUT

CAR INTO REVERSE AND CAR WHEN FORWARD--4 TIMES.

CAUSE : AS PER CUSTOMERS CONCERN.

CORRECTION: ROAD TESTED VEHICLE TO CHECK TRANS OPERATION, TRANS SHIFTS OK

NO NOISES HEARD, NOTHING ABNORMAL. CHECKED FOR BULLETINS OR PI'S FOR CONCERN, NOTHING FOUND, CHECKED FOR CODES, NOTHING STORED.CHECKED FLUID LEVEL AND CONDITION.FULL.COULD NOT DUP LICATE CONCERN.CHECKED SHIFTER LINKAGE AND MECHANISM, OK.OPER 07/26/2007

HISTORY LISTING

3062

07:52:51 ______

PAGE 4

ATING TO GM SPECSA THIS TIME.

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

K9995

R.O DATE : 05/19/2006 R.O TYPE : S MILEAGE : 10381 ADVISOR NO. : 117

JOB NUMBER: 1 OPERATION 99CVZ OP. DESC. CAMPAIGNS - RECALLS SALE TYPE: W TECHNICIAN NO(S). 256

COMPLAINT : CUSTOMER STATES PERFORM RECALL --05034

CAUSE : A/C WIRING HARNESS

CORRECTION: INSTALL HARNESS TO COMPLETE CAMPAIGN 05034

V1362

WARRANTY

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

V1362















T INDIEK DOLDT IKUL ERIEK IKKINE CINDA DIE HINDIN BIJERN (DIN 1980 DIEK DIEK HEIKT DIN DIEK DEEL DEEL

I IARIA AKAN IBIBA IIBII IBIBA AIARAI I 010	1	LIB(I B)E ILL					
10000C)	LAUREN MURF	'HY	99 TAG NO	7318	1NVOICE DATE 06/26/07	CVIS33594
DON ALLEN CHEN	/ROLET	LABOR HATE	Lic	MILEAGE		SILVER/	CV7318A
5315 BAUM BOULEV PITTSBURGH, PA 1	ARD	VEARTMAKET MODEL 05/CHEVROLE	T/COBALT/	SDN		03/26/05	DELIVERY MILES 24,303
FILISBORGH, PA I	3224	VEHICLE I.D. NO.				SELLING DEALER NO.	PRODUCTION DATE
		DT.E. NO. 02-295		P.O. NO.		~06 ⁷ /26/07	
^{€9} 412-681-4800	412-681-4800	COMMENTS					MO: 2396
GM CERTIFIE	D CAR RECON HOUR D CHECK	S: 1.00 TECH(S)	:755		72.00	DISCLAIMER C	F WARRANTIES
12/12 PERFO	KMED	10p # 1	TOTAL LABOR	e DADTC	70.00	The only warrant	ies, if any, applyin
J# 2 01CVZ07 1.UB	E. OIL & FILTER HOUR	JOB # 1		& PARIS	72.00	to the part(s) and/	or service are thos
Customer re	quests: LUBE, OIL, AND	FILTER SERVICE	1790		15.45	onered by the ma	nufacturer. The sell
VALVOLINE O CORRECTION:	PERFORMED LUBRICATION D FLUID LEVELS AS NECE	OIL AND FILTER	CHANGE,				expressly disclaim ither expressed c
		*					any implied warran
PARTSOTYFP-NUMB JOB # 2 1 V076	OIL F						bility or fitness for
		700 # 0	OB # 2 TOTA		9.65	particular purpe	se, and neithe
G.O.G. & SUPPLIES			TOTAL LABOR	a PARIS	25.10		thorizes any other for it any liability i
JOB # 2 5.4 MOTOR O JOB # 2 0.0 TRANSMT	IL @ SSION FLUID @	I.890 /UNI 1.750 /UNI	T		10.21	connection with th	e sale of this part(s
			TOTAL	- 60G	10.21	and/or service. I	Buyer shall not b
MTSCDE JOB # 2 A3 HA	SCRIPTION		-CONTROL NO-		1 00		or from the selling
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COMMENTSCERT# 240197		•••••		 -			f time, loss of profit
'A	'				İ	· ·	ny other incidenta
TECHNICIAN CERTIFICATION 755	· ·			7		damages.	
	••••••••••••••••••••••••••••••••••••••			• • • • • • • • • • • • • • • • • • • •		7/	/
CONTROL# ACCOUNT CV7318A 240	T NUMBER AMOUNT 108.31		TOTAL LA	30R	87.45	100	ank 'ou
		•	TOTAL PAI TOTAL SUI	BLET	9.65 0.00	21	au.
			TOTAL G.(TOTAL MI),G	10.21 1.00		
			TOTAL MI	SC.DISC	0.00 0.00	-~~	mu.
			TOTAL IN		108.31	TT IMPO	RTANT
							IVE A CUSTOMER SURVEY FROM
APPROVED BY SIGNAT		E INVOIC.	*****	*****	*****	THE MANUFACT	URER IN THE NEXT FOR ANY REASON
						YOU CANN	OT GRADE US ATISFIED" PLEASE
						YOUR COMPLE	SERVICE ADVISOR. TE SATISFACTION IQ. 1 GOAL.
						THANKS FOR Y	OUR PATRONAGE, S AT DON ALLEN
PAGE 1 OF 1	A Charles the state of the second		,				581-4800
A CONTRACT MATERIAL TO	ACCOUNTING COPY-I		I END Ö	F INVOICE 11	07:58am - I	. A.M	~~~ ·

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ACCOUNTING COPY-I

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140038	RALPH F PA	TTERSON 1	17 TAG NO.	720	07/02/07	CVW533585
	LABOR HATE	LIC	MILEAGE		SILVER/	STOCK NO. CV7318A
PITTSBURGH, PA	YEAR / MAKE / MODEL 05/CHEVROL	ET/COBALT/SDN			03/26/05	DELIVERY MILES 24,303
111111111111111111111111111111111111111	VEHICLE LD. NO. 1 G 1 A K	5 2 F 0 5 7			SELLING DEALER NO.	PHODUCTION DATE
	1. î. L. NO.	P.O. N	D .		"06/25/07	
	COMMENTS					Mo: 2388
ABOR & PARIS STEERING SYSTEM HO	URS: 1.50 TECH(S)	755		113.07	DISCLAIMER O	F WARRANTIES
TECH# DATE START FINISH 755 06/26/07 10.00 11.10 755 06/26/07 13.80 13.80 755 06/26/07 0.00 0.00 TOTAL TECH TIME	ACT TIME [1.10 0.00 F 0.00 1.50 (0.00 F	ESCRIPTION OLD OTHER OVERRIDE IN INVOIC INISHED	CING	115.07	The only warranti	ies, if any, applyi
CUSTOMER STATES CHK POWER STEER ON DASH & LIGHT NO POWER STEERI STEERING MODULE REPLACE STEERING COLUM	ING CUTS OUT & BEEF N CAR STALLS OUT				offered by the ma ing dealer hereby all warranties, e	expressly disclain
ARTSOTYFP-NUMBERDES DB # 1 1 15914408 COL	JOB # 1 COST TO	39.31 459.31 643	3.03	643.03	implied, including ties of merchantal particular purpo	bility or fitness for
	JOB # 1	TOTAL LABOR & PAR	₹TS	756.10		and the second s
CHNICIAN CERTIFICATION 755 BRIA	N SHAKESPEARE	081307		*********	person to assume	
		R/O TAX		0.00	connection with the and/or service.	
		R/O TOTALS		756.10	entitled to recove	
ARRANTY CLAIM DETAIL TOTALS	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				dealer any conse	
756.10 AIM TOTALS 756.10					damages to prop loss of use, loss of	f time, loss of prof
					or income, or a damages.	ny other incluen
ADDIOUGD BY STOMATING			•			•
APPROVED BY SIGNATURE					- Ilu	ank
DCS DATA FILE: GMGMWF.889	ANTY NEW CLAIM	**			17	,
1735 RO NUMBER RO DATE VIN 06/25/2007 1G1AK52F0	DIV DEAL	ER ODOMETER SER 1 23883 I	RVICE ADV	ISOR #	7	ou
CUSTOMER NAME: FIRST:	PHONE: WORK:				"Thu	RTANT 7
	T-PTS FC LABOP	LHRS OHRS NET- 1.5	AMT. LAB	-TOT. 13.07	YOU MAY RECE SATISFACTION THE MANUFACTI FEW WEEKS. IF,	IVE A CUSTOMER I SURVEY FROM JIRER IN THE NEXT FOR ANY REASON
**	•	R.O. TOTAL:	756.10		COMPLETELY S	OT GRADE US ATISFIED" PLEASF SERVICE ADVISOR.
****** DUPLICA	TE INVOIC	E ********	******	******	YOUR COMPLE	TE SATISFACTION IO. 1 GOAL.

Foliate (42) statement Projection

PAGE 1 OF 1 ACCOUNTING COPY-W

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140038	RALPH F F	PATTERSON	11 TAG NO	028	[™] 06/19/07	CVWS33495
	LABOR HATE	Lic	MILLAGE		SILVER/	STOCK NO CV7318A
DITTERURGII DA	YEAR/MAKE/MODEL 05/CHEVRO	LET/COBALT/	SDN		03/26/05	24,303
PITTSBURGH, PA	-	к 5 2 F 0 5			SELLING DEALER NO.	PHODUCTION DATE
	E.T.E. NO.		P.O. NO.		" <mark>ዕ</mark> ቼቻ11/07	
_	COMMENTS	<u>_</u>			30/ 11/ 01	MO: 2396
TECH# DATE START FINISH 755 06/12/07 10.30 10.50 755 06/12/07 11.30 11.30 755 06/12/07 11.30 11.30 755 06/12/07 11.40 11.80 755 06/12/07 0.00 0.00 TOTAL TECH TIME CUSTOMER STATES CHK WHEN STARTING 7 THEN CAR STALL OUT CODE P0300. MISSFIRE CYLINDER 2 REPLACE FAULTY INJECTOR. CLEANED INJECTOR CLEANER TO FUEL, AND CLE PARTS	S: 0.90 TECH ACT TIME 0.20 0.00 0.00 0.90 0.40 0.00 0.60 0.90 CAR GEAR SHIF THROTTLE BODY ARED CODES 1PTION TOR 3.300 JOB # 1 COST JOB # S: 0.00 TECH ACT TIME 0.00 0.00 JOB # IPTION-L-795292 SHAKESPEARE	DESCRIPTION FINISHED OVERRIDE IN IN FINISHED TIS CLICKING AND ADDED U/COST - E/COST - 31 11 31 11 TOTAL 31 11 JOB # 1 TOTAL 1 TOTAL LABOR 8 (S): DESCRIPTION 2 TOTAL LABOR 8	U/PRICE 43.55 PARTS PARTS PARTS	0.00 0.00 84.00	The only warrant to the part(s) and offered by the maing dealer hereby all warranties, eimplied, including ties of morchanta particular purposassumes nor auperson to assume connection with thand/or service. It entitled to recovidealer any consideranges to proloss of use, loss or income, or a damages.	MO: 2396 DF WARRANTIES ties, if any, applying for service are those anufacturer. The service expressly disclaim either expressed of any implied warrant ibility or fitness for ose, and neither expressed of the sale of this part (see for it any liability in sale of this part (see for it any liability in sale of this part (see from the selling equential damages perty, damages for time, loss of profit into other incidental carries.
APPROVED BY SIGNATURE				,	YOU MAY RECE SATISFACTION THE MANUFACT FEW WEEKS. IF, YOU CANN "COMPLETELY S CONTACT YOUR YOUR COMPLE IS OUR I THANKS FOR Y	RTANT EIVE A CUSTOMER N SURVEY FROM URER IN THE NEXT FOR ANY REASON OT GRADE US SATISFIED PLEASE SERVICE ADVISOR. ITE SATISFACTION NO. 1 GOAL. OUR PATRONAGE,
PAGE 1 OF 2 ACCOUNTING COPY-W		ICONTINUED ON	NEXT PAGEL ()7-58am		0S AT DON ALLEN 7

medicinations, per 90-00-0

















5315 Baum Boulevard • Pittsburgh, PA 15224 • (412) 681-4800 www.donallenauto.com

CUSTOMER NO. 140038	RALPH F PATTERSON	11 ^{TAG NO.} 028	06/19/07	CVWS334954
	LABOIS FATE	MILEAGE 23,96	STLVER/	5100KN0318A
PITTSBURGH, PA	05/CHEVROLET/COBA	LT/SDN	03/26/05	24,303
, , , , , , , , , , , , , , , , , , , ,	1 G 1 A K 5 2 F	0 5 7	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	r q. no.	"ბწ"11/07	
ਸ ਼	COMMENTS	•	•	MO: 23968
DCS AUDIT SLIP	RANTY NEW CLAIM		- DISCLAIMER O	OF WARRANTIES

ODOMETER SERVICE ADVISOR RO NUMBER RO DATE DIV DEALER 06/11/2007 1G1AK52F057 13011 CUSTOMER NAME: FIRST: MIDDLE: PHONE: WORK: PART-NO. 12582219 OHRS NET-AMT. LAB-TOT. LABOP. ND 1 J5650 111.39 TECH SSN: AUTH. AUTHOR .: LN-TOT: AUTH CODE: OHRS NET-AMT, LAB-TOT, 84.00 LN JOB CT PART-NO. TOT-PTS LABOP 84.00 EN TOT: AUTH CODE: AUTH. AUTHOR .: COMMENTS: 2G1WT55KX792

R.O. TOTAL: 195.39

DUPLICATE INVOICE

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.



YDU MAY RECEIVE A CUSTOMER
SATISFACTION SURVEY FROM
THE MANUFACTURER IN THE NEXT
FEW WEEKS, IF, FOR ANY REASON
YOU CANNOT GRADE US
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CONTACT YOUR SERVICE ADVISOR.
YOUR COMPLETE SATISFACTION
IS OUR NO. 1 GOAL
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0101ICVCS334715						
140038	RALPH F	PATTERSON	117 TAG NO	961	06/06/07	CVC5334715
	LABOR DATE	LI	MILEAGE		SILVER/	^{втоски} 318A
PITTSBURGH, PA	05/CHEV	ROLET/COBAL	r/sdn		03/26/05	24,303
121122VISHY 1A		4 K 5 2 F 0			SELLING DEALER NO.	PHOOUCTION DATE
•	F.T. E. NO.		P.O. NO.		^ზ ზ6⊁06/07	
	COMMENTS					MO: 23837
JOD# 1 CHARGES	 		,,	*******		
LABOR- J# 1 03CVZ CUSTOMER STATES CHK POWER STEERING FOUND NO CURRENT CODES LOOKED FOR DAMAGED WIRES OR ANY FOUND FOUND FOU	AN ASTERISK	FIX CVCS JOB# CH(S):755 IFT & CAR STALL FIX CVCS JOB# O813 TOTAL L TOTAL P TOTAL P TOTAL T TOTAL T	2 TOTAL	0.00 0.00 0.00 0.00 0.00 0.00	The only warranti to the part(s) and/offered by the maing doaler hereby all warranties, elimplied, including ties of merchantat particular purpo assumes nor aurerson to assume connection with the and/or service. Elementation of the control of the	es, if any, applying or service are those nufacturer. The sell-expressly disclaims ther expressed or any implied warran-polity or fitness for a se, and neither thorizes any other for it any liability in e sale of this part(s) suyer shall not be or from the selling equential damages, perty, damages for time, loss of profits my other incidental
PAGE 1 OF 1 ACCOUNTING COPY		. END	OF INVOICE 1	17:59am	FEW WEEKS. IF, I YOU CANNO "COMPLETELY SI COMTACT YOUR S YOUR COMPLET IS OUR NI THANKS FOR YO YOUR FRIENDS	FOR ANY REASON IT GRADE US IT GRADE US ITISFIED* PLEASE ERVICE ADVISOR. E SATISFACTION D. 1 GOAL.

CVCS328180

MO: 20088

CV7318A 24,303

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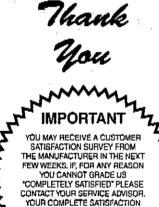


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OUSTOMED NO. 140038	ADVISON NHOC	E. KOWALE	SKI 80	798	02/19/07
	LABOR HATE		M	20,088	SILVER/
PITTSBURGH, PA	<u> YEAR7 МАКЕ</u> 05/С	HEVROLET/C	DBALT/SON	<u> </u>	03/26/05
PITTSBURGH, PA	VEHICLE LO.	1° A K 5 2	F 0 5 7		SELLING DEALEH NO.
	I.T.E. NO.		(A.O. NO.		" ზ27 19/07
-	COMMENTS			· · · · · · · · · · · · · · · · · · ·	02/13/0/
JOB# 1 CHARGES				***********	
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CHECK ENGINE LIGHT STAY CODE PO442 EVAP EMMISIC FTP PARAMETER DISPLAY M	IN SYSTEM LEAK HORE THAN SPECIFIED	VALVE 3.2V			to the part(s) ar
R/R FUEL TANK REPLACE F	UEL TANK PRESSURE S	SENSOR			offered by the n
PARTS QTY FP-NUMBER	DESCRIPTION SENSOR 3.107		UNIT PRIC	E- WARRANTY	ing dealer herel
			TOTAL - PART	s 0.00	all warranties,
JOB# 1 TOTALS	,				implied, includir
JOB# 2 CHARGES	JOB# 1 JOURNAL	PREFIX CVCS	JOB# 1 TOTA	L 0.00	particular pur
JOB# 2 CHARGES LABOR J# 2 DICVZOZ PA. STATE INSPE PERFORM PA STATE SAFETY STICKER NUMBERFRI BRA					assumes nor
J# 2 01CVZ02 PA. STATE INSPE	CTION HOURS:	TECH(S):189		22.95	person to assur
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STICKER NUMBERFRI BRA AI73814108 8/B 5/B 9/32 IF THIS VEHICLE PASSED GUARANTEE THAT ANY PART JOB# 2 TOTALS		-	LABOR	22.95	damages to pr
	JOB# 2 JOURNAL	PREFIX CVCS	JOB# 2 TOTA	L 22.95	loss of use, loss
JOB# 3 CHARGES					or income, or
JOB# 2 TOTALS JOB# 3 CHARGES LABOR J# 3 17CVZ01 PA EMISSION TES PERFORM ENHANCED PA EMI STICKER NUMBER IM72408377	T HOURS:	TECH(S):189			damages.
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IS IN VEHICLE				·	
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JOB# 3 TOTALS				İ	444
	•		LABOR MISC	26.55 2.40	74 IMP
700 // 4 011-0040	JOB# 3 JOURNAL	PREFIX CVCS	JOB# 3 TOTAL		YOU MAY FIE SATISFACT
JOB# 4 CHARGES			***************************************		THE MANUFA FEW WEEKS. YOU CA!
LABOR	HOURS:	TECH(S):189		12.95	*COMPLETEL
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PAGE 1 OF 3 ACCOUNT	ITING COPY	(CONT.)	MICO AN NEVE	W.O	744°
ACCOOR	ATTING WALL	[CONTI	NUED ON NEXT F	'AGE[07:59am [- M

DISCLAIMER OF WARRANTIES

ne only warranties, if any, applying the part(s) and/or service are those fered by the manufacturer. The sellg dealer hereby expressly disclaims warranties, either expressed or plied, including any implied warranes of merchantability or fitness for a rticular purpose, and neither sumes nor authorizes any other rson to assume for it any liability in nnection with the sale of this part(s) id/or service. Buyer shall not be titled to recover from the selling aler any consequential damages, images to property, damages for ss of use, loss of time, loss of profits income, or any other incidental mages.



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140038	3	JOHN	E. KOWAL	ESKI	809 rag NO.	798	**02/15/07	INVOIGLNO CVCS32818
		LABOR RÄTE			MILEAGE		SILVER/	втоск и 318A
PITTSBURGH, PA		YEAR/MAKE 05/CI	F/MODEL ! HEVROLET/	COBALT/	SDN	<u> </u>	03/26/05	DELIVERY MILES 24, 305
FILISBORGH, PA		VEHICLE LD.	1°. A K 5	2 F 0 5	7		SELLING DEALER NO.	PRODUCTION DATE
		F.T. E. NO.			P.O. NO.		" 02"/19/07	
		COMMENTS					02/11/07	MO: 2008
KLC MAINT,								
ROTATED TIR OB# 4 TOTALS							DISCLAIMER C	F WARRANTIES
OB# 4 TOTALS	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	:		LABOR	1	12.95	The only warrant	des, if any, applyin
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2 1914 2 TIRE	3370 U.	1956015 5.880) 6	77:	$71.36 \\ 1.00$	142.72	particular purpo	
				TOTAL -	PARTS	144.72	assumes nor au	
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AU IIA	CARDOOS WASTE DISPL	JAAL		TOTAL -	HTCC .	3.00	connection with th	ie sale of this part(
					WT2C .	3.00		,
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140038	JOHN E.	KOWALESKI	809 ^{TAG NO}	798	02/19/07	CVC532818
	LABOR RATE	fittimes etc.	MILEAGE	20,088	SILVER/	CV7318A
PITTSBURGH, PA		ROLET/COBALT/			03/26/05	DELIVERY MILES 24,303
171733311111111111111111111111111111111	VEHICLE I.D. NO.	K 5 2 F 0	5 7		SELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.		P.O. NO.		"027 1 9/07	
	COMMENTS	•				 Mo: 2008
TOTALS ***********************************	*	TOTAL LA TOTAL PA TOTAL SL TOTAL MI TOTAL MI TOTAL TA TOTAL IN	RTS JBLET O.G SC CHG. SC DISC	87,40 144,72 0,00 0,00 5,40 0,00 16,42	The only warran to the part(s) and offered by the ma ing doaler hereby	OF WARRANTIES tles, if any, applying l/or service are those anufacturer. The sell y expressly disclaim either expressed of
THANK YOU FOR YOUR BUSINESS!! CUSTOMER PAY MECHANICAL PARTS DESIGNATED WITH (*) ARE COVERED UNDER THE TERMS OF THE GM GOOD SERVICE PLUS LIFETIME PARTS AND LABOR WARRANTY CUSTOMER SIGNATURE	AN ASTERISK WWRENCH SAVE RECIEF		*****	*****	implied, including tles of merchanta particular purp assumes nor at person to assume connection with the	any implied warran ability or fitness for a ose, and nelthe athorizes any othe e for it any liability in the sale of this part(s Buyer shall not be
					entitled to recovidealer any consideranges to pro- loss of use, loss of	rer from the sellin sequential damages perty, damages for of time, loss of profit any other incidenta
					74	ank Iou
					m	m.
					YOU MAY RECI SATISFACTIO THE MANUFACT FEW WEEKS. IF	PRTANT 4 EIVE A CUSTOMER IN SURVEY FROM IVIDER IN THE NEXT IFOR ANY REASON
		•			COMPLETELY :	IOT GRADE US SATISFIED' PILEASE I SERVICE ADVISOR. ETE SATISFACTION















T 1930) BEIN 1171 SURD HEIN BING SING SING BING BING SING HEN TENET HER SUN BURG

140038	JOHN E. KOWAL	ESKI 8	09 ^{TAG NO.} 798	°02/25/07	CVWS32818
	LABOH HATE LI			SILVER/	STOCK 7318A
PITTSBURGH, PA	VEAR/MAKE/MODEL 05/CHEVROLET/	COBALT/SDN		03/26/05	24,303
TITSBURGH, FA	TGTAK5			BELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.	P.O. NO	э.	"02"19/07	
	COMMENTS			1,,	Mo: 2008
BUR & PARIS	OURS: 1.30 TECH(S):18	3	97.99	DISCLAIMED (NE WARRANTIES
TECH# DATE START FINIS 189 02/19/07 9.70 10.3 189 02/19/07 10.30 11.1 189 02/19/07 13.70 13.9 189 02/19/07 0.00 0.0 TOTAL TECH TIM CHECK ENGINE LIGHT STAYS ON CODE PO442 EVAP EMMISION SYSTE FTP PARAMETER DISPLAY MORE THAN R/R FUEL TANK REPLACE FUEL TAN RTS	H ACT TIME DESC 0 0.30 1.30 OVER 0 0.40 0.00 OVER 0 0.10 0.00 FINI 0 0.00 FINI E 0.80 1.30 M LEAK N SPECIFIED VALVE 3.2V K PRESSURE SENSOR SCRIPTION	RIPTION RRIDE IN INVOICE SHED SHED SHED -E/COSTU/PR 2 26.32 36 26.32 # 1 TOTAL PAR AL LABOR & PAR	RICE 36.85 CTS 36.85 TS 134.84	The only warrant to the part(s) and offered by the maing dealer hereby all warranties, elimplied, including ties of merchanta particular purposassumes nor auperson to assume connection with thand/or service. In ontitled to recovering and offered to recovering and offered to recovering the particular purposassumes assume that the particular is a particular to recovering the particular to recovering the particular to recovering the particular to recovering the particular to recovering the particular to recovering the particular to recovering the particular to the pa	ose, and neith athorizes any oth for it any liability ne sale of this part Buyer shall not t er from the sellir
RRANTY CLAIM DETAIL TOTALS		R/O TOTALS	134.84	dealer any cons damages to pro	equential damage
ATM#				loss of use, loss o	
134.84				or incomo, or a	ny other inciden
AIM TOTALS 134.84				damages.	
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APPROVED BY SIGNATURE				102	ank 'ar
S AUDIT SLIP DCS DATA FILE: GMGMWF.244				$\mathcal{I}_{\mathcal{I}}$	ou
02/20/2007 WARI 1127	RANTY NEW CLAIM		, · · ·		स्या ग उ.स.
RÖ NUMBER RO DATE VII 328180 02/19/2007 1G1AK52FI		ODOMETER SER	VICE ADVISOR #	74 M	my
CUSTOMER NAME: FIRST:	MIDDLE			ZH IMPO	RTANT 7
LAST:	PHONE; WORK:	HOME	**********	SATISFACTIO	EIVE A CUSTOMER N SURVEY FROM URER IN THE NEXT
	OT-PTS FC LABOP LI	HBS DHDS NET.	AMT. LAB-TOT.		
	36 85 P0442 L0618 AUTH CODE:	1.3 AUTH. A	97.99.	YOU CANN COMPLETELY S	FOR ANY REASON OT GRADE US SATISPIED PLEASE SERVICE ADVISOR.

Exérmitedate has (23) 864 0130















5315 Baum Boulevard • Pittsburgh, PA 15224 • (412) 681-4806 www.donallenauto.com

CUSTOMER NO. 140038	JOHN E. KOWALESKI 809 798	02/20/07 INVOIGE NO. 328180
		088 SILVER/ STOCK NO 318A
1 ATTODOROTT, FA	05/CHEVROLET/COBALT/SDN	03/26/05 DELIVERY MILES 24, 303
	IGIAK52F057	SELLING DEALER NO. PHODUCTION DATE
	F. f, E. NO. P.O. NO.	02719/07
***************************************	COMMENTS	Mo: 20088

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or Implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.



YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT YOUR SERVICE ADVISOR. YOUR COMPLETE SATISFACTION IS DUE NO. 1.50AL

THANKS FOR YOUR PATRONAGE, YOUR FRIENDS AT DON ALLEN (412) 681-4800





PROBERED AND SHOULD











S LECTIV BRIEF INCH BRIEF SICH BIBBI SIL BRIEF SIL BRIEF BIR (Der film) siese Jeier Berr Birli imm Franz

CUSTOMER NO. 140038	FRANK SCOL	IERI	148 ^{TAG NO} 431	09/27/06	CVWS319847
	LABOR RATE	LIÇ	MILEAGE 15,087	201.00	^{\$1} ℃√7318A
PITTSBURGH, PA	VEAR / MAKE / MODEL 05/CHEVROL	ET/COBALT/SD	N.	03/26/05	24,303
•	VENUCLLID NO. A K	5 2 F 0 5 7		SELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.	MO.7	NÖ.	[#] 09722/06	
AES	COMMENTS	•			мо: 15087
127 09/22/06 127 09/22/06 127 09/22/06 127 09/22/06 TO CUST STATES CAR WA CAR INTO REVERSE A AS PER CUSTOMERS C ROAD TESTED VEHICL NO NOTSES HEARD, NO PI'S FOR CONCERN, N STORED CHECKED FLU LICATE CONCERN, CHE	TART FINISH ACT TIME 8.50 9.00 0.50 0.30 9.80 9.80 0.00 0.00 0.00 0.00 0.30 TAL TECH TIME 0.50 0.30 S IN PARKING SPACE AND CUST WHE ND CAR WHEN FORWARD4 TIMES. DNCERN. E TO CHECK TRANS OPERATION TRAN THING ABNORMAL CHECKED FOR BULL OTHING FOUND CHECKED FOR CODES, ID LEVEL AND CONDITION, FULL COL CKED SHIFTER LINKAGE AND MECHAN THIS TIME.	DESCRIPTION OVERRIDE IN INVOI FINISHED FINISHED IN TO PUT		The only warranti to the part(s) and/ offered by the mai ing dealer hereby all warranties, of implied, including ties of merchantal particular purpo	es, if any, applying or service are those nufacturer. The sell-expressly disclaims ther expressed or any implied warrancillty or fitness for a se, and neither thorizes any other
WARRANTY CLAIM DETAIL TOTALS CLAIM# TOTAL 21.80 CLAIM TOTALS 21.80		R/O TAX R/O TOTALS	0.00 21.80	connection with the and/or service. E entitled to recove dealer any conso damages to prop loss of use, loss of	for it any liability in e sale of this part(s) suyer shall not be er from the selling opential damages, perty, damages for time, loss of profits
APPROVED BY SIGNATURE				or income, or ar damages.	ny other incidental
DCS AUDIT SLIP	GMWF 504 WARRANTY NEW CLAIM	LER ODOMETER SE	RVICE ADVISOR #		ank
CUSTOMER NAME: FI	RST: MIDD	LE:		7	ou
***********	TECH SSN: K999 AUTH CO	P LHRS OHRS NET 5 .3 DE: AUTH. R.O. TOTAL: E *********	-AMT. LAB-TOT. 21.80 AUTHOR.: 21.80	SATISFACTION THE MANUFACTI FEW WEEKS, IF, YOU CANNO COMPLETELY S, CONTACT YOUR IS OUR N THANKS FOR YOUR FOR YOUR FOR YOUR FIRENDS	RTANT IVE A CUSTOMER I SURVEY FROM JAFER IN THE NEXT FOR ANY REASON IT GRADE US ATISFIED PLEASE SERVICE ADVISOR. OL 1 GOAL DUR PATRONAGE, 6 AT DON ALLEN
PAGE 1 OF 1 ACC	DUNTING COPY-W	END OF IN	VOICE] 07:59am	m	mm.













140038	RALPH F	PATTERSON	117 TAG NO	596	05/23/06	CVWS3113
	LABOR RATE	LIGHT HE	MILEAGE		SILVER/	CV7318A
PITTSBURGH, PA	YEAR/MAKE/MOO 05/CHEV	DEL ROLET/COBALT/	/SDN		03/26/05	DELIVERY MILES 24,303
LTIIDUNUN, FA		A K 5 2 F 0			SELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.		P.O. NO.		⁽⁽⁰⁵⁾ 19/06	
	DOMMENTS			!		Mo: 1038
TECH# DATE STAR 256 05/19/06 10.8 256 05/19/06 0.0 TOTAL CUSTOMER STATES PERFO E A/C WIRING HARNESS INSTALL HARNESS TO CO V1362	RT FINISH ACT TIME 30 11.00 0.20 0.00 DD 0.00 0.00 0.20 L TECH TIME 0.20 0.20 DRM RECALL 05034 DMPLETE CAMPAIGN 05034	FINISHED OVERRIDE IN I	-U/PRICE) 13.99) AL PARTS & PARTS	13.99 13.99 28.52 0.00 28.52	The only warrant to the part(s) and/offered by the maing dealer hereby all warranties, e implied, including tles of merchanta particular purpossumes nor auperson to assume connection with the and/or service. Eentitled to recove dealer any consideranges to proloss of use, loss of	DF WARRANTIES ies, if any, applying for service are those nufacturer. The second any implied warrant billty or filmess for itse, and neith thorizes any other than the sale of this part of the sale of this part of the sale of the second any implied warrant the sale of the part of the sale of the part of the sale of the selling acquential damages of time, loss of prof
APPROVED BY SIGNATURE			•		or income, or a damages.	ny other inciden
DCS AUDIT SLIP DCS DATA FILE: GMGMW 05/23/2006 1/22	WF.022 WARRANTY NEW CLAIM	 			_	ank
RO NUMBER RO DATE 311313 05/19/2006	VIN DIV 5 1G1AK52F057 3	DEALER ODOMETER 13011 10381	SERVICE AD	OVISOR #	21	'ou
CUSTOMER NAME; FIRST	r: PHONE: W	MIDDLE:	HOME:			. .
	NRT-NO. TOT-PTS FC 3785514 13.99 96	LABOP LHRS OHRS V1362 .2	NET-AMT. LA	14.53	SATISFACTION	RTANT Z, EIVE A CUSTOMER X N SURVEY FROM URER IN THE NEXT
**************************************	JPLICATE INVO	I C E *****	****	*****	YOU CANN COMPLETELY S CONTACT YOUR	FOR ANY REASON OT GRADE US SATISFIED' PLEASE SERVICE ADVISOR. TE SATISFACTION
					THANKS FOR Y	NO. 1 GOAL. OUR PATRONAGE, IS AT DON ALLEN 681-4800





JUL 23 2007

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

JUL 2 3 2007

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FLORIDA OFFICE – NORTH 2815 Remington Green Cir., Suite 200 Tallahassee, FL 32308

FLORIDA OFFICE - CENTRAL 8270 Woodland Center Blvd. Tampa, FL 33614

FLORIDA OFFICE – SOUTH 13876 Southwest 56th St., Suite 476 Miami, FL 33175

MASSACHUSETTS OFFICE 25 Burlington Mall Rd., Suite 300 Burlington, MA 01803

MICHIGAN OFFICE 22260 Haggerty Rd., Suite 250 Northville, MI 48167

NORTH CAROLINA OFFICE 4030 Wake Forest Rd., Suite 300 Raleigh, NC 27609



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CORPORATE HEADQUARTERS

55 Public Square, Suite 650 Cleveland, OH 44113 P (216) 621-6101 F (216) 621-6006

PLEASE REMIT ALL CORRESPONDENCE TO CORPORATE HEADQUARTERS

NEW JERSEY OFFICE J.D. Narula, Esq.* 2001 Route 46 Waterview Plaza, Suite 310 Parsippany, NJ 07054 *Licensed in New Jersey

PENNSYLVANIA OFFICE - WEST 1751 Lincoln Hwy. North Versailles, PA 15137

PENNSYLVANIA OFFICE – EAST 1060 First Ave., Suite 400 King of Prussia, PA 19406

TENNESSEE OFFICE 102 Woodmont Blvd., Suite 200 Nashville, TN 37205

VIRGINIA OFFICE 700 East Main St., Suite 1600 Richmond, VA 23219

July 19, 2007

VIA REGULAR U.S. MAIL

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

Re: Settlement Demander To Settlement Demander

Our Client:

ομεία μής από ής 2005 Chevrolet Cobalt

Vehicle:

Date of Purch/Lease: March 26, 2005

VIN:

1G1AK52F057

Current Mileage:

24,220

Our File No:

071253LL

Dear Case Manager:

Same Brown

Please be advised that this office has been retained by regarding the above-referenced vehicle which was obtained from Castriotta Chevorlet (Pittsburgh, PA). Since that time, our client's vehicle has undergone repeated repair attempts for a number of defects and nonconformities. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and nonconformities include, but are not limited to, the following:

- 1. Steering;
- 2. Noises; and
- 3. Any and all additional complaints actually made, whether contained on company invoices or otherwise.

These nonconformities substantially impair the use, value and safety of the subject vehicle as defined under the Pennsylvania Lemon Law, the Magnuson-Moss Warranty-Act and the Pennsylvania Uniform

Commercial Code. Because the "purchase of a new car is a major investment [which is] rationalized by the peace of mind that flows from its dependability and safety...," these defects have understandably caused our client to lose all faith and confidence in the vehicle's integrity. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195 (N.J. Super. Ct. 1968).

Therefore, you are hereby notified that our client is revoking acceptance of the vehicle effective immediately. Our client has directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our client may return the vehicle and recoup these expenses. DO NOT CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO THIS LAW OFFICE.

Please contact me as soon as possible to discuss resolving this matter. Enclosed please find the purchase documents, all the repair orders in our client's possession and any other documents pertinent to this claim. Pursuant to the understanding reached in this matter between this office and your local counsel, both parties have agreed to waive informal arbitration in attempt to resolve this matter within forty (40) days from the date of this letter. If we are unsuccessful, we have been directed to commence formal legal proceedings against you.

Sincerely,

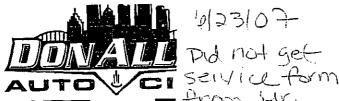
Meredith Allie-Gordon Attorney for Maxine Babjak

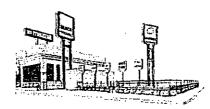
MAG/pe Enclosures

cc: Maxine Babjak

071253LL / BABJAK, M. V. GM\T:\team50\template\document\00000121.dot

¹Until this matter is resolved, our client reserves the right to make appointments to have current and future defects repaired by any authorized dealer of the consumer's choice, especially while the vehicle remains under warranty.





[END OF INVOICE] 01:56pm



₩£5334715

MO: 23837

PRODUCTION DATE

CHEVROLET

PAGE 1 OF 1





from Hr.

Boulevard • Pittsburgh, PA 15224 • (412) 681-4800 www.donallenauto.com

		MAR (B)		
GUSTOMER NO. 140038	RAEPH F PAT	/ /	(1/	*08706/07
	LABOR RATE	LICENSE NO. MIL	EAGE 23,837	COLON
	VOS / CHEVROLE	T/COBALT/4 DOO!	R SEDAN	03726705
PITTSBURGH, PA		5 2 F 0 5 7		SELLING DEALER NO.
	F.T. E. NO.	P.O. NO.		706/06/07
5	COMMENTS			<u> </u>
JOR# 1 CHARGES		· · · · · · · · · · · · · · · · · · ·		T DIOC! ASSESS
LABOR-	DE A SALL A STECKIES		Sections warranty	DISCLAIMER
LABOR- J# 1 03CVZ STEERING SYSTEM HOUL CUSTOMER STATES CHK POWER STEERI	NG CUT OUT NO POWE	R STEERING		The only warran
LOOKED FOR DAMAGED WIRES OR ANY	PROBLEMS, NONE FOL	DAI		to the part(s) and
JOB# 1 TOTALS			* * * * * * * * * * * * * * * * * * * *	offered by the m
JOB# 2 CHARGES	1 JOURNAL PREFIX	CVCS JOB# 1 TOTAL	0.00	
JOB# 2 CHARGES			· · · · · · · · · · · · · · · · · · ·	all warranties, implied, including
LABOR	RS: TECH(S): 755 (25):33	WARRANTY	tles of merchant
CUSTOMER STATES CHK CLICKING SOU	ND IN GEAR SHIFT	G CAR STALL		particular purp
COULD NOT DUPLICATE PROBLEM, NO		·. 		assumes nor a
JOB# 2 TOTALS		• •	•	person to assum
J0B#	2 JOURNAL PREFIX	CVCS JOB# 2 TOTAL	0.00	1
TECHNICIAN CERTIFICATION	CHAKESPEARE	081307		and/or service.
TOTALS				1
*************				I demonde to be
*	*	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC	0.00	loss of use, loss
* [] CASH [] CHECK CK NO. [*	TOTAL SUBLET	0.00 0.00	or income, or
* [] VISA [] MASTERCARD [] DISCOVER	*	TOTAL MISC CHG.	0.00	damanes.
*	*	TOTAL MISC DISC	0.00 0.00	
* [] AMER XPRESS [] OTHER [] CHARGE	*			
* [] GMPP CARD	 	TOTAL INVOIC	E \$ 0.00	
THANK YOU FOR YOUR BUSINESS!! CUSTOMER PAY MECHANICAL PARTS DESIGNATED WITH (*) ARE COVERED UNDER THE TERMS OF THE GM GOO SERVICE PLUS LIFETIME PARTS AND LABOR WARRAN	JUWWRENCH			44
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CUSTOMER SIGNATURE				YOU MAY RESATISFACT
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CUSTOMER COPY

DISCLAIMER OF WARRANTIES

ies, if any, applying or service are those nufacturer. The sellexpressly disclaims ither expressed or any implied warranbility or fitness for a ose, and neither ithorizes any other e for it any liability in ne sale of this part(s) Buyer shall not be er from the selling equential damages, perty, damages for of time, loss of profits any other incidental

> Thank You

IMPORTANT

YOU MAY RECEIVE A CUSTOMER
SATISFACTION SURVEY FROM
THE MANUFACTURER IN THE NEXT
FEW WEEKS. IF, FOR ANY REASON
YOU CANNOT GRADE US
COMPLETELY SATISFIED PLEASE
CONTACT YOUR SERVICE ADVISOR.
YOUR COMPLETE SATISFACTION
IS OUR NO. 1 GOAL.
THANKS FOR YOUR PATRONAGE.
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(412) 681-4880















mazoa

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	7 7 1 1 1 N				
CUSTOMER NO. 1.40038	RAMEPH FEPATT	RSON 117"	IS NO 028	<u> 106712707</u>	"@VE5334954
	LABOR RATE LI	TENSE NO. MILE	GE 23,968	COLOR	STOCK NO.
PITTSBURGH, PA	YES PEHEWROLET	COBALT/4 DOOR	SEDAN	母3920705	DELIVERY MILES
PITISBURGH, FA	Affic@rotwoy K 2	2 F U 5 7		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		F06/11/07	
JOB# 1 CHARGES	COMMENTS				<u>' мо: 23968</u>
LABOR- J# 1 24CVZ DRIVEABILITY CUSTOMER STATES CHK WHEN S		'55 1524 W. Albi (1704)	WARRANTY	DISCLAIMER C	F WARRANTIES
CUSTOMER STATES CHK WHEN S 7 THEN CAR STALL OUT CODE POSOO, MISSFIRE CYLIN REPLACE FAULTY INJECTOR. C INJECTOR CLEANER TO FUEL.	INFR 2			to the part(s) and	ies, if any, applying for service are those anufacturer. The sell
PARTSQTYFP-NUMBER1 12582219	DESCRIPTIONINJECTOR 3.300	TOTAL - PARTS	WARRANTY 0.00	all warranties, e	expressly disclaim: oither expressed of any implied warran
JOB# 1 TOTALS				ties of merchanta	bility or fitness for
JOB# 2 CHARGES	JOB# 1 JOURNAL PREFIX C	VCS JOB# 1 TOTAL	0.00	1 '	ose, and neithe uthorizes any othe
LABOR- J# 2 98CVZ05 RENTAL RENTAL RENTAL VEHICLE	HOURS: 0.00 TECH(S):	建设设施工程度 基础	WARRANTY	connection with the	e for it any llability i he sale of this part(s
	07 RENTAL=/95292	TOTAL - SUBLET	WARRANTY 0.00	entitled to recov	Buyer shall not b ver from the sellin sequential damages
JOB# 2 TOTALS	JOB# 2 JOURNAL PREFIX C		0.00	loss of use, loss	operty, damages for
TECHNICIAN CERTIFICATION	BRIAN SHAKESPEARE	081307	· -	or income, or a damages.	any other incident
				74	iank
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YOU MAY RECEIVE A CUSTOMER
SATISFACTION SURVEY FROM
THE MANUFACTURER IN THE NEXT
FEW WEEKS. IF, FOR ANY REASON
YOU CANNOT GRADE US
"COMPLETELY SATISFIED" PLEASE
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IS OUR NO. 1 GOAL.
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CUSTOMER NO. 140038	RXEPH F	PATTERSON	117 TAG N	028	"06712707	"CVE\$334954
	LABOR ROBAL	LICENSE NO.	MILEAGE	23,968	COLOR	этоск но.
	YPIONERE	BLET/COBALT/	4 DOOR 5	EDAN	9937287 05	DELIVERY MILES
PITTSBURGH, PA	· ·	K 5 2 F 0 5			SELLING DEALER NO.	PRODUCTION DATE
	FT.E.NO.		TP.O. NO.		F06/11/07	
					00/11/0/	MO: 23968
	COMMENTS					FIO. 23300
**************************************	* * * * * * * * * * * * * * * * * * *		RTS BLET O.G SC CHG. SC DISC	0.00 0.00 0.00 0.00 0.00 0.00	The only warrant to the part(s) and offered by the ming dealer hereball warrantles, implied, including ties of merchant particular purpassumes nor a person to assume connection with and/or service, entitled to recordanages to pulloss of use, loss	of Warranties Ities, if any, applying Idor service are those anufacturer. The sell- y expressly disclaims either expressed or g any implied warran- ability or fitness for a bose, and neither authorizes any other authorizes any other for it any liability in the sale of this part(s) Buyer shall not be over from the selling isequential damages, roperty, damages for of time, foss of profits any other incidenta
PAGE 2 OF 2 CUSTOMER COPY		[END	OF INVOICE] 12:04pm	damages. You MAY P SATISFACTHE MANUFFEW WEEKS COMPLETE COMPLETE CONTACT WY YOUR COMPLETE CONTACT WY YOUR FAMAKS PER YOUR FAMA	ORTANT ECEIVE A CUSTOMER TION SURVEY FROM ACTURER IN THE NEXT SIF, FOR ANY REASON ANNOT GRADE US ILY SATISFIED' PLEASE DUR SERVICE ADVISOR PLETE SATISFACTION UR NO. 1 GOAL DER YOUR PATRONAGE, ENDS AT DON ALLEN A12) 681-4800

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Teresa Garcia State: PA

Customer Name:	Service Request: 71-531	935780 GM Legal File	e No.: {Number}
Vehicle ID No.: 1G1AK52F057 Ir Year, Make & Model: 2005 CHEVROLET COB	n Service Date: 03/2605 ALT	Vehicle is: NEW Vehicle Purchased Use odometer	BAC Code: 113473 ed on: N/A at
Lien holder: GMAC☐ Other☐: {Name}		odometer	

VEHICLE REPAIR HISTORY

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/19/07	328180	1	20088	C/S CHECK ENGINE LIGHT STAYS ON / EVAP EMISSION SYSTEM LEAK. FTP PARAMETER DISPLAY MORE THAN SPECIFIED VALVE 3.2V — REPLACE FUEL TANK PRESSURE SENSOR.
06/06/07	334715	*	23837	C/S CHECK CLICKING SOUNDS IN GEAR SHIFT & CAR STALL OUT / COULD NOT DUPLICATE PROBLEM, NO CODES.
06/11/07	334954	2	23968	C/S WHEN STARTING CAR GEAR SHIFT IS CLICKING AND THEN CAR STALLS OUT / MISFIRE CYLINDER 2 – REPLACE FAULTY INJECTOR, CLEANED THROTTLE BODY AND ADDED INJECTOR CLEANER TO FUEL AND CLEARED CODES (2 DAY RENTAL)

☐ <u>Steering</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/06/07	334715	1	23837	C/S CHECK POWER STEERING CUT OUT NO POWER STEERING / FOUND NOT CURRENT CODES. LOOKED FOR DAMAGED WIRES OR ANY PROBLEMS. NONE FOUND
06/25/07	335859	8	23983	C/S POWER STEERING CUTS OUT AND BEEPING SOUND ON DASH AND LIGHT, NO POWER STEERING. CAR STALLS OUT / STEERING MODULE – REPLACE STEERING COLUMN

☐ <u>Transmission</u>

Date:	<u>RO # :</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/22/06	319847	6	15087	C/S CAR WAS IN PARKING SPACE AND CUSTOMER WENT TO PUT CAR INTO REVERSE AND CAR WENT FORWARD. 4 TIMES – ROAD TESTED VEHICLE TO CHECK TRANSMISSION OPERATION. TRANSMISSION SHIFT OK. NO NOTES. HEARD NOTHING ABNORMAL. CHECKED FOR BULLETINS OR PO'S FORM CONCERN, NOTHING FOUND. CHECKED FOR CODES, NOTHING STORED. CHECKED FLUID LEVER AND CONDITION, FULL. COULD NOT DUPLICATE CONCERN. CHECK SHIFTER LINKAGE AND MECHANISM. OK. OPERATING TO GM SPECS AT THIS TIME.

☐ Other

<u>Date:</u>	<u>RO # :</u>	<u>Days Out</u> :	<u> Mileage:</u>	Description of Complaint and Repair Performed:
05/19/06	311313	5	10,381	PERFORMED RECALL 05034 / A/C WIRING HARNESS – INSTALL HARNESS TO COMPLETE CAMPAIGN 05034

THE STATE LEMON LAW READS:

Davs out of service: 30 Repairs: same nonconformity 3 times and it still exists Time period 12 months / 12K miles Does Lemon Law state nonconformity must continue to exist? yes If applicable, safety-related repairs n/a Safety-related time period x / x Number of repair attempts in the presumption period: 0 Total days out of service during the presumption period: 0 **Total days out of service during customer's ownership:** 23 RECOMMENDATION AND RATIONALE CUST HAD ZERO REPAIR ATTEMPTS UNDER PRESUMPTION CUST HAD FOLLOWING CONCERNS UNDER WARRANTY: (1) FUEL TANK (1) INJECTOR (1) STEERING COLUMN CRS RECOMMENDS A VERY SMALL CASH SETTLEMENT OFFER OF \$1,000 TO CUSTOMER MSRP=\$11,432 20%= \$2,286 ATTY FEES= \$1,500 REASON FOR REMOVAL **CRM FINAL OFFER: DATE: OFFER TO CUST:** \$ **ATTORNEY FEES: \$ OR INCLUSIVE OFFER:** \$ **PLAINTIFF'S FINAL DATE: AMOUNT TO CUST: \$ DEMAND:**

ATTORNEY FEES: \$
OR INCLUSIVE OFFER: \$

Date:

TEAM MANAGER APPROVING:

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY
PROCESSING SOURCE: CHEVROLET

05/13/06 PROCESSING SOURCE: CHEVROLET
PAGE: 14:11:16

PA

VIN: 1G1AK52F0 57 SELLG SCE: 13 MDL YR: 05 ORD NO: HWQZMV

ODATE: 01/20/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 13142 DDATE: 03/26/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 03/28/05 ORDER BY:

CANC: CANC DOE:

CANC DOE:
TRADE: DLVY TO:
TRD DOE:
SRVC IN: PITTSBURGH
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
 MTHD
 DLR
 SHR
 STAT

 CCS
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 13
 13142
 157555
 04/02/05
 3,700.00
 OP
 0.00
 9

PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: GMAC INC MEMO NO: 157555 AUTH PUR CD:
MISC DATE: 03/26/05 MISC: 0000021916 A2

POLICY PYMT CMNT: ACTV TYPE: 6

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
 MTHD
 DLR
 SHR
 STAT

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 13142
 00027875028
 03/29/05
 19.01
 OA
 0.00
 9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00027875028 AUTH PUR CD:
MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT LPE 01 13 13142 00027884799 03/30/05 500.00 OA 0.00 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00027884799 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT XSD 01 13 13142 157555 04/02/05 1,479.31 OP 0.00 9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 157555 AUTH PUR CD:
MISC DATE: 03/26/05 MISC: 0000021916MEA0

POLICY PYMT CMNT: ACTV TYPE: 6



GENERAL MOTORS BUSINESS RESOURCE CENTER

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

Tuesday, July 03, 2007

Mr. Phil Garofolo, Service Director BOB JOHNSON CHEVROLET 1271 W RIDGE RD ROCHESTER, NY 14615-2406

Re:

Siebel Request: 71-534186786 2005 Chevrolet Cobalt VIN # 1G1AK12F557

Dear Mr. Phil Garofolo:

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
- Vehicle Registration and/or Title
- 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,

Giovanna Floreno BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 11549 FAX# 866-893-7512

Case Assessment By: C	Giovanna Floreno	Siebel/CARS Reques	Siebel/CARS Request #:71-534186786				
Customer Names							
Veh year:2005	Make:Chevrolet	Model:Cobalt	Current mileage:19,527				
Veh ID	In Service Date:7/2005	Purchased:	If used:				
#:1G1AK12F557							
What is the customer seeking?customer would like to have the vehicle replaced							
		·					

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: A/C concerns

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

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

6/16/2007	535804	18,540	1	Customer comp squeak rattle from dash. See Pete.
				Verify on road test that steering column causing rattling
				noise and steering shaft clunking.

OTHER SYMPTOM/CONCERN:

Date: R	O#: <u>Mi</u>]	Leage:	Days Out:	Description of Repair:
4/13/2006	490609	8,019	1	Customer states there is a scrapping noise from the front
				or rear of the vehicle when in motion, mostly at low
				speeds

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date: RO#: Mileage: Days Out: Descripti	n of	Repair:
---	------	---------

6/16/2007	535804	18,540	*	Customer comp when driving in rain seems to hydro
				plain. OK to replace 4 tires, worn premature to keep
				customer satisfaction

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

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

7/17/2006	501519	11,623	*	Customer complaint driver's seat is wearing- install SOP	
7/10/2006	500754	4 9,200 *		Customer complaint drivers seat back is wearing and	
				seat bottom	

OTHER SYMPTOM/CONCERN:

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

Date: Milleage: Days e		Day D Cac.	Debeliperon of Repair:	
7/17/2006	501519	11,623	1	Customer complaint foam around door check peeling-install SOP
7/10/2006	500754	9,200	1	Customer complaint door makes noise when opening.
8/1/2005	463035	343	1	Customer states while driving at low speeds and windows down radio and over bumps vehicle squeaks from all 4 wheels

OTHER SYMPTOM/CONCERN:

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

Team Lead Approval:

Date:

4/26/2006	492081	8,462	1	Customer states fabric is coming apart from doors SP is in
4/13/2006	490609	8,019	*	Customer states the fabric is coming away from the pull cups on both doors

OTHER SYMPTOM/CONCERN:

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

7/17/2006	501519	11,623	*	Customer complaint radio powers on and off on its own. Ordered radio 15278465. OK for overlapping
3/7/2006	488916	7 206	4	Customer states radio locks up/ intermittent clock goes
3///2006	400310	1,200	1	
				out.

OTHER SYMPTOM/CONCERN:

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

<u>Date:</u> R	O#: <u>Mi</u>]	Leage:	Days Out:	Description of Repair:
8/21/2006	504214	11,899	12	Customer complaint CD was stuck in CD player, locked up, was able to get CD out. Cause: Could not duplicate. Could not duplicate customer's concern. F/. See time spent. Check radio/CD operation, ok. No DTC's The concern seems to be that a certain CD will not eject sometimes. The display does not read "LOCK" as it did previously. Customer will try other CD;s and/or stop in when the problem is current
8/3/2006	502993	11,807	4	Customer complaint radio just installed is now inop. Cause: Inoperative. R0125 Radio- reprogram. N4800 Module, computer (Control) Body replace. Radio needed pass through programming verified customer's concern. Vehicle radio in lock tried reprogramming with Tech 2. Did not work. Check bulletins. Found 1 regarding lock issues. Perform vehicle VIN relearn program did not work. Called Tech hotline said have had problems with BCM with radio concerns, said to reprogram pass thru TIS 200 did and radio unlock for now. Tech said if vehicle comes back replace BCM, radio is working, presently release vehicle 7/31-8/3. Tech 91. The radio would not stay unlocked. Reprogramming with the pass-through method would unlock it for 1 or 2 key cycles. The set-up procedure with the Tech 2 didn't work right. Called TAC to discuss the problem. Called techline twice, Case #1254880 and 1255384. wound up replacing the radio again and back dating the tech 2 version 26.005 to set-up the radio properly. There is a problem with versions 26.006 and 26.007 Closed TAC case #9089377. Spoke to Wes Nicholas
8/1/2005	463035	343	*	Customer states radio works but CD player rears error and will not accept CD

OTHER SYMPTOM/CONCERN:

Date	RO# •	Mileage.	Davs Out.	Description	of Repair.
Date.	1.Οπ•	MITTERGE.	Days Out.	Describeron	or Kepair.

4/26/2007	531216	17,091	1	Customer states of a squeak noise while driving seems to be the wheel covers. Cause: Wheel covers loose. E0027 Cover, wheel- all – replace. Wheel covers loose. Drove vehicle, hear a squeak noise while driving. Inspect vehicle found hub caps loose. Found bulletin to install wheel cover insulators. Installed insulators. Drove vehicle no longer hear squeak noise

Team Lead Approval:

5/11/2006	493891	9,096	1	Customer complaint of rattling wheel covers			
OTHER S							
				escription of Repair:			
9/9/2005	467904	1,132	1	Customer complaint of missing grommet on pass side door			

OTHER S'							
			ys Out: De	escription of Repair:			
8/1/2005	463035	343	*	Customer states when closing trunk- tail light cover falls off			
OTHER S	YMPTOM/(CONCERN:					
			ys Out: De	escription of Repair:			
8/1/2005	463035	343	*	Customer states rear window was not clean at delivery-			
				clean all windows inside and out			
OTHER S	VMDTOM/	CONCEDNI					
			ys Out: De	escription of Repair:			
3/28/2007			2	Customer states groaning noise from front suspension,			
0/20/2001	020012	10,17	-	check underneath vehicle for anything loose. Visual for			
				customer satisfaction. May be normal noise. Cause:			
				Worn E3557 Bushings and/or shaft, front control arm			
				Lower both replace. Test drove felt clunk over bumps			
				found both arm bushings faulty. Replaced both faulty			
				front bushings set toe test drove no noise present.			
Total Day	s out of S	ervice: <u>28</u>	_(excluding da Collision Rep	ys for customer pay reasons such as; Maintenance and pairs)			
VEHICLE	MEETS P	RESUMPTIO	N LEMON LA	W? YES: NO:X			
What is o	custome	r eligible for	r (based upo	n the BBB Program Eligibility Guidelines and the			
				ng presumption)? Customer is eligible for repairs,			
				hase under NYS and GM program summary			
		, J G		and the second compression community			
DVM and/	or DEALE	R RECOMM	ENDATION(s)	<u>.</u>			
			. , , , ,	-			
000 000	OMM	ATION 2 D.	TIONAL E (E)	DI AINI).			
CRS RECOMMENDATION & RATIONALE (EXPLAIN):							
Decisio	n reach	ed by CRS	: Arbitrat	e case: X			
_ 55.5.0		, - · · · ·					
		Team Le	ead Approva	l: Date:			

Revised by c.mallett 09/07/06



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838 Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

MANUFACTURER RESPONSE FORM

Case Number: CHV0746548 Customer Name: VIN: 1G1AK12F557 This claim is IN Warranty Has the customer contacted your Is the VIN listed above correct? If you checked NO, please indicated Customer Contact Info:	regarding the claim?	\square YES \square	State: ng Location: YES 💆 NO NO	NY Buffa	
SETTLEMENT INFORMATIO What, if anything, are you willing dealership name for repairs, speci	to offer the customer		pute? Pleas	e includ	e as much detail as possible (e.g.,
Has this offer been communicate If you checked YES, please indica The customer accepted the off The customer rejected the offer The customer has not indicate	te the customer's resp er on// er on//	oonse below:	YES □N	10	
If the customer accepts this offer frame:	when will the settler	nent be performe	e d ? Please ir	ndicate :	a specific performance date or time
ARBITRATION INFORMATIO	N				
Please list customer requests that	you feel are ineligible	e for arbitration a	nd explain w	hy.	
Please write your position as to the	e cause of each proble	em listed on the	Customer Clais	m Form.	
Please indicate the decision you r	equest the arbitrator t	to render:			
List the amount of any over allow I will participate □ By phone		\$ n writing			
Return this form as soon as possib	le				
To:	Completed	by:	Dat	te:/_	_/
BBB AUTO LINE	Future cont	act:			
Fax: 703.247.9700	Phone:	Fax	::		-



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.

July 10, 2007

Re:m09 CHV0746548

vs Chevrolet Motor Division 1G1AK12F557

GIOVANNA FLORENO CHEVROLET P O BOX 33170 DETROIT MI 48232-5170

Dear Madam/Sir:

The customer listed above has completed the *Customer Claim Form* (*CCF*), and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

Thank you for your active participation in the BBB AUTO LINE program.

Sincerely,

83289

538715

UNTT# 11774670

ROCHESTER, NY

INVOICE

PAGE 1

1271 West Ridge Rd. Bochester, NY 14615 Main (585) 663-4040 Fax (585) 663-2701

HOME:	В	US:					LVVVVV	pobjehnsonet		
N.Y.S. REG. #R7003	558			SERV	ICE ADVISO	OR: 40 <u>G</u> z	RY O	PIPARI		
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AND AND I AME IS. AL		RALD NUS: W4		948					(N/	(C)
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PARTS:

0.00 LABOR:

COUNT: 1 CLAIM TYPE: AUTH CODE:

BV

0.00 OTHER:

0.00 TOTAL LINE A: 0.00

19527 INSTALL CASE SEAL PER BULLTIN

OUR WARRANTY CUSTOMERS RECEIVE A SURVEY FROM GM. A COMPLETELY SATISFIED RESPONSE IS OUR GOAL. IF THIS IS NOT POSSIBLE PLEASE CALL

"W" INDICATES THE PART IS COVERD BY THE GM GOODWRENCH SERVICE PLUS LIMITED LIFETIME WARRANTY. IT MUST BE PAID BY THE CUSTOMER.

SERVICE HOURS

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SERVICE HOURS

MONDAY - THURSDAY

7:30 A.M. - 8:00 P.M.

FRIDAY

ANALY INFORMATION OF FIRST FOR A SERVICE HOURS

FRIDAY

7:30 A.M. - 5:30 PM

SATURDAY

SATURDAY

8:00 A.M. - 2:00 P.M.

SERVICE HOURS

SERVICE HOURS

MONDAY - THURSDAY

7:30 A.M. - 8:00 P.M.

FRIDAY

8:00 A.M. - 5:30 PM

SATURDAY

8:00 A.M. - 2:00 P.M.

SHURLISHED IN THE FACTORY LABOR TIME

GUIDE, CHILTON MAINLE AND MOTORS

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GUIDE, CHILTON MAINLE AND MOTORS

SHUTTLE SERVICE * EARLY BIRD PROGRAM

CUSTOMER SIGNATURE X

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_	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC, CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
-	PLEASE PAY THIS AMOUNT	0.00

* Cary Brd Prop * Shutds Service Available * Socier Officers Discounts * Counce With Refreshments

Visit our new Website www.bobjohnsonc@MSCIOMER COPY 535804

UNIT# 11774670

INVOICE

DUPLICATE 1



1271 West Ridge Rd. Rochester, NY 14615 Main (585) 663-4040

Fax (585) 663-2701

ROCHESTER, NY PAGE 1 HOME: BUS: www.bobjohnsonchevrolet.com SERVICE ADVISOR: 213 MIKE KINGSTON N.Y.S. REG. #R7003558 COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG 05 CHEVROLET COBALT 1G1AK12F557 18540/18549 T6033 PROD. DATE WARR, EXP DEL DATE PROMISED PO NO. HATE PAYMENT INV. DATE <u>21JUL</u>05 DD04JUL00 13:00 08JUN07 85.00 COUP OTJUNOT R.O. OPENED READY OPTIONS: STK:C53670 ENG:2.2 Liter MFI DOHC TRN:MX0 AXL:7.21.5 1)4444 09:52 06JUN07 14:35 07JUN07 LINE OPCODE TECH TYPE HOURS LATOT LIST NET A PETE TO ROAD TEST WITH TECH SEE PETE S10 CUST COMP PASS SEAT SIDE COVER CLIPS BROKEN 12 C 0.00 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 18549 SEE STORY LINE B ***************** B 3,000 MILE SERVICE, INSPECT DRIVE BELTS, HOSES, CABLES, LIGHTS, HORN, FILTERS, TIRES AND FLUID LEVELS. 3K 3,000 MILE SERVICE, INSPECT DRIVE BELTS, HOSES, CABLES, LIGHTS, HORN, FILTERS, TIRES AND FLUID LEVELS. 12 C 16.45 16.45 1 12605566 FILTER 10.08 7.48 7.48 1 OIL1 GOOD-Q S 10.00 10.00 10.00 PARTS: 17.48 LABOR: 16.45 OTHER: 0.00 TOTAL LINE B: 33.93 18540 ************ ****** Annie Connender Himme Connender Himme Connender C CUST COMP SQUEAK RATTLE FROM DASH SEE PETE CAUSE: STEERING COLUMN LOOSE, STEERING SHAFT DRY E7700 SHAFT, STEERING INTERMEDIATE - REPLACE 12 W4 (N/C)1 15800140 SHAFT KIT (N/C)1 15914408 COLUMN KI (N/C)FC: 2N PART#: 15800140 COUNT: 2 CLAIM TYPE: AUTH CODE; NE E7680 COLUMN ASSEMBLY, STEERING - REPLACE 12 ₩4 (N/C)FC: 2E PART#: COUNT: 0 DESCRIPTION TOTALS

ANY WAGRANTIES ON THE PRODUCTS
SOLD HERRBY ARE THOSE MADE BY THE
MANUFACTIONER. THE SELER HERBEY
EARASSLY DISCLAIMS ALL WARRANTES.
EITHER EXPRESS OR IMPLIED, INCLUDING
ANY MAPLIED WARRANTY OF
MERCHANTABULTY OR PITNESS FOR A
PARTICULAR PURPOSE, AND NETHER
RESSOMES ONR AUTHORIZES ANY OTHER
PERSON TO ASSUME POR IT ANY LIABILITY
IN COMPACTION WITH THE SALE OF SAID
PRODUCTS

Farty Bird Drop

Shuttis Service Available
Senior Citizens Discounts
Lounge With Refrashments

SERVICE HOURS

MONDAY - THURSDAY 7:30 A.M. - 8:00 P.M. FRIDAY 7:30 A.M. - 5:30 PM

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT

IN COMMECTION WITH THE SALE OF SAID
PRODUCTS.

THE DEALERSHIP UTILIZES THE HOURS
PUBLISHED IN THE FACTORY LASOR TIME
CUBDE, CHILTON MANUAL AND MOTORS
CHASH BOOK, WHICH REFLECTS AN
AVERAGE TIME REQUIREMENT FOR THE
PERFORMANCE OF SPECKIC WHICLE
REPAIRS, AND WHICH MAY THEREFORE REETH ER MORE OR LESS THAN THE AUTUAL
CLOCK TIME IN ANY GIVEN INSTANCE.

CUSTOMER SIGNATURE X

Visit our new Website Visit our new Website

Voluntary Repurchase

X BBB Case

OR

Straight

□ State Case

Lease

COMPLIANCE DATE:

September 19, 2007

ADR REQUEST NUMBER:

71-534186786

CUSTOMER NAME:

LAST SIX OF VIN:

ADR CRS: Giovanna Floreno

EXT.:

11549

DVM:

Dave Thomson

PHONE:

914055 8111

DATE ACCEPTANCE RECEIVED:

July 19, 2007

NUMBER OF DAYS FOR COMPLIANCE:

TEAM LEAD'S SIGNATURE: Bridget Cazabon/TL-ADR/ Chatham

ADR Exceptions that need to be paid i.e. over allowance and negative equity.

COMMENTS/REASON FOR EXCEPTION:

File will be returned without all information above completed.

2005 COBALT 2-DOOR COUPE 91U ARRIVAL BLUE METALLIC 14B GRAY ORDER NO. JCPSMT/TDC STOCK	•	GENERAL M 100 RENAI	MOTOR DIV OTORS CORI SSANCE CEN MI 48	PORATION
VIN 1G1.AK12 F5 57			NVOICE 1AI	

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL -	STOCK
MODEL & FACTORY OPTIONS 1AK37 COBALT 2-DOOR COUPE	13625.00	12739.38	INVOICE (05/20/05
AU3 POWER DOOR LOCK SYSTEM	370.00	333.00		
B34 FLOOR MATS	80.00	72.00	EXP I/T (05/27/05
B34 FLOOR MATS K34 CRUISE CONTROL	275.00	247.50	INT COM (05/27/05
L61 2.2L DOHC 4 CYL ENGINE	0.00	0.00	PRC EFF (05/19/05
MX0 4-SPD. AUTO. TRANS. W/OVERDI	RIVE 850.00	765.00	KEYS G160	7 G1607
NE1 50-STATE EMISSIONS	N/C	N/C	WFP-S QTE	R OPT-1
T43 REAR DECK-LID SPOILER	275.00	247.50	BANK: GMA	AC - 004
			CHG-TO	15-016
			SHIP WT:	2740
			HP:	
			GMS:	
			SUPPLR:	15232.86

GMS: 14580.13 SUPPLR: 15232.86 MRM: 16040.00 DAN: COL2D MEMO 698.75

TOTAL MODEL & OPTIONS 15475.00 14404.38 ACT 231 14505.13 DESTINATION CHARGE 565.00 565.00 H/B 261 464.25

TOTAL 16040.00 14969.38 PAY 310 14969.38

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 14300.75

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.

BENNETT'S BUICK-CHEVROLET-OLDS CORP.

REMIT TO GMAC NO. 004 VIN 1G1AK12F557 \$ 14969.38 INV 1AD65724204 DUE 05/27/05 DEALER 15-016 HICLE CASH ASE AGREEMENT

BOB JOHNSON CHEVROLET

83289

1271 Ridge Road West ROCHESTER, NEW YORK 14615

~ DEALER # 7003558

(585) 663-4040

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER

									1
BUYER				_ EMAIL					
STREET			·	_HOME PHONE		_, Business Ph	DNE_		-
			STA	TENY_		ZiP _		—-··· -	!
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EAR TINEAU		MAKE	CHEV		MODEL COBA	SERIES	2DS	D .	
YPE COLOR	Jusen □DEN TAIN	MILE	AGE 135	V.I.N.	1616K12F557				
'NOTICE TO CONSUMER: IF ACCORDANCE WITH THIS AG ESTIMATED DELIVERY DATE TO YOU, YOU HAVE THE RIGH RECEIVE A FULL REFUND OF	THE VEHICLE IS REEMENT WITHIN AND THE DELAY IS TO CANCEL THIS YOUR DEPOSIT."	NOT DELIVER 30 DAYS AFTE NOT ATTRIBU AGREEMENT A	RED IN R THE TABLE IND TO	USED VEHICLI SEES ON THE THIS CONTRA ANY CONTRA	E DISCLOSURE STATE F.T.C. WINDOW FOR CT. INFORMATION BY PROVISIONS IN THE STATE OF THE PROVISIONS IN THE STATE OF THE PROVISIONS IN THE STATE OF THE PROVISIONS IN THE STATE OF THE PROVISIONS IN THE STATE OF THE PROVISIONS IN THE STATE OF THE PROVISIONS IN THE STATE OF THE PROVISIONS IN THE STATE OF THE PROVISIONS IN THE STATE OF THE PROVISIONS IN THE STATE OF THE PROVISIONS IN THE STATE OF THE PROVISIONS IN THE STATE OF THE PROVISIONS IN THE STATE OF THE PROVISIONS IN THE STATE OF THE PROVISIONS IN THE STATE OF THE PROVISIONS IN THE STATE OF THE PROVINCE OF THE PROVISIONS IN THE STATE OF THE PROVISIONS IN THE PROVISIONS IN THE STATE OF THE PROVISIONS IN THE PROVISIONS IN THE PROVISIONS IN THE PROVISIONS IN THE PROVISIONS IN THE PROVISIONS IN THE PROVISIONS IN THE PROVISIONS IN THE PROVISIONS IN	OR THIS YOU THE WINDOY HE CONTRACT O	EHICL V FOR F SALI	E IS PAR M OVERI E. PETER	RIDES
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TRADE-IN NO. 2 LIEN PAYABLE TO:

FINANCE SOURCE:

HYS INSP. NO.

REY NUMBER(S)

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MOTOR VEHICLE INFORMATION

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BOB JOHNSON CHEVROLET

CUSTOMER NO.

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DELIO

TRADE-IN NO. 1

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TRACE-IN NO. 2

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NAME

TYPE OF SALE

CYL.

LIEN ACCT, NO.

LIEN ACCT, NO.

FIRST PAYMENT DUE DATE:

WONDLESALE

1271 Ridge Road West

ROCHESTER, NEW YORK 14615

(585) 663-4040

www.hobiohnsonchevrolet.com

1610M12F557

VEHICLE

VALUE ADENTIFICATION NUMBER

YEAR MAKE

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COLOR

YEAR MAKE

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CHE	VRO	LET

_	GAR DEAL NO.	STOCK NO.	DATE
	Svenet	C53678	21 JUL 2005
	LIST PRICE		15589. 1
	DEALER INSTALLED ACCESS	ORIES:	
	BLACK HAD IVE		
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<u></u>	J!	- AUSTOTA	155500
		LATOTAL	15590.1 5775.1
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			<u> </u>
		CASH SELLING PRICE	7434.
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	BALANCE OWED ON TRAD	E	9339.
/	DEPOSIT /[[]]		915.
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增5	FINANCING		1676.
	INSURANCE		-
	YHI		<u> </u>
	ı	TOTAL TIME PRIC	E

81414

GENERAL DONSUMER INFORMATION

295.E5

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

The Seller, BOB JOHNSON CHEVROLET, Hereby Expressly Disclaims All Warrantles, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of The Vehicle. This Disclaimer By The Seller In No Way Affects The Terms Of The

*THE OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE, UNLESS ALIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY SUBMITYOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ASSUING OFFICE

We Sincerely Appreciate Your Business!

18435.

BOB JOHNSON CHEVROLET

1271 Ridge Road West **ROCHESTER, NEW YORK 14615** (585) 663-4040 NEW YORK STATE FACILITY NO. 7003558

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ROCHESTER NY

012075



### NEW YORK STATE

Year Make Madel Code SapyHull Document No.

2005 CHEVR CBT 2DSD 976871J

Cyl Prop. New or Used Type of Title Date Issued

4 NEW VEHICLE 8/30/05

Name and Address of Owner(s)

With the Agin

2740

The aud Medification No...

G14K12F357

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CHOMETER READING

ACTUAL MILEAGE

ROCHESTER NY

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Vehicle Registraction of Title.

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ROCHESTER NY
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Incomplete.

| Case Assessment By:     | Siovanna Floreno                | Siebel/CARS Request #:71-534186786 |                                       |  |  |
|-------------------------|---------------------------------|------------------------------------|---------------------------------------|--|--|
| <b>Customer Name</b>    |                                 |                                    |                                       |  |  |
| Veh year:2005           | Make:Chevrolet                  | Model:Cobalt                       | Current mileage:19,527                |  |  |
| Veh ID<br>#:1G1AK12F557 | In Service Date:7/2005          | Purchased:                         | If used:                              |  |  |
| What is the customer s  | eeking?customer would like to h | nave the vehicle replaced          | · · · · · · · · · · · · · · · · · · · |  |  |

#### **VEHICLE REPAIR HISTORY**

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: A/C concerns

| Date: | RO#: | <u> Mileage: Da</u> | ys Out: Descr | ription of Repair: |  |
|-------|------|---------------------|---------------|--------------------|--|
|       |      |                     |               |                    |  |
|       | ] ]  |                     |               |                    |  |

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN:** 

Date: R0#: Mileage: Days Out: Description of Repair:

6/16/2007 | 535804 | 18,540 | 1 | Customer comp squeak rattle from dash. See Pete.

Verify on road test that steering column causing rattling noise and steering shaft clunking.

OTHER SYMPTOM/CONCERN:

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

| DU DU STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE | J/1-0 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | <u> </u> | COC. DCOC. DC | 31011-011-10-0411-1                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|----------|---------------|-----------------------------------------------------------|
| 4/13/2006                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 490609                                     | 8,019    | 1             | Customer states there is a scrapping noise from the front |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                            |          | ,             | or rear of the vehicle when in motion, mostly at low      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                            |          |               | speeds                                                    |

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN:** 

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

| 6/16/2007 | 535804 | 18,540 | * | Customer comp when driving in rain seems to hydro    |
|-----------|--------|--------|---|------------------------------------------------------|
|           |        |        |   | plain. OK to replace 4 tires, worn premature to keep |
|           |        |        |   | customer satisfaction                                |

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

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

| 7/17/2006 | 501519 | 11,623 | * | Customer complaint driver's seat is wearing- install SOP |
|-----------|--------|--------|---|----------------------------------------------------------|
| 7/10/2006 | 500754 | 9,200  | * | Customer complaint drivers seat back is wearing and      |
|           |        |        |   | seat bottom                                              |

OTHER SYMPTOM/CONCERN:

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

| 7/17/2006 | 501519 | 11,623 | 1.  | Customer complaint foam around door check peeling-<br>install SOP                                                   |
|-----------|--------|--------|-----|---------------------------------------------------------------------------------------------------------------------|
| 7/10/2006 | 500754 | 9,200  | 1   | Customer complaint door makes noise when opening.                                                                   |
| 8/1/2005  | 463035 | 343    | 1 , | Customer states while driving at low speeds and windows down radio and over bumps vehicle squeaks from all 4 wheels |

OTHER SYMPTOM/CONCERN:

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

| 4/26/2006 492081 | 8,462 | 1 | Customer states fabric is coming apart from doors SP is |
|------------------|-------|---|---------------------------------------------------------|
|                  |       |   |                                                         |

Team Lead Approval:

Date:

|           |        |                   |   | in                                                                         |
|-----------|--------|-------------------|---|----------------------------------------------------------------------------|
| 4/13/2006 | 490609 | 8,01 <del>9</del> | * | Customer states the fabric is coming away from the pull cups on both doors |

#### OTHER SYMPTOM/CONCERN:

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

| 7/17/2006 | 501519 | 11,623 | *   | Customer complaint radio powers on and off on its own. Ordered radio 15278465. OK for overlapping |
|-----------|--------|--------|-----|---------------------------------------------------------------------------------------------------|
| 3/7/2006  | 488916 | 7,286  | 1 , | Customer states radio locks up/ intermittent clock goes out.                                      |

#### OTHER SYMPTOM/CONCERN:

|           |        |        |    | iption of Repair:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------|--------|--------|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8/21/2006 | =      |        | 12 | Customer complaint CD was stuck in CD player, locked up, was able to get CD out. Cause: Could not duplicate. Could not duplicate customer's concern. F/. See time spent. Check radio/CD operation, ok. No DTC's The concern seems to be that a certain CD will not eject sometimes. The display does not read "LOCK" as it did previously. Customer will try other CD;s and/or stop in when the problem is current                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8/3/2006  | 502993 | 11,807 | 4  | Customer complaint radio just installed is now inop. Cause: Inoperative. R0125 Radio- reprogram. N4800 Module, computer (Control) Body replace. Radio needed pass through programming verified customer's concern. Vehicle radio in lock tried reprogramming with Tech 2. Did not work. Check bulletins. Found 1 regarding lock issues. Perform vehicle VIN relearn program did not work. Called Tech hotline said have had problems with BCM with radio concerns, said to reprogram pass thru TiS 200 did and radio unlock for now. Tech said if vehicle comes back replace BCM, radio is working, presently release vehicle 7/31-8/3. Tech 91. The radio would not stay unlocked. Reprogramming with the pass-through method would unlock it for 1 or 2 key cycles. The set-up procedure with the Tech 2 didn't work right. Called TAC to discuss the problem. Called techline twice, Case #1254880 and 1255384. wound up replacing the radio again and back dating the tech 2 version 26.005 to set-up the radio properly. There is a problem with versions 26.006 and 26.007 Closed TAC case #9089377. Spoke to Wes Nicholas |
| 8/1/2005  | 463035 | 343    | *  | Customer states radio works but CD player rears error and will not accept CD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

OTHER SYMPTOM/CONCERN:
Date: RO#: Mileage: Days Out: Description of Repair:

|           | 531216 | ŕ     | 1 | Customer states of a squeak noise while driving seems to be the wheel covers. Cause: Wheel covers loose. E0027 Cover, wheel- all — replace. Wheel covers loose. Drove vehicle, hear a squeak noise while driving. Inspect vehicle found hub caps loose. Found bulletin to install wheel cover insulators. Installed insulators. Drove vehicle no longer hear squeak noise |
|-----------|--------|-------|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5/11/2006 | 493891 | 9,096 | 1 | Customer complaint of rattling wheel covers                                                                                                                                                                                                                                                                                                                               |

Team Lead Approval:

Date:

Date:

### Privileged and Confidential Information

| OTHER SYMPTOM/CONCERN: |          |             |               |                                                                                                                                                                                                                                                                                                                                |  |  |
|------------------------|----------|-------------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|                        |          |             |               | ion of Repairs                                                                                                                                                                                                                                                                                                                 |  |  |
| 9/9/2005               | 467904   | 1,132       | 1             | Customer complaint of missing grommet on pass side door                                                                                                                                                                                                                                                                        |  |  |
| OTHER S                | YMPTOM/C | ONCERN:     |               |                                                                                                                                                                                                                                                                                                                                |  |  |
|                        |          |             | ut: Descript  | ion of Repair:                                                                                                                                                                                                                                                                                                                 |  |  |
| 8/1/2005               | 463035   | 343         | *             | Customer states when closing trunk- tail light cover falls off                                                                                                                                                                                                                                                                 |  |  |
| OTHER S                |          |             | _             |                                                                                                                                                                                                                                                                                                                                |  |  |
|                        |          |             | ut: Descript  | ion of Repair:                                                                                                                                                                                                                                                                                                                 |  |  |
| 8/1/2005               | 463035   | 343         | *             | Customer states rear window was not clean at delivery-<br>clean all windows inside and out                                                                                                                                                                                                                                     |  |  |
| OTHER S                |          |             |               |                                                                                                                                                                                                                                                                                                                                |  |  |
| 3/28/2007              |          | 1           |               | ion of Repair:                                                                                                                                                                                                                                                                                                                 |  |  |
| 3/26/2007              | 528012   | 16,171      | 2             | Customer states groaning noise from front suspension, check underneath vehicle for anything loose. Visual for customer satisfaction. May be normal noise. Cause: Worn E3557 Bushings and/or shaft, front control arm Lower both replace. Test drove felt clunk over bumps found both arm bushings faulty. Replaced both faulty |  |  |
| <u></u>                |          |             |               | front bushings set toe test drove no noise present.                                                                                                                                                                                                                                                                            |  |  |
| Total Day              |          | -           | Collision Rep | ,                                                                                                                                                                                                                                                                                                                              |  |  |
| VEHICLE                | MEETS P  | RESUMPTIO   | N LEMON LAV   | V? YES: NO:X                                                                                                                                                                                                                                                                                                                   |  |  |
| States le              | mon law  | requiremen  | ts for meetin | n the BBB Program Eligibility Guidelines and the ag presumption)? Customer is eligible for repairs, ase under NYS and GM program summary                                                                                                                                                                                       |  |  |
| DVM and/               | or DEALE | R RECOMME   | ENDATION(s):  |                                                                                                                                                                                                                                                                                                                                |  |  |
| CRS REC                | OMMEND.  | ATION & RAT | ΓΙΟΝΑLE (EXP  | PLAIN):                                                                                                                                                                                                                                                                                                                        |  |  |
| Decisio                | n reache | ed by CRS:  | Arbitrate     | e case: X                                                                                                                                                                                                                                                                                                                      |  |  |

Revised by c.mallett 09/07/06

Team Lead Approval:

07/25/2007 13:28 (FAX) P.010/019



#### 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.

July 19, 2007

Re: vs Chevrolet Motor Division # CHV0746548 VIN: 1G1AK12F557

ROCHESTER NY

Dear 1

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

Giovanna Floreno of GM has offered and the customer has accepted the following to resolve case CHV0746548. GM will repurchase the customer's vehicle under the terms of the NY Lemon Law. Usage will be charged on miles in excess of 12,000. The vehicle will be returned to the selling dealer. This case will be completed by September 19, 2007.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

John Ryan at Extension 529

cc: Giovanna Floreno



### Smar **GMAC Flexible Finance Plan**

Chadles No. --

| 6 t                                                          |                                                       |                                                                                 | Dealer Number                                                                                     |                                                            | Contract Number                        |                                   |
|--------------------------------------------------------------|-------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|------------------------------------------------------------|----------------------------------------|-----------------------------------|
| New or Used                                                  | Year                                                  |                                                                                 | Description of Property                                                                           |                                                            | Identification N                       | lumber                            |
| MEM                                                          | 2005                                                  | CHEN COBO                                                                       | 2050                                                                                              |                                                            | 1616K1SE221                            |                                   |
|                                                              |                                                       | BUYER                                                                           | I'S LAST PAYMENT OPTIO                                                                            | NS                                                         | Mileage<br>13€                         | on Odometer                       |
| nis SmartBuy <sup>™</sup> Pi                                 |                                                       | : 20%5 be                                                                       | act relating to the credit sale                                                                   |                                                            | hicle described abo                    | ove ("Contract")                  |
| reditor),                                                    |                                                       | (Yr.)<br>Contract" include this Ride                                            | (Buyer) and                                                                                       |                                                            |                                        |                                   |
| eaning of Words.<br>der, the words "you<br>d any assignee of | . Unless this Ri<br>ou" and "your"<br>f the Creditor, | der says otherwise, all wo<br>refer to the Buyer and Co                         | ords used in this Rider and the<br>e-Buyer, if any. The words "we                                 | rest of this Contra<br>" "us," and "our"                   | act have the same refer to the Credito | neaning. In this<br>r named above |
| st Payment. Th                                               | HIS CONTE                                             | RACT IS NOT PAY                                                                 | ABLE IN INSTALMENT                                                                                | 'S OF EQUA                                                 | L AMOUNTS.                             |                                   |
| INSTALMENT                                                   | OF \$                                                 | 7359. 50                                                                        | WILL BE DUE ON                                                                                    |                                                            | 2 <b>9</b> )<br>(Day)                  | 20075,<br>(Yr.)                   |
| I may meet your                                              | obligation to pa                                      | date it is due and the An<br>Contract term may be m<br>y the payment due at the | nual Percentage Rate does no<br>ore or less than the amount of<br>end of the Contract term by cho | t change. As you<br>the last payment<br>osing one of the f | r Contract explains,                   |                                   |

rient due at the end of the Contract term on its due date; or

'ou may, if you have met each of the conditions in the paragraph below entitled "Your Option to Sell":

- L sell the vehicle to the Creditor and have the Sale Price applied to the payment due at the end of the Contract term; and,
- . pay the Creditor any excess of the payment due at the end of the Contract term over the Sale Price.
- r Option to Sell. You have the option to sell the vehicle to the Creditor on the due date of the last scheduled payment at the Sale Price. Sale Price will be the amount of the last scheduled payment as shown in the Payment Schedule: (A) less a \$250 disposition ree; (B) less Excess Wear and Tear Deduction; and, (C) less any Excess Mileage Deduction. (Note: The last scheduled payment is the payment shown e original payment schedule. This payment may be different from the payment due at the end of the contract term.) You have the option to only if each of the following conditions is met:
- ou have not broken any of your agreements under the Contract, including your agreement to keep the vehicle free from all liens and noumbrances other than the Creditor's lien;
- su have paid the Creditor all amounts owing under the Contract except for the amount of the payment due at the end of the Contract term;
- ou deliver the vehicle to the Creditor on the due date of the last scheduled payment (or the following business day) at a place designated by
- tu pay the Creditor on the due date of the last scheduled payment any excess of the payment due at the end of the Contract term over the
- u have serviced the vehicle as described in the Owner's Manual and in the Maintenance Schedule folder and as the manufacturer juests in any recall campaign; and
- a have not altered the vehicle without obtaining the prior written permission of the Creditor.
- exercise this option, you will sign and deliver all documents that may be needed to transfer title to the vehicle to the Creditor.

# RETAIL INSTALMENT CONTRACT GMAC FLEXIBLE FINANCE PLAN

and a programment of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contract of the contr

|                             | ######################################                        | n e paramento il I                                                                                            | ealer Numb                                    | er<br>er                                             | Contract N                                                                      | lumber                 | ETRARIO CLAPTA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------|------------------------------------------------------|---------------------------------------------------------------------------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Buver (and Co               | o-Buyer) – Name                                               | and address (include o                                                                                        | unty and zip                                  |                                                      | Creditor (Seller<br>TE (CHASE)<br>3) STIME<br>CCHESTER,                         | 34€೯ №<br>೮೩೦೬         | PRODUCTION OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF |
| NUMBEE<br>STRIPN            |                                                               |                                                                                                               |                                               |                                                      |                                                                                 | Du alast               | ng this contract, you choose to buy the vehicle on credit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                             |                                                               | any), may buy the vehi<br>nt and back of this co<br>We will figure the Finan                                  |                                               |                                                      |                                                                                 | r, the A               | ng this contract, you choose to buy the vehicle on credit<br>mount Financed and Finance Charge according to the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                             | Year                                                          | Make and Model                                                                                                |                                               | Vehicle Id                                           | entification No.                                                                |                        | Primary Use for Which Purchased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| New or Used                 | Teal                                                          | INC. OHO WAS A                                                                                                |                                               | <u>.                                      </u>       |                                                                                 | _                      | ☐ personal, family, or household ☐ agricultural                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| NS:4  24                    | DEMENSE                                                       | DLET COBALT                                                                                                   |                                               | B) PK PEE                                            |                                                                                 |                        | 🗇 business 🗀                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Your trade-in is a          | a: Year 관                                                     | Make HYLDY                                                                                                    | )                                             | Model                                                | Ulilian,                                                                        |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                             |                                                               | AL TRUTH-IN-LENDIN                                                                                            |                                               | JAES                                                 |                                                                                 |                        | Insurance. You may buy the physical damage insurance this contract requires (see back) from                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                             | The dollar amount it credit will conjugate you, s. 1574.      | Financed The amount of oredit provided t you or on your behalf.                                               | The am will have you have payments            | Payments ount you pald after made all ents as duled. | Total Sale Pri The total cost your purchase credit, includi your downpayi of \$ | of<br>on<br>ng<br>ngnt | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Your Payment                | t Schedule Will                                               |                                                                                                               |                                               |                                                      | 0,                                                                              | <b></b> \              | Check the insurance you want and sign below:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Number<br>of Payments       | Amount of Payments                                            |                                                                                                               | n Payments<br>Tre Due                         |                                                      | Or as<br>Follows                                                                |                        | Optional Credit Insurance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 4.F                         | \$ 295.33                                                     | <u> </u>                                                                                                      |                                               |                                                      |                                                                                 |                        | ☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| ME FINGL                    |                                                               |                                                                                                               | 7/20/05                                       |                                                      |                                                                                 |                        | Credit Disability (Buyer Only)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| charge of 5% of Prepayment. | of the part of the<br>If you pay off all<br>rest. You are giv | not received in full wit<br>paymen! that is late, wi<br>your debt early, you wi<br>ing a security interest in | n a minimum<br>I not have to<br>I the vehicle | i charge of \$ 1<br>pay & penalty<br>being purchas   | v.<br>sed.                                                                      |                        | Premium: Credit Life S 写之                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Additional it               | nformation: Se<br>default, any requi                          | e this contract for π<br>red repayment in full be                                                             | ore intorma<br>fore the sche                  | tion including<br>eduled date, a                     | nd security inte                                                                | rest.                  | (Insurance Company)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                             |                                                               |                                                                                                               | , v                                           |                                                      |                                                                                 |                        | (Home Office Address )                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| TEMIZATION                  | N OF AMOUNT F                                                 | cessories, services, an                                                                                       | ri taxes)                                     |                                                      | s 16184.5                                                                       | (۱) <sup>4</sup>       | Cradit life incurance and credit disability insurance are not required to obtain credit. Your decision to                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 2 Total down                | navment = (if re                                              | egative enter "O" and s                                                                                       | eline 4H be                                   |                                                      |                                                                                 | I                      | buy or not buy credit life insurance and credit<br>disability insurance will not be a factor in the credit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Gross trad                  | de-in \$ 57.                                                  | "三、砂砂 —nayoff by seller                                                                                       | \$ 33                                         | 39 <u>, 75</u>                                       |                                                                                 |                        | I approved process. They will not be provided unless.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| = net trad                  | le-in \$505.                                                  | 75 + C85                                                                                                      |                                               | 25.25                                                | . → <b>₽</b> ₽ =                                                                | l                      | you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                             | (describe)                                                    |                                                                                                               | \$                                            | M/A                                                  | s 1579-5<br>s 15795, 9                                                          |                        | Liver paid all your payments on time. Credit disability                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 3 Unpaid bal                | lance of cash prio                                            | :e (1 minus ≥)                                                                                                |                                               |                                                      | ф (::::::::::::::::::::::::::::::::::::                                         | 101                    | insurance does not cover any increase in your payment or in the number of payments. Coverage                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| keep part of<br>A Cost of   | of these amounts                                              | insurance paid to the                                                                                         | insurance                                     | seller may                                           |                                                                                 |                        | for credit life insurance and credit disability insurance ands on the original due date for the last payment unless a different term for the insurance is shown below.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Life                        |                                                               |                                                                                                               | <u>/⊡</u><br>/A:s                             | 8/3                                                  |                                                                                 |                        | Other Insurance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Disabilit                   |                                                               | ь<br>he insurance company                                                                                     | <u> </u>                                      | M/ 4                                                 | •                                                                               |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| C Official                  | iscrance paid to gove                                         | rnment adencies                                                                                               | s                                             | ₩/C                                                  | =                                                                               |                        | Type of Insurance Term                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                             |                                                               | cluded in cash price                                                                                          | 5                                             | M. G                                                 | -                                                                               |                        | Premium \$ Mr P                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| E Govern                    | ment license and                                              | or registration fees                                                                                          |                                               |                                                      |                                                                                 |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                             |                                                               |                                                                                                               | \$                                            | <u> </u>                                             | _                                                                               |                        | (Insurance Company)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| F Govern                    | ment certificate o                                            | f title fees                                                                                                  | \$                                            | <u> Nev 14</u>                                       | -                                                                               |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                             |                                                               | ust identify who is paid                                                                                      | and                                           |                                                      |                                                                                 |                        | (Hame Office Address)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                             | e purpose.)                                                   | for                                                                                                           | s                                             | M/A                                                  |                                                                                 |                        | I want the insurance checked above.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| to                          |                                                               | for                                                                                                           | s                                             | 8/₽                                                  | _                                                                               |                        | <u>x                                 </u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| to                          |                                                               | 141                                                                                                           | -                                             |                                                      | •                                                                               |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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| to to to to some state of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the solution of the | X<br>Co-Buyer Signature Date                                          |
| to                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | ANY INSURANCE REFERRED TO IN TH<br>CONTRACT DOES NOT INCLUDE COVERAGE |
| H Net trade—in payoff to  Total other charges and amounts paid to others on your behalf  5 (4)  Amount financed (3 + 4)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | FOR BODILY INJURY AND PROPERT<br>DAMAGE CAUSED TO OTHERS.             |

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

f any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

NOTICE TO BUYER: 1. Do not sign this agreement before you read it or if it contains any blank space. 2. You are entitled to a completely filled in copy of this agreement. 3. Under the law, you have a right to pay off in advance the full amount due. If you do so, you may, depending on the nature of the credit service charge, either (a) prepay without penalty, or (b) under certain circumstances obtain a rebate of the credit service charge. 4. According to law you have the privilege of purchasing the insurance on the motor vehicle provided for in this contract from an agent or broker of vour own selection.

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

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

|                                                                                                              | <u> </u>                   | MENT CONTRACT                                                   |                                            |                                                |
|--------------------------------------------------------------------------------------------------------------|----------------------------|-----------------------------------------------------------------|--------------------------------------------|------------------------------------------------|
|                                                                                                              | . Date <u>কুল ভেড়/কুছ</u> | Co-Buyer Signs X                                                |                                            | Date                                           |
| Buyer Signs  Co-Buyers and Other Owners - A co-buyer is a the vehicle but does not have to pay the debt. The |                            | or paying the entire debt. Ar<br>curity interest in the vehicle | other owner is a pegiven to us in this cor | irson whose name is on the title to<br>atract. |
| Other owner signs here X                                                                                     | Date                       | Address                                                         | <del></del>                                |                                                |
| Oreditor Significa JOFFISCN CHEVECLET                                                                        | Date 97 21/95              | Ву Х                                                            |                                            | Title                                          |
| Saller assigns its loterest in this contract to:                                                             | ☐ General Motors Acceptan  |                                                                 | ☐ GMACAB                                   | ☐ Nuvell Credit Corporation,                   |
| under the terms of Seller's agreement(s) with assignee.  Assigned with recourse                              |                            | Assigned                                                        |                                            | with limited recourse                          |
| Seller By                                                                                                    | Title                      | Seller                                                          | Ву                                         | Title                                          |

Z109 FR-NY 3/2005 (For use in the State of New York) (1 of 4) Notice: See Other Side Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

TRIPLICATE ORIGINAL - DEALER'S COPY

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 his contract.

07/25/2007 13:29 (FAX) P.014/019

#### Overallowance/Negative Equity/Incentives Form (Non-Florida)

| P377      | T-11-04                   |                  |
|-----------|---------------------------|------------------|
| Customer: | <b>SR #:</b> 71-534186786 | BBB#: CHV0746548 |

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 Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

#### Section 1

| Purchase Price                                    | 15580.13   |
|---------------------------------------------------|------------|
| (from Bill of Sale, before tax, tag, title, etc.) |            |
| MSRP                                              | - 16040.00 |
| (from BARS Invoice screen)                        | ·          |
| Subtract the MSRP from the Purchase Price         | = -459.87  |
| (If positive, look for Overallowance)             |            |

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

#### Section 2

| Trade Allowance                                                                                 | 9330.75   |
|-------------------------------------------------------------------------------------------------|-----------|
| (from Bill of Sale)                                                                             |           |
| Actual Cash Value (ACV)                                                                         | - 9330.75 |
| (from ACV Statement)                                                                            |           |
| Subtract the ACV from the Trade Allowance                                                       | = 0.00    |
| If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance. |           |

#### Section 3

| Trade Allowance                                                                                   | 9330.75   |
|---------------------------------------------------------------------------------------------------|-----------|
| (from Bill of Sale)                                                                               |           |
| Payoff on Trade                                                                                   | - 8775.00 |
| (from Bill of Sale)                                                                               | 1         |
| Subtract the Payoff on Trade from the Trade Allowance                                             | = 555.75  |
| If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity. |           |

#### Section 4

| Section 4                                                                                         |            |
|---------------------------------------------------------------------------------------------------|------------|
| Purchase Price                                                                                    | 15580.13   |
| (from Bill of Sale, before tax, tag, title, etc.)                                                 |            |
| Incentives not included in the Purchase Price                                                     | - 0.00     |
| (from BARS and Incentive Acknowledgement sheet)                                                   |            |
| Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.            |            |
| Overallowance/Negative Equity                                                                     | - 0.00     |
| (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger) |            |
| Subtract the Incentives and the Overallowance/Negative Equity from the Purchase                   | = 15580.13 |
| Price. This is the Actual price of the vehicle that should be presented to the BBB on             |            |
| the Agreement to Arbitrate (ATA).                                                                 |            |
|                                                                                                   |            |

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.

# Customer Claim Form

| Contact Date: 07/02/07                                                                                                                                                                                                                                                                            | Start Date:                                                                                                                                                                                                                       | Case Numb                                                                                                                                                                                 | er: CHV0746543                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| Have you contacted the mfr ro<br>Have you previously filed a cla<br>If yes, name of provider:                                                                                                                                                                                                     | im on this vehicle with the BI                                                                                                                                                                                                    | BB or another dispute reso                                                                                                                                                                | lution provider? 🛛 YES 🔯 NO                     |
| Titled Owner(s) Name&                                                                                                                                                                                                                                                                             | Address                                                                                                                                                                                                                           |                                                                                                                                                                                           |                                                 |
| ROCHESTER, NY Day Phone: Fax Number: Customer Contact Info:                                                                                                                                                                                                                                       | Evening<br>E-mail A                                                                                                                                                                                                               |                                                                                                                                                                                           | Cell Phone:                                     |
| Vehicle Information Name(s) of individual(s) or b Vehicle Use: Alpersonal Automation Transmission Type: Automation Make: Chevrolet M Vehicle Identification Number Servicing Dealer/City/State: Selling Dealer/City/State: Insurance Cawier: Has vehicle been in an accide Description of Damage: | siness Both Percent atic Number of veh Model: Cobalt A S BOB JOHNSON MOTORS, BOB JOHNSON MOTORS, TRAVIERS INS                                                                                                                     | age of time vehicle used to icles owned or leased by the Model Year: 2005 Culture TNC., INC., ROCHESTER, NY Policy Number:                                                                | the business:<br>urrent Mileage: 19527          |
| Purchase/Lease Informat Purchase Date:07/21/05 Milea Purchased As: New U Is the vehicle in your possessi Lienholder's Name: GMAC Address: P1. D. City/St/Zip: Cocks Phone: Lienholder Acct #  Customer's Desired Outo Customer would like to have the y                                           | ige at purchase: 132 I sed II Demo I son? yes I son? yes I son? yes I son? yes I son? yes I son? yes I son? yes I son? yes I son? yes I son? yes I son? yes I son? yes I son? yes I son? yes I son? yes I son? Yes Ville MD 2-103 | Lease Date: And Selected Miles Leased As A New Use Is the vehicle in your poss Leasing Company's Name Address: City/St/Zip Phone Leasing Company's Acct in  done to resolve your concerns | eage at lease: sed $\square$ Demo session? c: : |
| Signature of Titled Owner(s)/I I am submitting this dispute for res LINE Arbitration Rules.  Return the Form to: BBB AU                                                                                                                                                                           | Lessee(s):<br>solution in the IBB AUTO LINE                                                                                                                                                                                       | program, and I agree to arbitrat                                                                                                                                                          |                                                 |

Customer Name.

First Repair Attempt (any reported problem)
Last Repair Attempt (last reported problem)
Total Days out of Service:

Case Number: CHV0746548

08/0/05 343

Date: 07/31/06 — Mileage: 11805

Date: 7/01/07 Mileage: 79527

| Problems – describe each symptom (List primary problem first)            | Current?<br>(Yes or<br>No) | Servicing Dealer(s) | Repair<br>Date   | Mileage<br>on Date | Days<br>Out of<br>Service |
|--------------------------------------------------------------------------|----------------------------|---------------------|------------------|--------------------|---------------------------|
| 1.<br>A/C service bulletin. HUAC Research                                | yes                        | BOB Jihnson's       | 1/2/07<br>1/2/07 | 19527              | 1                         |
| D01                                                                      |                            |                     |                  |                    | 1                         |
| TIRE'S PROMATURELY WORK. SHAT CLIPS EN EHO - WEAK                        | Nο                         | BOB Johnson's       | 47/07            | 18549              | Z                         |
| Squark Notise - wheel cours                                              | YES                        | BUB Johnsons        | 4/260            | 1708X              | 1                         |
| E31)                                                                     |                            |                     |                  |                    |                           |
| (Details - Enemy Hospinia, Dovice) (Details over George & A gentlistings | ) <b>/</b> JC              | BOB Johnson         | 7/28/07          | 16167              | Z<br>\$                   |
| Padio Met working (F17)                                                  | wo.                        | BOB Johnson;        | 3/21/07<br>DAY   | W.J.               | 2                         |
| (R42)                                                                    |                            |                     | DENTUR           | 7-16-12            |                           |
| If you need additional space, places attack a same                       |                            |                     |                  |                    |                           |

If you need additional space, please attach a separate sheet of paper following the above outline.

| Problems - describe cash symptom<br>(List primary problem first) | Current<br>(Yes on<br>No)              |               | Repair<br>Date     | Mileage<br>on Date | Oays<br>Out of<br>Service |
|------------------------------------------------------------------|----------------------------------------|---------------|--------------------|--------------------|---------------------------|
| VC SETY (DE DIMENTAL)                                            | An o                                   | BOB In Anson: | 8/10/05            | 11852              | /                         |
| (R55)                                                            |                                        |               |                    |                    |                           |
| Raelie - CD I/o                                                  | ស្                                     | 30B Johnson's | 33/06              | 11.805             | /                         |
|                                                                  |                                        |               |                    |                    |                           |
| Radio-CD Ido                                                     | NO                                     | Bob John Seni | 7/3/6              | 11677              | 1                         |
| Dear Charlie (24)                                                |                                        | 11            | 1/19/04            |                    |                           |
|                                                                  |                                        | 11            | 7/18/a             | 11/12              |                           |
| Rogento Wheel Courses                                            | \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\ | BOB JOHNSONS  | 7/17/06<br>5/15/12 | <u></u>            | <u></u>                   |
|                                                                  |                                        |               | Tufa               |                    | 0                         |
|                                                                  |                                        |               |                    |                    | -As. <del></del>          |
| FACRIC COM TO MANTON SONTE O                                     | 1/05                                   |               | 4 /26/a            | 3462.              | 1/2                       |
| (20)                                                             |                                        |               |                    |                    | ·                         |
|                                                                  |                                        |               |                    | <br>               |                           |

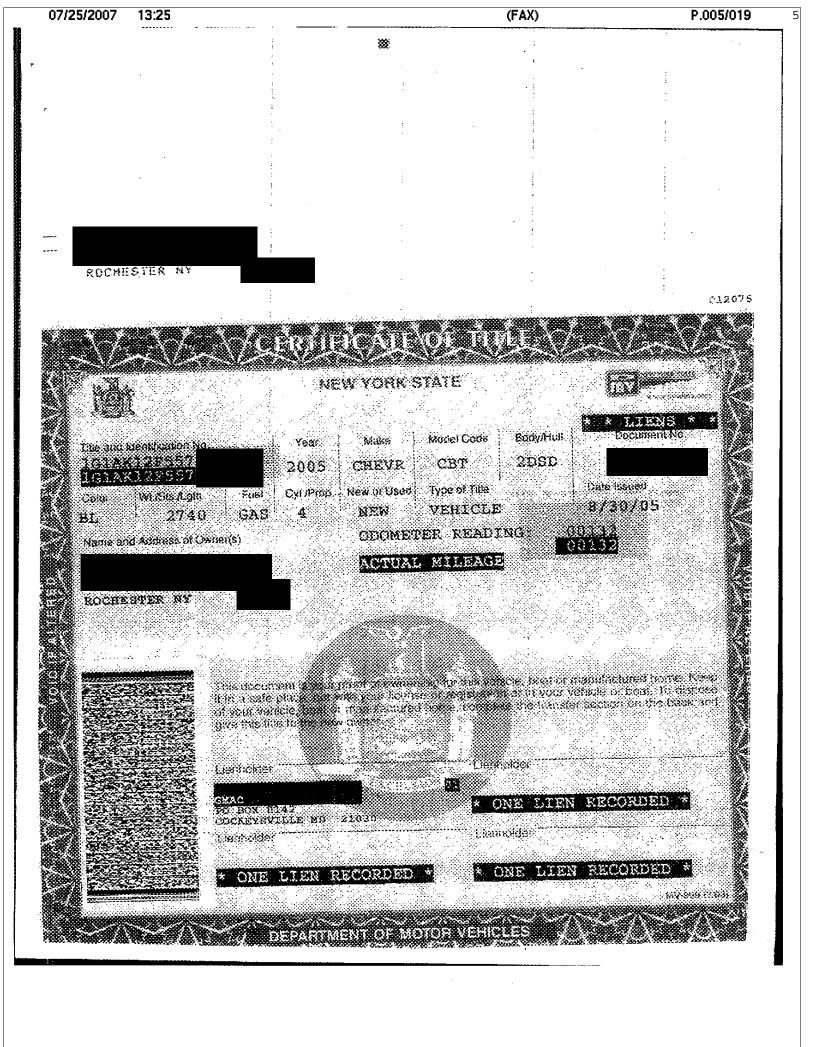
| First Repair Attempt (serv reported problem)                                 | Dois: A                    | 101/63 347<br>1911/65 Mileage 11805 | )              |                    |                     |
|------------------------------------------------------------------------------|----------------------------|-------------------------------------|----------------|--------------------|---------------------|
| Last Repair Attempt (last reported problem) Total Days out of Service: LL Yz | Date:                      | 1407 Milesgo: 1952                  | <u></u>        |                    |                     |
| Problems – describe each symptom<br>(List primary problem first)             | Current?<br>(Yes or<br>No) | Servicing Dealer(s)                 | Repuir<br>Date | Mileage<br>on Date | Day<br>Out<br>Sorvi |
| # Strot Cever's                                                              | yes                        | BOB Johnsoni                        | 4/13/01        | 8019               |                     |
| Later & Barrier c                                                            |                            |                                     | Shi he         |                    |                     |
| RADIO/CD I/O                                                                 |                            | OB Tehnson's                        | 8/01/05        | 343                | /                   |
| A 1 7 A 2 A 2 A 2 A 2 A 2 A 2 A 2 A 2 A 2 A                                  |                            |                                     |                |                    |                     |
|                                                                              |                            |                                     |                |                    |                     |
|                                                                              |                            |                                     |                |                    |                     |
|                                                                              |                            |                                     |                |                    |                     |
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| [                                                                            |                            |                                     |                |                    | <u></u>             |
|                                                                              |                            |                                     |                |                    |                     |
| H you need additional space, please attack a                                 |                            |                                     |                |                    |                     |

07/25/2007 13:31 (FAX) P.019/019

# ADR REPURCHASE CHECKLIST

# Once completed, this document should be attached to the SR.

| Cover sheet denoting a <b>Request #</b> and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file) |
|---------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                   |
| ☐ Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates                                         |
| ☑ Invoice on original vehicle (from BARS)-old VIN & new VIN if a trade                                                                            |
| ☐ Incentive Acknowledgement Form                                                                                                                  |
| Signed Bill of Sale on original vehicle                                                                                                           |
| ⊠ Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA                                          |
| Agreement to Arbitrate (For CA cases, attach the CCF)                                                                                             |
| Repair Orders ( <b>KY and FL only</b> )                                                                                                           |
| Invoice for any conversion package (if applicable)                                                                                                |
| Receipts for any after-market items (if applicable)                                                                                               |
| BBB ruling/lemon law ruling and/or BBB settlement letter (if applicable)                                                                          |
| Signed customer acceptance of decision for Mandatory Repurchases                                                                                  |
| ☐ Financial Institution information including: account #, phone # & Institution name                                                              |
| ○ Overallowance/Incentives/Negative Equity Form                                                                                                   |
| ACV on trade-in documented                                                                                                                        |
| Copy of the Customer Claim Form (CCF) only on Mandates                                                                                            |
| Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #                                                             |





#### **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.

July 2, 2007

Re:m01 CHV0746548 vs Chevrolet Motor Division

GIOVANNA FLORENO 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: 07/02/07                                                                                                                         | Start Date:                                                   |                                                                                                         | Case Number: CHV0746548                                                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                | m on this vehicle wit                                         | th the BBB or another                                                                                   | dispute resolution provider? □ YES 및 N<br>Case Number:                                                           |
| Titled Owner(s) Name&A                                                                                                                         | ddress                                                        |                                                                                                         |                                                                                                                  |
| ROCHESTER NY Day Phone: Fax Number: Customer Contact Info:                                                                                     |                                                               | Evening Phone:<br>E-mail Address:                                                                       | Cell Phone:                                                                                                      |
| Transmission Type: Automat<br>Make: Chevrolet M<br>Vehicle Identification Number<br>Servicing Dealer/City/State:<br>Selling Dealer/City/State: | ness□Both ic Numbe odel: Cobalt : BOB JOHNSON M BOB JOHNSON M | Percentage of time ver<br>or of vehicles owned o<br>Model Year: 2<br>OTORS, INC.,<br>OTORS, INC., ROCHE | 005 Current Mileage: 19527  STER, NY y Number:                                                                   |
| Purchase/Lease Information Purchase Date:07/21/05 Mileag Purchased As: ☑ New ☐ Use Is the vehicle in your possession Lienholder's Name:        | e at purchase: ed   Demo  n? yes  Ome (Describe what y        | Lease Date: Leased As : □ Is the vehicle Leasing Comp Leasing Comp Leasing Comp                         | Mileage at lease: New □ Used □ Demo in your possession? pany's Name: Address: City/St/Zip: Phone: pany's Acct #: |
| Signature of Titled Owner(s)/Le I am submitting this dispute for resol LINE Arbitration Rules.                                                 | ssee(s):<br>ution in the BBB AUTO                             | O LINE program, and I ag                                                                                | Date                                                                                                             |

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: 07/3<br>Date:        | Mileage: 11805<br>Mileage: | 5              |                    |                           |
|--------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------------|----------------|--------------------|---------------------------|
| Problems – describe each symptom (List primary problem first)                                                      | Current?<br>(Yes or<br>No) | Servicing Dealer(s)        | Repair<br>Date | Mileage<br>on Date | Days<br>Out of<br>Service |
| 1.<br>A/C service bulletin.                                                                                        | yes                        |                            |                |                    |                           |
|                                                                                                                    |                            |                            |                |                    |                           |
|                                                                                                                    |                            |                            |                |                    |                           |
|                                                                                                                    |                            |                            |                |                    |                           |
|                                                                                                                    |                            |                            |                |                    |                           |
|                                                                                                                    |                            |                            |                |                    |                           |
|                                                                                                                    |                            |                            |                |                    |                           |
|                                                                                                                    |                            |                            |                |                    |                           |
|                                                                                                                    |                            |                            |                |                    |                           |
|                                                                                                                    |                            |                            |                |                    |                           |
|                                                                                                                    |                            |                            |                |                    |                           |
|                                                                                                                    |                            |                            |                |                    |                           |

Case Number: CHV0746548

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. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

## **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 or manufacturer-sponsored credit card earnings the customer received or 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 be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. 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 vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- Claims alleging that an airbag failed to deploy or deployed when it should not have.
- 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.
- Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple 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 tiles 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 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.

#### 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 if it was purchased or leased new.

#### 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 mouthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- Replacement of a vehicle purchased or leased new 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.

**Important:** Replacement is not an available remedy if the current customer purchased or leased a used 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 bearing x price or gross
Payment 1.00,000 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 or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

# STANDARDS OF THE NEW YORK LEMON LAW New Car Lemon Law

The following is a 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

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, and does not apply to the living facilities of motor homes.

#### CONSUMERS COVERED

The 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; or
- 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.

#### VEHICLE CONVERTERS

The lemon law does not apply to vehicle converters.

#### PROBLEMS COVERED

The 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 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 motor vehicle (other than a motor home) 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

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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.

The consumer has the option of returning the motor vehicle to the dealer or other authorized agent of the manufacturer who sold the vehicle to the consumer, or to the dealer or other authorized agent who attempted to repair or correct the nonconformity that necessitated the return. The consumer cannot be subject to any further shipping charges.

A manufacturer must repurchase or replace a motor home if either of the following occurs:

#### REFUSAL TO REPAIR

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

#### OR

#### 2. INABILITY TO REPAIR

If the motor home manufacturer, its agent or authorized dealer, or a repair shop to which the manufacturer referred a consumer are unable to repair or correct any covered nonconformity after a reasonable number of attempts within 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 motor home manufacturer must, at the consumer's option, either replace or repurchase the motor vehicle.

For motor homes, a repair attempt will not be counted if the repair facility is not authorized by the applicable motor home manufacturer to perform warranty work on the identified nonconformity. It will count as only one repair attempt for a motor home if the same nonconformity is addressed a second time due to the consumer's decision to continue traveling and to seek repair of the same nonconformity at another repair facility rather than wait for the initial repair to be completed.

#### 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 vehicle's original delivery to a consumer, whichever is earlier, the same covered nonconformity has been subject to repair two 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. After the motor home has been out of service by reason of three repair attempts or for at least 36 days, the consumer may institute any proceeding or other action pursuant to 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.

A repair attempt will not be counted if the repair facility is not authorized by the applicable motor home manufacturer to perform warranty work on the identified nonconformity. It will count as only one repair attempt for a motor home if the same nonconformity is addressed a second time due to the consumer's decision to continue traveling and to seek repair of the same nonconformity at another repair facility rather than wait for the initial repair to be completed.

#### 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.

| An action must be commenced within 4 years of the date of the motor vehicle's original delivery to the consumer. |
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#### 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 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 of operation;
- 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. In addition, information provided by the Attorney General's Office indicates the refund will not include other expenses or charges, such as loss of use, insurance premiums and tinance charges.

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

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

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- 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. Loss an allowance for the consumer's use of the vehicle in excess of the first 12,000 miles of operation;
- 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:

$$\frac{\text{Deduction} = \underbrace{\text{Mileage in excess of } 12,000 \text{ miles}}_{100,000} \quad \text{X} \quad \text{lease price}}{100,000}$$

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 notices 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.

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#### NEW MOTOR HOME LEMON LAW BILL OF RIGHTS

- (1) IN ADDITION TO ANY WARRANTIES OFFERED BY THE MANUFACTURER, YOUR NEW MOTOR HOME, IF PURCHASED AND REGISTERED IN NEW YORK STATE, IS WARRANTED AGAINST ALL MATERIAL DEFECTS FOR EIGHTEEN THOUSAND MILES OR TWO YEARS, WHICHEVER COMES FIRST. HOWEVER, THIS ADDITIONAL WARRANTY DOES NOT APPLY TO THE LIVING FACILITIES OF MOTOR HOMES, WHICH ARE THE PORTIONS THEREOF DESIGNED, USED OR MAINTAINED PRIMARILY AS LIVING QUARTERS AND SHALL INCLUDE, BUT NOT BE LIMITED TO THE FLOORING, PLUMBING SYSTEM AND FIXTURES, ROOF AIR CONDITIONER, FURNACE, GENERATOR, ELECTRICAL SYSTEMS OTHER THAN AUTOMOTIVE CIRCUITS, THE SIDE ENTRANCE DOOR, EXTERIOR COMPARTMENTS, AND WINDOWS OTHER THAN THE WINDSHIELD AND DRIVER AND FRONT PASSENGER WINDOWS.
- (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, WITHIN THE FIRST EIGHTEEN THOUSAND MILES OF OPERATION OR DURING THE PERIOD OF TWO YEARS FOLLOWING THE DATE OF ORIGINAL DELIVERY OF THE MOTOR VEHICLE TO SUCH CONSUMER, WHICHEVER IS THE EARLIER DATE THE MANUFACTURER OF A MOTOR HOME OR ITS AGENTS OR ITS AUTHORIZED DEALERS OR REPAIR SHOPS TO WHICH THEY REFER A CONSUMER ARE UNABLE TO REPAIR OR CORRECT ANY COVERED DEFECT OR CONDITION WHICH SUBSTANTIALLY IMPAIRS THE VALUE OF THE MOTOR HOME TO THE CONSUMER AFTER A REASONABLE NUMBER OF ATTEMPTS, THE MOTOR HOME MANUFACTURER, AT THE OPTION OF THE CONSUMER, SHALL REPLACE THE MOTOR HOME WITH A COMPARABLE MOTOR HOME, OR ACCEPT RETURN OF THE MOTOR HOME FROM THE CONSUMER AND REFUND TO THE CONSUMER THE FULL PURCHASE PRICE OR, IF APPLICABLE, THE LEASE PRICE AND ANY TRADE-IN ALLOWANCE, PLUS FEES AND CHARGES, AS WELL AS THE OTHER FEES AND CHARGES, INCLUDING BUT NOT LIMITED TO ALL LICENSE FEES, REGISTRATION FEES, AND ANY SIMILAR GOVERNMENTAL CHARGES, LESS AN ALLOWANCE FOR THE CONSUMER'S USE OF THE VEHICLE IN EXCESS OF TWELVE THOUSAND MILES TIMES THE PURCHASE PRICE, OR THE LEASE PRICE IF APPLICABLE, OF THE VEHICLE DIVIDED BY ONE HUNDRED THOUSAND MILES, AND A REASONABLE ALLOWANCE FOR ANY DAMAGE NOT ATTRIBUTABLE TO NORMAL WEAR OR IMPROVEMENTS.
- (5) SPECIAL NOTICE PROVISION: IF WITHIN EIGHTEEN THOUSAND MILES OR TWO YEARS, WHICHEVER COMES FIRST, THE SAME COVERED NONCONFORMITY, DEFECT OR CONDITION IN YOUR MOTOR HOME HAS BEEN SUBJECT TO REPAIR TWO TIMES OR YOUR MOTOR HOME HAS BEEN OUT OF SERVICE BY REASON OF REPAIR FOR TWENTY-ONE DAYS, WHICHEVER COMES FIRST, YOU MUST HAVE REPORTED THIS TO THE MOTOR HOME MANUFACTURER OR ITS AUTHORIZED

DEALER BY CERTIFIED MAIL, RETURN RECEIPT REQUESTED. AND YOU MAY INSTITUTE ANY PROCEEDING OR OTHER ACTION PURSUANT TO THE LEMON LAW IF THE MOTOR HOME HAS BEEN OUT OF SERVICE BY REASON OF THREE REPAIR ATTEMPTS OR FOR AT LEAST THIRTY-SIX DAYS. THIS SPECIAL NOTICE REQUIREMENT SHALL ONLY APPLY IF THE MANUFACTURER OR ITS AUTHORIZED DEALER PROVIDES WRITTEN COPY OF THE REQUIREMENTS OF THIS PARAGRAPH TO YOU AND RECEIPT OF NOTICE IS ACKNOWLEDGED BY YOU IN WRITING, IF YOU FAIL TO COMPLY WITH THE SPECIAL NOTIFICATION REOUREMENTS OF THIS PARAGRAPH, ADDITIONAL REPAIR ATTEMPTS OR DAYS OUT OF SERVICE BY REASON OF REPAIR SHALL NOT BE TAKEN INTO ACCOUNT IN DETERMINING WHETHER YOU ARE ENTITLED TO A REMEDY PROVIDED IN PARAGRAPH FOUR, HOWEVER, ADDITIONAL REPAIR ATTEMPTS OR DAYS OUT OF SERVICE BY REASON OF REPAIR THAT OCCUR AFTER YOU COMPLY WITH SUCH SPECIAL NOTIFICATION REQUIREMENTS SHALL BE TAKEN INTO ACCOUNT IN MAKING THAT DETERMINATION. NOTICE TO THE MANUFACTURER SHOULD BE SENT TO THE FOLLOWING: NOTICE TO THE DEALER SHOULD BE SENT TO THE FOLLOWING:

- (6) A MANUFACTURER MAY DENY LIABILITY IF THE PROBLEM IS CAUSED BY ABUSE, NEGLECT, OR UNAUTHORIZED MODIFICATIONS OF THE MOTOR HOME.
- (7) A MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE MOTOR HOME OR REFUND YOUR PURCHASE PRICE IF THE PROBLEM IS NOT COVERED BY THE LEMON LAW OR DOES NOT SUBSTANTIALLY IMPAIR THE VALUE OF YOUR MOTOR HOME.
- (8) IF A MANUFACTURER HAS ESTABLISHED AN ARBITRATION PROCEDURE, THE MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE MOTOR HOME OR REFUND YOUR PURCHASE PRICE UNTIL YOU FIRST RESORT TO THE PROCEDURE.
- (9) IF THE MANUFACTURER DOES NOT HAVE AN ARBITRATION PROCEDURE, YOU MAY RESORT TO ANY REMEDY BY LAW AND MAY BE ENTITLED TO YOUR ATTORNEY'S FEES IF YOU PREVAIL.
- (10) NO CONTRACT OR AGREEMENT CAN VOID ANY OF THESE RIGHTS.
- (11) 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 ARBITRATION. CONTACT YOUR LOCAL CONSUMER OFFICE OR ATTORNEY GENERAL'S OFFICE TO FIND OUT HOW TO ARRANGE FOR INDEPENDENT ARBITRATION.

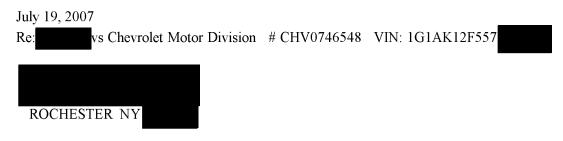


#### **BBB AUTO LINE**

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

#### Council of Better Business Bureaus, Inc.



| -    |   |
|------|---|
| Dear | ٠ |
| Dom  | • |

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

Giovanna Floreno of GM has offered and the customer has accepted the following to resolve case CHV0746548. GM will repurchase the customer's vehicle under the terms of the NY Lemon Law. Usage will be charged on miles in excess of 12,000. The vehicle will be returned to the selling dealer. This case will be completed by September 19, 2007.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

John Ryan at Extension 529

cc: Giovanna Floreno



#### 1271 Ridge Road West Rochester, NY 14615 Phone: 585-663-4040 Fax: 585-663-4470

http://www.bobjohnsonchevy.com

# **FAX TRANSMISSION COVER PAGE**

| THIS TRANSMISSION CONSISTS OF <u>ZZ</u> PAGES INCLUDING THIS COVER SHEET.         |
|-----------------------------------------------------------------------------------|
| IF YOU HAVE ANY PROBLEMS RECEIVING THIS TRANSMISSION, PLEASE CALL (585) 663-4040. |
| TO: Giovanna Floreno @ Gon BB Center  Per                                         |
| FROM: Phil Garofolo @ Bob Johnson Cherry                                          |
| DATE: 17-9-07                                                                     |
| PLEASE DELIVER THIS TRANSMISSION TO THE PROPER PARTY ASAP<br>THANK YOU.           |
| It's a better place to buy a car! YM                                              |
|                                                                                   |

# RETAIL INSTALMENT CONTRACT GMAC FLEXIBLE FINANCE PLAN

|                                                      | 表展型设施 (首 <b>格</b> 學下在                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Dealer Number                                                                               |                                         | Contract Number                                                                              | EDRORED DE HATTA                                                                                                                                                                                                                                                                                                                                          |
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| MOMBOS<br>BUCHESTER DYY                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                             | 1                                       |                                                                                              |                                                                                                                                                                                                                                                                                                                                                           |
| /օս, the Buyer (and C                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                             |                                         |                                                                                              | ing this contract, you choose to buy the vehicle on credit<br>Amount Financed and Finance Charge according to the                                                                                                                                                                                                                                         |
| ayment schedule sho                                  | wh below, we will figure if                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | e rinalice onalge on a                                                                      | daily oneid                             | entification No.                                                                             | Primary Use for Which Purchased                                                                                                                                                                                                                                                                                                                           |
| New or Used Year                                     | Make and Mo                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <u>dei</u>                                                                                  | A STITION SELECT                        | Bittinggrand                                                                                 | personal, family, or household agricultural                                                                                                                                                                                                                                                                                                               |
| NEW ZDWS                                             | CHEVECLET COM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                             | : <b>11</b> 84 (1297)                   |                                                                                              | 🖸 business 🔻 🗀                                                                                                                                                                                                                                                                                                                                            |
| Your trade-in is a:                                  | Year 관취하스 Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | PEDAT SWARDANE                                                                              | Model                                   | KONT TO PROTE                                                                                |                                                                                                                                                                                                                                                                                                                                                           |
|                                                      | FEDERAL TRUTH-IN-                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | LENDING DISCLOSUA                                                                           | IES                                     |                                                                                              | Insurance. You may buy the physical damage insurance this contract requires (see back) from                                                                                                                                                                                                                                                               |
|                                                      | FINANCE Am CHARGE Fina The dollar amount the credit will cost you or you. be 157%- 15 \$ 158                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | ount Total of Pa nced The amou nount of will have pa ovided to on your payment half. Schedu | yments int you aid after hade all ts as | Total Sale Price The total cost of your purchase on credit, including your downpayment of \$ | 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. |
| Your Payment Sch                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | When Payments                                                                               |                                         | Or as                                                                                        | Check the insurance you want and sign below:                                                                                                                                                                                                                                                                                                              |
| Number of Payments of                                | Amount<br>f Payments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Are <u>Due</u>                                                                              |                                         | Follows                                                                                      | Optional Credit Insurance.                                                                                                                                                                                                                                                                                                                                |
| a                                                    | Control of the second                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | inning 参格/と愛/でこ                                                                             |                                         |                                                                                              | ☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both                                                                                                                                                                                                                                                                                                                  |
| 7                                                    | लिलास्त्राम् वर्गः रख्यात्रा व                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                             |                                         |                                                                                              | ☐ Credit Disability (Buyer Only)                                                                                                                                                                                                                                                                                                                          |
| charge of 5% of the<br>Prepayment, if you            | payment is not received in<br>e part of the payment that is<br>u pay off all your debt early                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | late, with a minimum cr<br>, you will not have to pa                                        | narge or an<br>ny a penalty             | ·<br>·.                                                                                      | Premium: Credit Life \$                                                                                                                                                                                                                                                                                                                                   |
| . A -4-1241                                          | You are giving a security in<br>nation: See this contract<br>lit, any required repayment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | t for more information                                                                      | n including                             | n information about l                                                                        | (Insurance Company)                                                                                                                                                                                                                                                                                                                                       |
|                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                             |                                         |                                                                                              | (Home Office Address )                                                                                                                                                                                                                                                                                                                                    |
|                                                      | AMOUNT FINANCED uding any accessories, serv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ices, and taxes)                                                                            |                                         | s 15:84-54(1)                                                                                | Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to                                                                                                                                                                                                                                                 |
| 2 Total downpaym                                     | nent = (If negative enter "(                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | and see line 4H below                                                                       | v)                                      |                                                                                              | buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit                                                                                                                                                                                                                                                   |
| Gross trade-in \$                                    | \$ 5775.00 —payof                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | by seller \$ 1933.30                                                                        | 7. TT                                   |                                                                                              | I I approved process. They will not be provided unless.                                                                                                                                                                                                                                                                                                   |
| = net trade-in \$                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <u>+ cash \$ ភាឧទី</u><br>ន                                                                 | <u>978</u><br>1978                      | s 法等写。 洒廊 (2)                                                                                | you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if                                                                                                                                                                                                                                                     |
| + other (descri                                      | ribe)<br>of cash price (1 minus 2)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Φ                                                                                           |                                         | s (3755, 94 (3)                                                                              | you paid all your payments on time. Credit disability insurance does not cover any increase in your                                                                                                                                                                                                                                                       |
|                                                      | ncluding amounts paid to o                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | hers on your behalf (Se                                                                     |                                         |                                                                                              | I Leavement or in the number of payments, Coverage                                                                                                                                                                                                                                                                                                        |
| keep part of the<br>A Cost of option<br>company or o | se amounts.);<br>onal credit insurance pak                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                             |                                         |                                                                                              | 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.                                                                                                                                                                                    |
| Life<br>Disability                                   | <u> </u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | N/C \$                                                                                      | M/32                                    |                                                                                              | Other Insurance.                                                                                                                                                                                                                                                                                                                                          |
|                                                      | nce paid to the insurance co                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | mpany \$                                                                                    | 847/4                                   |                                                                                              |                                                                                                                                                                                                                                                                                                                                                           |
| C Official fees p                                    | paid to government agencie                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | s \$                                                                                        | NEZIO.                                  | -                                                                                            | Type of Insurance Term                                                                                                                                                                                                                                                                                                                                    |
| D Government                                         | taxes not included in cash                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | orice \$                                                                                    | M, Q                                    | -                                                                                            | Premium \$ M/ A                                                                                                                                                                                                                                                                                                                                           |
| E Government                                         | license and/or registration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ees<br>S                                                                                    | real resp                               |                                                                                              |                                                                                                                                                                                                                                                                                                                                                           |
| E Government                                         | certificate of title fees                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                             | <u>.272 - 32</u><br>2015, gw            | -                                                                                            | (Insurance Company)                                                                                                                                                                                                                                                                                                                                       |
| F Government                                         | es (Seller must identify who                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                             |                                         | -                                                                                            | (Hame Office Address)                                                                                                                                                                                                                                                                                                                                     |
| describe pur                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ·                                                                                           | ***                                     | •                                                                                            | (Home Office Address)  I want the Insurance checked above.                                                                                                                                                                                                                                                                                                |
| to                                                   | for                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \$                                                                                          | M/A                                     | -                                                                                            |                                                                                                                                                                                                                                                                                                                                                           |
| to                                                   | for                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \$                                                                                          | $M \land \Theta$                        |                                                                                              | <u>x</u>                                                                                                                                                                                                                                                                                                                                                  |

|                                                                                                                                                                                                                                                    |                           | I Buyer Signature                                                                                  | Date                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|----------------------------------------------------------------------------------------------------|----------------------------------------------|
| to 1004 1206 1006 for \$  to for \$  to for \$  to for \$  to for \$  H Net trade—in payoff to \$  Total other charges and amounts paid to others on your behalf  5 Amount financed (3 + 4)                                                        |                           | X Co-Buyer Signature  ANY INSURANCE REFE CONTRACT DOES NOT I FOR BODILY INJURY DAMAGE CAUSED TO OT | HERS.                                        |
| tow THIS CONTRACT CAN BE CHANGED. This contract contract must be supported by the contract of the contract is not valid, all other parts stay valid. We for example, we may extend the time for making some payments of the contract is not valid. | Co-Buyer Signs X          | any of our rights under this co                                                                    |                                              |
| 3 book for other important agreements.                                                                                                                                                                                                             |                           |                                                                                                    |                                              |
| NOTICE TO BUYER: 1. Do not sign this agreementitled to a completely filled in copy of this agreement due. If you do so, you may, depending penalty, or (b) under certain circumstances obtain the privilege of purchasing the insurance on the     | on the nature of the cred | it service charge, eithe                                                                           | r (a) prepay without<br>ling to law you have |

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

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

#### RETAIL INSTALMENT CONTRACT Date Co-Buyer Signs X Date 🤫 1일인/제품 Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to Buyer Signs : the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract. Address Date Other owner signs here X Title ar el/85 Creditor SignSCB JOHNSCN CHEVROLET Ву Х Date Nuvell Credit Corporation, □ GMACAB ☐ General Motors Acceptance Corporation (GMAC) Seller assigns its Interest in this contract to: under the terms of Seller's agreement(s) with assignee. Assigned without recourse or with limited recourse Assigned with recourse TO POST OF CAREFURE Title Seller Title ₽v Seller

Notice: See Other Side Z109 FR-NY 3/2005 (For use in the State of New York) (1 of 4) Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

才都护比GATE 心形(G)的AC。 即任ALIER'S COPY

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 he Buyer (debtor) may have against the Seiler, or against the manufacturer of the vehicle or equipment obtained under his contract.



# SmartBuy" Rider GMAC Flexible Finance Plan

|             |      |           | Dealer Number            | Contract Number       |
|-------------|------|-----------|--------------------------|-----------------------|
| New or Used | Year | 11/4-     | Description of Property  | Identification Number |
| MEW         | 2095 | CHEV ZOBA | 2D5D                     | 1619K1SF557           |
|             |      |           |                          | Mileage on Odometer   |
|             |      | BUYE      | R'S LAST PAYMENT OPTIONS | 138                   |

nis SmartBuy™ Plan Rider ("Rider") is part of the contract relating to the credit sale of the motor vehicle described above ("Contract")

| ıted                 | <u> 変ア</u><br>(Mo.) | (Day)                           | <u>2005</u> , between _ | _ 569 | JOHNSON   | CHEVACLET | #************************************* | · |  |
|----------------------|---------------------|---------------------------------|-------------------------|-------|-----------|-----------|----------------------------------------|---|--|
| reditor),<br>o-Buver |                     | eferences to "this Contract" in | Colude this Pider       | (Bu   | ıyer) and | - 1/      |                                        |   |  |

o dayor). Air references to linis Contract Include this Rider.

eaning of Words. Unless this Rider says otherwise, all words used in this Rider and the rest of this Contract have the same meaning. In this der, the words "you" and "your" refer to the Buyer and Co-Buyer, if any. The words "we," "us," and "our" refer to the Creditor named above

# st Payment. THIS CONTRACT IS NOT PAYABLE IN INSTALMENTS OF EQUAL AMOUNTS.

| INSTALMENT OF \$ | 7955.50 | WILL BE DUE ON | <b></b> | <u></u> | 2009  |
|------------------|---------|----------------|---------|---------|-------|
|                  |         |                | (Mo.)   | (Day)   | (Yr.) |

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

fou may pay the payment due at the end of the Contract term on its due date; or

'ou may, if you have met each of the conditions in the paragraph below entitled "Your Option to Sell":

- L self the vehicle to the Creditor and have the Sale Price applied to the payment due at the end of the Contract term; and,
- pay the Creditor any excess of the payment due at the end of the Contract term over the Sale Price.
- r Option to Sell. You have the option to sell the vehicle to the Creditor on the due date of the last scheduled payment at the Sale Price. Sale Price will be the amount of the last scheduled payment as shown in the Payment Schedule: (A) less a \$250 disposition fee; (B) less excess Wear and Tear Deduction; and, (C) less any Excess Mileage Deduction. (Note: The last scheduled payment is the payment shown original payment schedule. This payment may be different from the payment due at the end of the contract term.) You have the option to
- but have not broken any of your agreements under the Contract, including your agreement to keep the vehicle free from all liens and icumbrances other than the Creditor's lien;
- but have paid the Creditor all amounts owing under the Contract except for the amount of the payment due at the end of the Contract term;
- au deliver the vehicle to the Creditor on the due date of the last scheduled payment (or the following business day) at a place designated by Creditor;
- nu pay the Creditor on the due date of the last scheduled payment any excess of the payment due at the end of the Contract term over the tile Price;
- u have serviced the vehicle as described in the Owner's Manual and in the Maintenance Schedule folder and as the manufacturer juests in any recall campaign; and
- I have not altered the vehicle without obtaining the prior written permission of the Creditor.
- exercise this option, you will sign and deliver all documents that may be needed to transfer title to the vehicle to the Creditor.

## EHICLE CASH ASE AGREEMENT

BOB JOHNSON CHEVROLET

1271 Ridge Road West

· DEALER w 7003558

ROCHESTER, NEW YORK 14615

83289 (585) 663-4040 THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER

|                                                                                                                              |                                                                                                                                                           |                                                          |                                         | _ EMAIL                                                                                                                                                                       |                                                        |
|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
| BUYER                                                                                                                        |                                                                                                                                                           |                                                          |                                         | HOME PHONE BUSINES:                                                                                                                                                           | 3 PHONE                                                |
| STREET                                                                                                                       |                                                                                                                                                           |                                                          | STA                                     | TENY                                                                                                                                                                          | P                                                      |
|                                                                                                                              | JESTER                                                                                                                                                    | T)                                                       |                                         | A CONTROL                                                                                                                                                                     |                                                        |
| - ORDER A                                                                                                                    | ND AGREE TO PURCHASE FROM                                                                                                                                 | YOU, ON THE TER                                          | MS CONTAIN                              | IED ON BOTH SIDES OF THIS AGREEMENT, THE FOLLOW<br>ER SIDE)                                                                                                                   | VING VEHICLE:                                          |
| - CONDER A                                                                                                                   |                                                                                                                                                           |                                                          | THE VEN                                 | 711-14-15-                                                                                                                                                                    |                                                        |
| YEAR (TINEW                                                                                                                  | ∏usen □De                                                                                                                                                 | EMONSTRATOR MAK                                          |                                         | MODEL COBA                                                                                                                                                                    | ES 2DSD                                                |
| TYPE 2005 NEW                                                                                                                | COLOR BL TA                                                                                                                                               |                                                          | LEAGE . TO                              | VEN. 161AK12F557                                                                                                                                                              |                                                        |
| "NOTICE TO CONSI<br>ACCORDANCE WITH<br>ESTIMATED DELIVER<br>TO YOU, YOU HAVE T<br>RECEIVE A FULL REF                         | UMER: IF THE VEHICLE IS<br>THIS AGREEMENT WITHIN<br>BY DATE AND THE DELAY I<br>THE RIGHT TO CANCEL THIS<br>FUND OF YOUR DEPOSIT."                         | IS NOT ATTRIB<br>S AGREEMENT                             | TER THE UTABLE                          | USED VEHICLE DISCLOSURE STATEMENT - THE SEES ON THE F.T.C. WINDOW FORM FOR THE THIS CONTRACT. INFORMATION ON THE WINDOW CONTRARY PROVISIONS IN THE CONTRACT SALESFERSON RANAL | IDOW FORM OVERRIDES<br>OT OF SALE.                     |
|                                                                                                                              | CATION (required by Vehicle                                                                                                                               | e and Traffic Lav<br>or use of this ve                   | w 417-A if<br>hicle was a               | principal prior use of the vehicle were as a pol<br>as: a police vehicle A full tank of fuel is included                                                                      | , a driver education<br>with all retail vehicle sales. |
| veluoie                                                                                                                      |                                                                                                                                                           |                                                          | THE P                                   | RICE                                                                                                                                                                          |                                                        |
| VEHICLE PRICE                                                                                                                |                                                                                                                                                           | \$ 155                                                   | 80.13                                   |                                                                                                                                                                               |                                                        |
| TRANSPORTATION<br>(IF NOT INCLUDED IN VEHIC                                                                                  | LE PRICE)                                                                                                                                                 | ,                                                        |                                         |                                                                                                                                                                               |                                                        |
| FACTORY INSTALLED EQUIP                                                                                                      |                                                                                                                                                           |                                                          |                                         | — Purchase include                                                                                                                                                            | 5                                                      |
|                                                                                                                              |                                                                                                                                                           |                                                          | <del> </del>                            | full tank of gas                                                                                                                                                              |                                                        |
|                                                                                                                              | <u></u>                                                                                                                                                   |                                                          |                                         | DEALER INSTALLED EQUIPMENT AND SERVICES                                                                                                                                       |                                                        |
|                                                                                                                              |                                                                                                                                                           |                                                          |                                         |                                                                                                                                                                               |                                                        |
|                                                                                                                              |                                                                                                                                                           |                                                          |                                         |                                                                                                                                                                               |                                                        |
| WHEEL LOCKS SYS                                                                                                              | s 🗇 NO                                                                                                                                                    | IMP.                                                     |                                         | тот                                                                                                                                                                           | TAL \$ 15580.13                                        |
| WHEEL LOCKS LAYE                                                                                                             | THE PRICE                                                                                                                                                 |                                                          | ·on                                     | LESS TRADE-IN CREDIT ( - )                                                                                                                                                    | 8775.00                                                |
|                                                                                                                              | I PAQE NO. 1                                                                                                                                              | MILEAGE                                                  |                                         | (BUYER SEE 1 AND 6(b) ON BACK)                                                                                                                                                |                                                        |
| YEAR 2004 HYLL                                                                                                               | ACCE                                                                                                                                                      | COLOR                                                    |                                         | CASH PR                                                                                                                                                                       | ICE 8 6803-13                                          |
| TRADE IN CLEAR OF                                                                                                            |                                                                                                                                                           |                                                          | <u> </u>                                |                                                                                                                                                                               |                                                        |
| ALL LIENS EXCEPT:                                                                                                            | SUMMIT FCU                                                                                                                                                | EXP.                                                     |                                         | EXTENDED SERVICE CONTRACT TAXES AND OTHER F                                                                                                                                   |                                                        |
| OWED                                                                                                                         | TRADE NO. 2                                                                                                                                               | DATE                                                     |                                         |                                                                                                                                                                               | 544.41                                                 |
| YEAR MAKE                                                                                                                    | MODEL                                                                                                                                                     | MÎLEAGE                                                  | <del></del>                             | SALES TAX                                                                                                                                                                     |                                                        |
| VIN                                                                                                                          |                                                                                                                                                           |                                                          |                                         | DEALER'S OFTIONAL FEE FOR PROCESSING APPLICATION FOR                                                                                                                          | 45.00                                                  |
| TRADE IN CLEAR OF<br>ALL LIENS EXCEPT:                                                                                       | PLATE                                                                                                                                                     | EXF.                                                     |                                         | REGISTRATION FEE (Estimate) **                                                                                                                                                | 17.75                                                  |
| LIEN AMOUNT &                                                                                                                | INO.                                                                                                                                                      | DATE                                                     | BT OF THE                               |                                                                                                                                                                               | 10.00                                                  |
|                                                                                                                              | SIST ME IN OBTAINING FINANC<br>HIS ORDER SHALL NOT BE E                                                                                                   |                                                          |                                         | AND TIME MANAGEMENT & RECYCLING                                                                                                                                               | -EE 12.50                                              |
| UNTIL ALL OF THE C                                                                                                           | PEDIT TERMS ARE PRESENTE                                                                                                                                  | E ACCEPTED BY                                            | ME. IF I DO                             | TOTAL CASH PRICE DELIVER                                                                                                                                                      | RED S 7434.79                                          |
| NOT ACCEPT THE TE<br>MY DEPOSIT WILL BE                                                                                      | RMS WHEN PRESENTED, I MAY                                                                                                                                 | CANCEL THIS C                                            | DRDER AND                               | PLUS BALANCE ÖWING<br>ON TRADE-IN                                                                                                                                             | 9330.75                                                |
|                                                                                                                              | DESCIAL MOTICE TO CONSUME                                                                                                                                 | R                                                        | uces woton                              | LESS CASH DEPOSIT                                                                                                                                                             | 91 <b>5.2</b> 5                                        |
| IĖ, UNDER THE LAW OF T<br>VEHICLĖS, YOU SHOULD                                                                               | HE STATE OF NEW YORK CONTROLL BE ENTITLED TO A REFUND IN CO                                                                                               | NUMBER OF THE SALE OF THE                                | 115 TRANSAC-                            | REBATE(S)                                                                                                                                                                     |                                                        |
| TION, THE VALUE OF ANY                                                                                                       | VEHICLE YOU MAY MAVE TRADED IN                                                                                                                            | THIS DOCUMENT I                                          | INSTEAD, THE                            |                                                                                                                                                                               | ERY \$                                                 |
| VALUE WILL BE DETERM                                                                                                         | INED BASED ON THE NATIONAL ACT                                                                                                                            | AND BY THE COMM                                          | ISSIONER OF                             | CASH DUE ON DELIT                                                                                                                                                             | 15850.29                                               |
| MOTOR VEHICLES, AND<br>CAL OR MECHANICAL DE                                                                                  | ADJUSTED FOR MILENOE, IMPROVE                                                                                                                             | MICH IS MID NO. I                                        |                                         | TOTAL AMOUNT TO BE FINANCED                                                                                                                                                   |                                                        |
| OR DEPARTMENT OF N<br>THE DEALER ISSUED<br>FOR REGISTRATION                                                                  | FEE DISCLOSURES  BER APPLICATION PROCESSING  MOTOR VEHICLES FEE UNLESS A NUMBER PLATES YOU MAY SUE N AND/OR CERTIFICATE OF                                | NAT VOLUE CVAN A                                         | DELICATION                              | BUYE                                                                                                                                                                          | DATE 7-21-C                                            |
| VEHICLE OFFICE.  "THE AMOUNT INDICATE AND THE ACTUAL FEES DO NOT AND THE ACTUAL FEES AND AND AND AND AND AND AND AND AND AND | NTED ON THIS SALES CONTRACT<br>TLE FEES IS AN ESTIMATE. IN SON<br>E THE COMMISSIONER OF MOTO<br>WITHIN 60 DAYS OF SECURING SU<br>TOVERPAID FOR SUCH FEES. | T OR LEASE AGRE<br>MEINSTANCES, IT I<br>B VEHICLES THE I | EEMÜNT FOR<br>MAY EXCERT<br>DEALER WILL | SIGNATURE                                                                                                                                                                     | DATE                                                   |
| DEFORD VIAL MINOCHAI                                                                                                         |                                                                                                                                                           |                                                          |                                         |                                                                                                                                                                               | CHANGE TERMS                                           |

DI EASE SEE CINEB SIDE FOR ADDITIONAL TERMS



# **BOB JOHNSON CHEVROLET**

CUSTOMER NO.

63207

1271 Ridge Road West

## **ROCHESTER. NEW YORK 14615**

(585) 663-4040

www.bobjohnsonchevrolet.com

| С   | AR DEAL NO.                                                    | STOCK NO.                                                     | DATE                                           |     |                  |
|-----|----------------------------------------------------------------|---------------------------------------------------------------|------------------------------------------------|-----|------------------|
| İ   | 159272                                                         | C53678                                                        | 21                                             | Ш.  | 2005             |
|     | LST PRICE                                                      |                                                               | !                                              | 153 | 580 <u>. 1</u> . |
| ī   | DEALER INSTALLED ACCESS                                        | ORIES:                                                        |                                                |     |                  |
| •   |                                                                |                                                               |                                                |     |                  |
| Ì   |                                                                |                                                               | <u> </u>                                       |     |                  |
|     |                                                                |                                                               | Ì                                              |     |                  |
|     |                                                                |                                                               | <u> </u> -                                     |     |                  |
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|     |                                                                |                                                               |                                                |     |                  |
| = 1 |                                                                |                                                               |                                                |     |                  |
|     |                                                                | SUBTOTAL                                                      |                                                | 15  | 590.1            |
|     | TRADE ALLOWANCE OR DIS                                         |                                                               | -                                              |     | 775.0            |
|     |                                                                | ervice Centract                                               |                                                |     |                  |
| ——Ì |                                                                | 11                                                            |                                                |     |                  |
| ŀ   | SALES TAX (COUNTY:                                             | 3%                                                            |                                                |     | 944. A           |
|     |                                                                |                                                               |                                                |     |                  |
|     | TIME FEE                                                       |                                                               |                                                |     | 12.1             |
| 1   | LICENSE/TITLE + 1 1 1                                          | YSI                                                           | <del></del>                                    |     | 27.              |
|     | NY STATE INSPECTION FEE                                        |                                                               | _                                              |     | 1775 -           |
|     | DEALER'S OFTIONAL FEE FOR PRO<br>FOR REGISTRATION AND/OR CERTI | GESSING APPLICATION<br>RICATE OF TITLE, THAS IS NOT A DAW FEE | <u>-                                      </u> |     | 45. 9            |
|     |                                                                |                                                               |                                                |     |                  |
|     |                                                                | CASH SELLING PRIC                                             | Έ  <br>-                                       |     | 7434. i          |
|     | REBATE (5)                                                     | <u></u>                                                       | +-                                             |     | 9339.            |
| >   | BALANCE OWED ON TRAD                                           | E                                                             |                                                |     | 915.)            |
| _/  | DEPOSIT /[[]]]                                                 | A LOW DUE WHOM DELIVE                                         |                                                |     | 915. i           |
|     |                                                                | CASH DUE UPON DELIVE                                          | <del>" </del>                                  | 1   | 3850 i           |
|     | BALANCE TO BE FINANCE                                          | <u> </u>                                                      |                                                |     | SUCTO            |
|     |                                                                |                                                               | - -                                            |     | 167¢.            |
|     | FINANCING                                                      |                                                               | +                                              |     | 4701 X14         |
|     | INSURANCE<br>VSI                                               |                                                               |                                                |     |                  |
|     | 727                                                            | TOTAL TIME PRI                                                | CE                                             |     |                  |
|     |                                                                | TOTAL HINE FILE                                               |                                                | i   | <u>8435.</u>     |

81414

MICHIESTER SALESMAN VEHICLE IDENTIFICATION NUMBER COLOR MODEL MAKE ₩IMBER# NAME YEAR 375 MONOLLETTA, PETE 16104(12755) CDB9 DAFV TO THE TYPE OF SALE KEY NUMBER(S) HSED DEMO WHOLESALE NEW VEHICLE. VEHICLE. TRADE-IN NO. 1 MOTOR VEHICLE INFORMATION BODY TYPE MODEL YEAR MAKE MUEAGE MV# 2090 DOCE PRHIMYLM 1.30 23436929 VIIII COLOR INSP. DATE NYS INSP. NO. HMC6350541 -11 銀行的7億5 11774670 TRADE-IN NO. 2 BODY TYPE MODEL YEAR MAKE VIN CYL. COLOR HEN ACCT, NO. TRADE-IN NO. 1 LIEN PAYABLE TO: 引擎轻手 再制 LIEN ACCT, NO. TRADE-IN NO. 2 LIEN PAYABLE TO: FINANCE SOURCE: TÉRM IN MONTHS: 48 FIRST PAYMENT DUE DATE: 2995. SS MONTHLY PAYMENT:

GENERAL CONSUMER INFORMATION IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, BOB JOHNSON CHEVROLET CERTIFIES THAT THE IT THIS INCTOR VEHICLE IS OF CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE PUBLIC HIGHWAY AT THE TIME OF DELIVERY.

The Seller, BOB JOHNSON CHEVROLET, Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And Neither Assumes Nor Authorizes Any Other Person To Assume For training of restoration with The Sale Of The Vehicle. This Disclaimer By The Seller In No Way Affects The Terms Of The

\*THE OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE. UNLESS ALIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY SURMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE

We Sincerely Appreciate Your Business!

## **BOB JOHNSON CHEVROLET**

1271 Ridge Road West

**ROCHESTER, NEW YORK 14615** (585) 663-4040

NEW YORK STATE FACILITY NO. 7003558



|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | roccación, for a para en el majorite como del Secolo de a fa         |                                                                                                                                                                                                                                                                                | DESCRIPTION OF COL                                                                                                                                                                                                                                                                                                                | SE GESCRIPTIC                                                                                                                                                                                                        | N                                                                                         |
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| MBERT CLOSED<br>3121626APR07 170915612W4E0027 COVE<br>2801230MAR07 161715619W4V1556 Inst                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | R, WHEEL FMC FREE all EnergyE3557 BUSH                               | SCHIPTION OF SODE<br>50. POINT<br>INGS AND/027902 EN                                                                                                                                                                                                                           | DESCHING<br>WIERPRISE RENDOOS<br>ISC. SHOP CHAMA40                                                                                                                                                                                                                                                                                | SUBLET REPA                                                                                                                                                                                                          | -                                                                                         |
| 1855326DEC06 143441212C03K0 3.00<br>0421421AUG06 118994491W4R9995 CUS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | O MILE GM 9998   LUBE                                                | OIL GREASBA97 M. DO AS SUBB9999 SUBBE COMPUTED SI                                                                                                                                                                                                                              | LBLET REPAIRS EE COMMENTS E7901                                                                                                                                                                                                                                                                                                   | MUST DO AS                                                                                                                                                                                                           | SUB                                                                                       |
| TOWN ABOVE ARE THE MOST RECENT PRIVICES PERFORMED ON YOUR VEHICLE.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                      |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                      |                                                                                           |
| SED ON THE CURRENT MILEAGE YOUR VEHICLE, THE MANUFAC- JIER RECOMMENDS THAT THE RVICES MARKED WITH AN 'X' PERFORMED NOW.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                      |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                      |                                                                                           |
| 1271 West Ridge Rochester, NY 14 Chevrolet (585) 663-404 www.bobjohnsonchev                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 615<br>•O                                                            | Any warranties on the parts and acce understands and agrees that dealer me including warranties of merchantability auchiesed; and that in no event shall relatively be a continued to the include, but are not limited to, any withey will enable any vehicle or any of TDATE. | EXCLUSION OF WARRANITES  seconds sold herby are made by the makes no werfanties of any kind, express  or linears far a sparietal representation of  dealer he liable for incidental or earl  undersigned purchaser unaffecting or  arranties that such parts and/or sacess  its systems to perform with representation  SIGNED: X | anufacturer. The undersign so of implied, and discissions of the parts and/or security in the second security in the security of the security in the the workers are of merchanable of security, efficiency, or comi | ad purchasor il warranties. or acceptation mergini losses ed by dealer unity or that ort, |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | n TAG NO. T603                                                       | COLOR BL                                                                                                                                                                                                                                                                       | REI                                                                                                                                                                                                                                                                                                                               | PRINT PAGE 1                                                                                                                                                                                                         | OL T                                                                                      |
| UST, NO83289 STOCK NO. C5367 DATE VEHICLE IDENTIFICATION NUMBER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | MILEAGE DELIVER DATE LICE                                            | SE NUMBER YEAR 05 CHEVROL                                                                                                                                                                                                                                                      | MAKE AND MODEL  ET COBALT                                                                                                                                                                                                                                                                                                         | 213 53                                                                                                                                                                                                               | 5804                                                                                      |
| 2 2 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 18540 21JUL05                                                        | VO JUIL VINGE                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                   | TIME PROM<br>13:00 06.                                                                                                                                                                                               |                                                                                           |
| reby equivalent the repair work herein set forth in the done who p with the measurement and what that you are not reppending for your for doming to which are reliable last intended and what that you are not respectable for your forther or trained and set that you want to prove you are control at for any divides an extended in case of feet that you want to prove your control or transporter. I have involved you are represented and the province of the supplier or transporter. I have not you are the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province of the province  |                                                                      |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                   | 10:00                                                                                                                                                                                                                |                                                                                           |
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| SI WIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ROCHESTER NY                                                         |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                      |                                                                                           |
| UTHORIZED BY:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | BILL TO:                                                             |                                                                                                                                                                                                                                                                                | P.O. NO.                                                                                                                                                                                                                                                                                                                          | BUSINESS                                                                                                                                                                                                             | PHONE                                                                                     |
| STIMATE(1) 8                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                      |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                      |                                                                                           |
| IVISED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ENGINE NO                                                            | TRANSM, NO.                                                                                                                                                                                                                                                                    | AXLE NO.                                                                                                                                                                                                                                                                                                                          | 111321                                                                                                                                                                                                               | ABOR RATE                                                                                 |
| STIMATE(2) \$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ENGINE NO.<br>2.2 Liter MFI DOHC                                     | TRANSM, NO.                                                                                                                                                                                                                                                                    | 7,21.5                                                                                                                                                                                                                                                                                                                            | 04JUL0 <u>0</u>                                                                                                                                                                                                      | 85.00<br>CASH                                                                             |
| IVISED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                      |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                   | 04JUL00                                                                                                                                                                                                              | 85.00                                                                                     |
| IVISED<br>STIMATE(2) \$<br>-EREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE<br>-FAL APPROVAL OF THE ABOVE REVISED ESTIMATES:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 2.2 Liter MFI DOHC<br>1)4444                                         | MX0                                                                                                                                                                                                                                                                            | 7,21.5                                                                                                                                                                                                                                                                                                                            | 04JUL00                                                                                                                                                                                                              | 85.00<br>CASH                                                                             |
| TISED STIMATE(2) \$  1EREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE PAL APPROVAL OF THE ABOVE REVISED ESTIMATES:  INC. 10PRODE  A S10 PETE TO RO.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2.2_Liter_MFI_DOHC 1)4444  LABOR NOTAUCTIONS W AD TEST WITH TECH SEE | MX0<br>NO DESCRIPTION:<br>PETE                                                                                                                                                                                                                                                 | 7,21.5                                                                                                                                                                                                                                                                                                                            | 04JUL00 METHOD OF PAYMENT ** SELLING DEALER WARRANTY EXPINES GASTOTIZGREASE                                                                                                                                          | 85.00<br>CASH                                                                             |
| TISED STIMATE(2) \$  1EREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE PAL APPROVAL OF THE ABOVE REVISED ESTIMATES:  INC. 10PRODE  A S10 PETE TO RO.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2.2_Liter_MFI_DOHC 1)4444  LABOR NOTAUCTIONS W AD TEST WITH TECH SEE | MX0<br>NO DESCRIPTION:<br>PETE                                                                                                                                                                                                                                                 | 7,21.5                                                                                                                                                                                                                                                                                                                            | 04JUL00 METHOD OF PAYMENT ** SELLING DEALER WARRANTY EXPINES GASTOTIZGREASE                                                                                                                                          | 85.00<br>CASH                                                                             |
| TISED STIMATE(2) \$  1EREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE PAL APPROVAL OF THE ABOVE REVISED ESTIMATES:  INC. 10PRODE  A S10 PETE TO RO.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2.2_Liter_MFI_DOHC 1)4444  LABOR NOTAUCTIONS W AD TEST WITH TECH SEE | MX0<br>NO DESCRIPTION:<br>PETE                                                                                                                                                                                                                                                 | 7,21.5                                                                                                                                                                                                                                                                                                                            | 04JUL00 METHOD OF PAYMENT ** SELLING DEALER WARRANTY EXPINES GASTOTIZGREASE                                                                                                                                          | 85.00<br>CASH                                                                             |
| TISED STIMATE(2) \$  1EREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE PAL APPROVAL OF THE ABOVE REVISED ESTIMATES:  INC. 10PRODE  A S10 PETE TO RO.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2.2_Liter_MFI_DOHC 1)4444  LABOR NOTAUCTIONS W AD TEST WITH TECH SEE | MX0<br>NO DESCRIPTION:<br>PETE                                                                                                                                                                                                                                                 | 7,21.5                                                                                                                                                                                                                                                                                                                            | 04JUL00 METHOD OF PAYMENT ** SELLING DEALER WARRANTY EXPINES GASTOTIZGREASE                                                                                                                                          | 85.00<br>CASH                                                                             |
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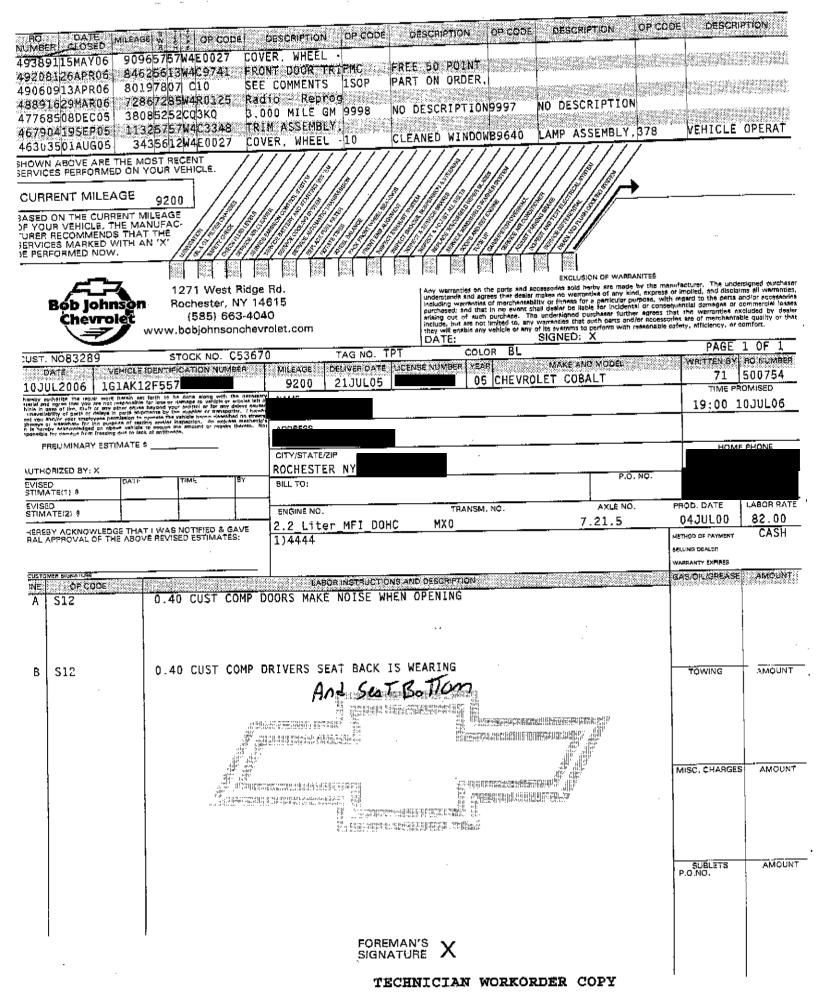
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| www.bobjohnsono                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | U/A 1 E.                                                                                                                                                                                                                                                                                                          | NED: X                                                                                                   | PAGE                                                      | 1 OF 1                                                   |
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| Bob Johnson Rochester, N<br>Chevrolet (585) 663                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 14615    Burchased; and shat in no event shall dealer be allowed further agreed anising out of auch purchases. The undersigned gurchaser further agreed anising out of auch purchases. The undersigned gurchaser further agreed include, but are not limited to, any warranties that such parts and/or agreed include, but are not limited to, any warranties that such parts and/or agreed includes, but are not limited to any warranties are form with renagrability.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | that the warrantes excluded by many applies are of merchantable quality or that a sefecy, efficiency, or comfort.                                                                       |
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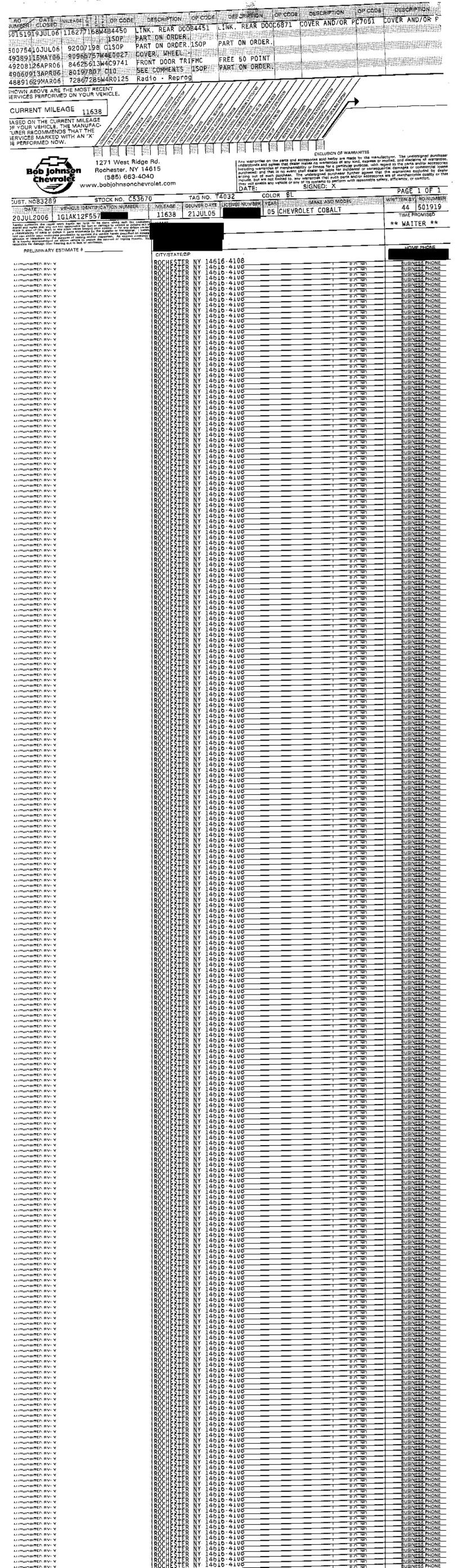
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## ADR REPURCHASE CHECKLIST

## Once completed, this document should be attached to the SR.

| Cover sheet denoting a <b>Request</b> # and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file) |
|---------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                   |
| ☐ Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates                                         |
| ☑ Invoice on original vehicle (from BARS)-old VIN & new VIN if a trade                                                                            |
| ☐ Incentive Acknowledgement Form                                                                                                                  |
| ⊠ Signed Bill of Sale on original vehicle                                                                                                         |
| Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA                                            |
| Agreement to Arbitrate (For CA cases, attach the CCF)                                                                                             |
| Repair Orders (KY and FL only)                                                                                                                    |
| ☐ Invoice for any conversion package (if applicable)                                                                                              |
| Receipts for any after-market items (if applicable)                                                                                               |
| BBB ruling/lemon law ruling and/or BBB settlement letter (if applicable)                                                                          |
| ☐ Signed customer acceptance of decision for Mandatory Repurchases                                                                                |
| ☐ Financial Institution information including: account #, phone # & Institution name                                                              |
| Overallowance/Incentives/Negative Equity Form                                                                                                     |
| ACV on trade-in documented                                                                                                                        |
| Copy of the Customer Claim Form (CCF) only on Mandates                                                                                            |
| Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #                                                             |

## **Overallowance/Negative Equity/Incentives Form (Non-Florida)**

| <b>Customer:</b> SR #: 71-534186786 BBB | <b>B#:</b> CHV0746548 |
|-----------------------------------------|-----------------------|
|-----------------------------------------|-----------------------|

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 Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

## Section 1

| Purchase Price                                    | 15580.13   |
|---------------------------------------------------|------------|
| (from Bill of Sale, before tax, tag, title, etc.) |            |
| MSRP                                              | - 16040.00 |
| (from BARS Invoice screen)                        |            |
| Subtract the MSRP from the Purchase Price         | = -459.87  |
| (If positive, look for Overallowance)             |            |

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

#### Section 2

| Trade Allowance                                                                                 | 9330.75   |
|-------------------------------------------------------------------------------------------------|-----------|
| (from Bill of Sale)                                                                             |           |
| Actual Cash Value (ACV)                                                                         | - 9330.75 |
| (from ACV Statement)                                                                            |           |
| Subtract the ACV from the Trade Allowance                                                       | = 0.00    |
| If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance. |           |
|                                                                                                 |           |

## Section 3

| Trade Allowance                                                                                   | 9330.75   |
|---------------------------------------------------------------------------------------------------|-----------|
| (from Bill of Sale)                                                                               |           |
| Payoff on Trade                                                                                   | - 8775.00 |
| (from Bill of Sale)                                                                               |           |
| Subtract the Payoff on Trade from the Trade Allowance                                             | = 555.75  |
| If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity. |           |

### Section 4

| Purchase Price                                                                                    | 15580.13   |
|---------------------------------------------------------------------------------------------------|------------|
| (from Bill of Sale, before tax, tag, title, etc.)                                                 |            |
| Incentives not included in the Purchase Price                                                     | - 0.00     |
| (from BARS and Incentive Acknowledgement sheet)                                                   |            |
| Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.            |            |
| Overallowance/Negative Equity                                                                     | - 0.00     |
| (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger) |            |
| Subtract the Incentives and the Overallowance/Negative Equity from the Purchase                   | = 15580.13 |
| Price. This is the Actual price of the vehicle that should be presented to the BBB on             |            |
| the Agreement to Arbitrate (ATA).                                                                 |            |
|                                                                                                   |            |

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.



DISTRICT PONTAC BLINCING CAME OCOMODIO SITURI PROPERTIES

August 6, 2007 BOB JOHNSON CHEVROLET 1271 W RIDGE RD ROCHESTER, NY 14615

Dealer Confirmation Letter-Straight

Subject: 2005 Chevrolet Cobalt

Customer:

VIN: 1G1AK12F557

Ref SR: 71-534186786 V-32029

Dear Phil Garofolo:

General Motors will issue a check in the amount of \$1.489.15 made payable to Proceed the Completed repurchase paperwork, GM will issue a check in the amount of \$11,927.58 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

An Directon

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax #666802-6668 by Wednesday August 8, 2007. If you have any questions you may reach me at 866-802-6625 x1237866/802-6625 x1237.

BOB JOHNSON CHEVROLET N 5383/Management Agent's Signature and Title.

BOB JOHNSON CHEVROLET 115385 Management Agent's Printed Name and Title.





DIEVROLET PONTIAC BLICK GAME GMC OKSTODIO SATURI FRANCES

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BOB JOHNSON CHEVROLET N 5383 Management Agent's Signature and Title.

BOB JOHNSON CHEVROLET 115385 Management Agent's Printed Name and Title.





1271 Ridge Road West Rochester, NY 14615 Phone: 585-663-4040 Fax: 585-663-4470 http://www.bobjohnsonchevy.com

# FAX TRANSMISSION COVER PAGE

| THIS TRANSMISSION CONSISTS OFP<br>NCLUDING THIS COVER SHEET.                      | AGES             |
|-----------------------------------------------------------------------------------|------------------|
| IF YOU HAVE ANY PROBLEMS RECEIVING TO<br>TRANSMISSION, PLEASE CALL (585) 663-4040 | HIS<br>. ,       |
| TO: Giovanna Floreno                                                              |                  |
| TO:                                                                               |                  |
| - Pec                                                                             |                  |
|                                                                                   |                  |
| FROM: Phil G. @ Bob Johnson Cherry                                                |                  |
|                                                                                   |                  |
|                                                                                   |                  |
| DATE: 7-(0-07                                                                     |                  |
| PLEASE DELIVER THIS TRANSMISSION TO THE PROPER PATHANK YOU.                       | <u>LRTY ASAP</u> |
| i                                                                                 |                  |
|                                                                                   |                  |
| It's a better place to buy a car! 178                                             |                  |
|                                                                                   | lar & adzneij    |
|                                                                                   | 1866 8937512     |

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\*INVOICE\*

Bob John Chevrolet 1,271 West Ridge Rd.

UNIT# 11774670

DUPLICATE 2

Rochester, NY 14615 Main (585) 663-4040 Pax (585) 663-2701 www.bobjohnsonchewroter.com PAGE 1 ROCHESTER, NY 56 WAYNE PORTEUS SERVICE ADVISOR: MILEAGE IN/ OUT TAG LICENSE N.Y.S. REG. #R7003558 MAKE/MODEL COLOR YEAR T4042 17088/17091 | 1 G1 AK1 2F557 RATE PAYMENT INV. DATE CHEVROLET COBALT 0.5 PO NO. DEL DATE PROD DATE WARR EXP. PROMISED 26 APR07 82.00 | CASH WAIT 26APR07 STK: C53670 ENG: 2.2 Liter MFI DOHC 21JULO5 DD04JUL00 OPTIONS: READY R.O. OPENED TRN: MXC AXL: 7. 21.5 1) 4444 15:20 26 APR07 TOTAL 10:44 26APR07 LIST NET LINE OPCODE TECH TYPE HOURS A CUST COMPS OF A SQWEEK NOISE WHILE DRIVING SEEMS TO BE THE WHEEL COVERS CAUSE: WHEEL COVERS LOOSE E0027 COVER, WHEEL - ALL - REPLACE (N/C)₩4 12 ( N/C) 3 88950636 INSUL KIT FC: 93 PART#: 88950636 100 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 CC - 120 C CLAIM TYPE: AUTH CODE: NU 0.00 TOTAL LINE A: 0.00 0.00 OTHER: O\_OO ...LABOR: PARTS: 17091 WHEEL COVERS LOOSE DROVE VEH, HEAR A SQUEAK NOISE WHEN DELVING. 17091 WHEEL COVERS BOOSE DROVE VEH, HEAR A SQUEAK MOISE WHEEL COVER INSP VEH, FOUND HUB CAPS LOOSE, FOUND BULLETIN TO INSTALL WHEEL COVER INSULATORS. TWETALTED INSULATORS, DROVE VEH NO LONGER HEAR SQUEAK NOISE The second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of th B FREE 50 POINT CHECK AND BATTERY SYSTEM TEST FMC FREE 50 POINT CHECK AND BATTERY SYSTEM TEST 0.00 0.00 0.00 TOTAL LINE B: 0.00 0.00 OTHER: 0.00 LABOR: PARTS: \*\*\*\*\*\*\*\*\*\*\* OUR WARRANTY CUSTOMERS RECEIVE A SURVEY FROM GM. A COMPLETELY SATISFIED RESPONSE IS OUR GOAL. IF THIS IS NOT POSSIBLE PLEASE CALL

"W" INDICATES THE PART IS COVERD BY THE GM GOODWRENCH SERVICE PLUS LIMITED LIFETIME WARRANTY. IT MUST BE FAID BY THE CUSTOMER.

| AVERAGE TEST REQUIREMENT HAS THE PRINCIPAL OF SPECIAL VEHICLE REPAIRS, AND WHICH MAY THEREPORE BY | SATURDAY<br>8:00 A.M 2:00 P.M.<br>WE ACCEPT AMEX, DISCOVER, MASTERCARD, VI5A, GMPP<br>SHUTTLE SERVICE * EARLY BIRD PROGRAM | DESCRIPTION  LAROR AMOUNT  PARTS AMOUNT  GAS, OIL LUBE  SUBLET AMOUNT  MISC. CHARGES  TOTAL CHARGES  LESS INSURANCE  SALES TAX  PLEASE PAY  THIS AMOUNT | 107.05 0.00 0.00 0.00 0.00 0.00 0.00 0.00 |
|---------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| REPARTS, AND WHICH MAY THEREPORE BY                                                               | CUSTOMER SIGNATURE X                                                                                                       | THIS AMOUNT                                                                                                                                             | 0.00                                      |

UNIT# 11774670

528012

INVOICE

Bob Johnson Chevrolet

1271 West Ridge Rd. Rochestor, NY 14615 Main (585) 663-4040 Pax (585) 663-2701 w bobjohnsonchovrolet.com

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | PAGE 1                                        | P                                                 | ain (585) 663-2701                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| ROCHESTER, NY<br>HOME: 585-544-3661 BUS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                               | CAPTACHAE 130                                     | objohneonehevrolet.com                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| N DEC #P2003558                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | SERVICE ADVISOR:                              | 56 WAYNE                                          | MILEAGE INVOUT TAG                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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UNIT# 11774670

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Bob Johnson Chevrolet

1271 West Ridge Rd. Rochester, NY 14615 Main (585) 663-4040 Pax (585) 663-2701 E byblom soncheytylet cor

PAGE 2 ROCHESTER, www.babjohnsonchevrolet.com BUS: HOME: 56 WAYNE PORTEUS SERVICE ADVISOR: TAG MILEAGE IN OUT N.Y.S. REG. #R7003558 LICENSE VIN ... MÁKE/MODBL COLOR YEAR T5421 16167/16171 1G1AK12F557 CHEVROLET COBALT 05 PAYMENT INV. DATE RATE PROMISED PROD. DATE WARR EXP. OM DATE 30MAR07 82.00 | CASH WAIT 28MAR07 STK: C53670 ENG: 2.2 Liter MFI DONC 21JULOS DD04JULOO OPTIONS: R.O. OPENRO READY TRN: MXO AXL: 7. 21. 5 1) 4444 10:16 30MAR07 09:25 28MAR07 TOTAL LIST NET LINE OPCODE TECH TYPE HOURS 16171 TEST DROVE FELT CLUNK OVER BUMPS FOUND BOTH A ARM BUSHINGS FAULTY LIST REPLACED BOTH FAUTLY FRONT BUSHINGS SET TOE TEST DROVE NO NOISE PRESENT \*\*\*\*\*\*\*\*\*\*\*\*\*\* C 2-WAY SHUTTLE CAUSE: RENTAL Z7902 ENTERPRISE RENT A CAR PO#132055 ( N/C) 998 W4FC: 98 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: MЛ SUBL ENTERPRISE RENT A CAR PO#132055 PO# ( N/C) W4. 0.00 TOTAL LINE C: 0.00 0.00 OTHER: LABOR: PARTS: 0.00 To the state of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of \*\*\*\*\*\*\* D FREE 50 POINT CHECK AND BATTERY SYSTEM TEST FMC FREE SO POINT CHECK AND BATTERY SYSTEM TEST Co. O. 0.00 O GC LABOR TOTAL LINE D: 0.00 0.00 0.00 OTHER: PARTS: 1.6167 \*\*\*\*\*\*\*\*\*\*\*\* OUR WARRANTY CUSTOMERS RECEIVE A SURVEY FROM GM. A COMPLETELY SATISFIED RESPONSE IS OUR GOAL. IF THIS IS NOT POSSIBLE PLEASE CALL W INDICATES THE PART IS COVERD BY THE GM

TOTALS DESCRIPTION ANY WARRANTES ON THE PROJECTS
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EMPRESSIA DECLARMS ALL WARRANTES. 0.00 SERVICE HOURS LABOR AMOUNT 0.00 MONDAY - THURSDAY TARTS AMOUNT 7:30 A.M. - 8:00 P.M. 0.00 GAS, OIL, LUBB FRIDAY 0.00 TRUCOMA TELBUR 0.00 7:30 A.M. - 5:30 PM MISC. CHARGES SATURDAY 0.00 TOTAL CHARGES 8:00 A.M. - 2:00 P.M. CYS.

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US, AND WHICH HAK THERSHOOZ RE <u>0.00</u> WE ACCEPT -- AMEX, DISCOVER, MASTERCARD, VISA, GMPP LESS INSURANCE 0.00 SALES TAN SHUTTLE SERVICE \* EARLY BIRD PROGRAM PLRASE PAY THIS AMOUNT REFARM, AND WHICH MAY THERMOS RITHER MORE OR LESS THAN THE ACT CLOCK 1248 IN ANY GIVEN DESTANCE. 0.00 CUSTOMER SIGNATURE X

GOODWRENCH SERVICE PLUS LIMITED LIFETIME WARRANTY. IT MUST BE PAID BY THE CUSTOMER.

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Rochester, NY 14615 Main (585) 663-4040 Fax (585) 663-2701 PAGE 1 www.hobjohnsonchevrolet.com ROCH馬 បន៖ 585-44 JEREMY JENNY HOME: SERVICE ADVISOR: TAG MILLAGE IN/ OUT N.Y.S. REG. #117003558 LICENSE MAKE/MODEL COLOR 11899/11899 **175217** 1G1AK12F557 CHEVROLET COBALT PAYMENT INV. DATE PO: NO.: PRODUDATE WARR EXP. PROMISED DEL DATE 21 AUG06 CASH 82.00 19:00 10AUG06 STK: C53670 ENG: 2. 2 Liter MFI DOHC 21JUL05 IS04JUL00 OPTIONS: R.O. OPEMED READY: TRN: MXO AXL: 7. 21. 5 1) 4444 LIST NELLINE OPCODE TECH TYPE HOURS
A CUST COMP CD WAS STUCK IN CD PLAYER, LOCKED UP, WAS ABLE TO GET CD OUT 19:40 21 AUG06 TOTAL NET CAUSE: COULD NOT DUPLICATE R9995 CUSTOMER CONCERN NOT DUPLICATED 91 CLINT PERKINS LIC#: 95M8 ( N/C) W4 FC: 9Z PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: 0.00 TOTAL LINE A: OTHER: 0.00 0.00 0.00 LABOR: PARTS: 11899 COULD NOT DUPLICATE THE CONCERN. F/C. SEE TIME SPENT. CHECK RADIO/CD OPERATION. OK NO DTC'S. THE CONCERN SEEMS TO BE THAT A CERTAIN CD WILL NOT EJECT SOMETIMES. THE DISPLAY DOES NOT READ "LOCK" AS IT DID PREVIOUSLY. GUST. WILL TRY OTHER CD'S AND/OR STOP IN WHEN THE Acceptable of Parisan PROBLEM IS CURRENT, \*\*\*\*\*\*\*\*\*\*\*\*\* B ENTERPRISE RENTAL CAUSE: ENTERPRISE RENTAL Z7901 MUST DO AS SUBLET 91 CLINT PERKINS LIC#: 95M8 ( N/C) FC: 98 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: MJ新集集的新创新。 图 《春秋·初光] 18 大汉本 SUBL ENTERPRISE RENTAL P. O. 124509 (N/C) W40.00 TOTAL LINE B: 0.00 0.00 OTHER: 0.00 LABOR: PARTS: TOTALS DESCRIPTION ANY WARRANTES ON THE PRODUCTS SOLD HERBEY AND THORK MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MADE IN THE MA SERVICE HOURS LARGE AMOUNT MONDAY - THURSDAY 7:30 A.M. S:00 P.M. PARTS AMOUNT GAS, OIL, LUBE PRIDAY SUBLET AMOUNT 7:30 A.M. - 5:30 PM SATURDAY MISC, CHARGES SATURDAY

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WE ACCEPT - AMEX, DISCOVER, MASTERCARD, VISA, GMPP

AVERAGE THE ENGINEEMENT FOR THE

SHUTTLE SERVICE \* EARLY BIRD PROGRAM

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PAGE 2 www.bobjohnsonchevrolet.com ROCHESTER, BUS: SERVICE ADVISOR: TUO VML BDABIM TAG : M. V.S. REG. #R7003558 LICENSE MIN. MAKE/MODEL YEAR: COLOR か5217 11899/11899 1G1AK12F557 CHEVROLET COBALT INV. DATE RATE PO NO PROMISED PROD. DATE WARR EXP DEL DATE 82.00 CASH 21 AUG06 19:00 10AUG06 21JULO5 IS|04JULO0 STK: C53670 ENG: 2.2 Liter MFI DOHC OPTIONS: R.O. OPENED READY TRN: MXO AXL: 7. 21. 5 1) 4444 19:40 21 AUG06 07:32 10AUG06 TOTAL NET LIST LINE OFCODE TECH TYPE HOURS

OUR WARRANTY CUSTOMERS RECEIVE A SURVEY FROM GM. A COMPLETELY SATISFIED RESPONSE IS OUR GOAL. IF THIS IS NOT POSSIBLE PLEASE CALL

"W' INDICATES THE PART IS COVERD BY THE GM GOODWRENCH SERVICE PLUS LIMITED LIFETIME WARRANTY, IT MUST BE PAID BY THE CUSTOMER-

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\* Harry First 1950 Shuttle Street Assistable Senior Citizens Distribute \* Lounge With References

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| BULLINTINS FOUND                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       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                                               | OR NOW, TECH SAID I               | VEHICLE COMES BACE VEHICLE 7/31-8/3.                | K REPLAC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      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| TO SET-UP THE RA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | DIO PROPERLY. 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| MERCHAPTAPHETTY OF HERMAN PARTICULAR PRINCIPLE AND INTERIOR AND CONTROL FOR ACCUMENT TARK HABILE IN COMMISSION WITH THE SALE OF SALE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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| GRUDE CHUICH MARLAL AND MOTOR<br>CRUME BOOK WHICH REFLECTS A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | WR ACCEPT - AMEX, DISCO           | VER, MASTERCARD, VISA, GMPP                         | SALES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |               |                               |
| AVERAGE THAN ACCUREMENT FOR CH<br>PERFORMANCE OF SPECIFIC VIHIEL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | SHUTTLE SERVICE                   | VER, MASTERCARD, VISA, GMPP<br>* EARLY BIRD PROGRAM | PLEAS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         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| ETTINE BOOKE OR LESS THAN THE ACTUAL CLOCK PIME IN ANY FORM ASSTANCE.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | CUSTOMER SIGNATURE X              |                                                     | THUS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          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BUS:

\*IMVOICE\*

1271 West Ridge Rd. Rochester, NY 14615 Main (585) 663-4040 Pax (585) 663-2701

UNIT# 11774670

ROCHESTER,

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www.boblohnsonchevrolet.com  $\overline{\tau} \overline{\Lambda} \overline{G}^{-}$ MILEAGE IN/ OUT SERVICE ADVISOR: LICENSE T4321 11805/11807  $\Delta M_{\perp}$ WALE DATE

HOME M.Y.S. REG. #R7003558 NYMENT 1G1 AK1 2F557 \_\_\_\_<u>COLOR\_\_\_\_\_\_</u> PATE\_\_\_\_ CHEVROLET COBALT PROMISHO 0.0**5**04 E 0 82.00 CASH 05 PRODUDATE WARR EXP OPHONS: STK: C53670 ENG: 2.2 Liter MFI DOHC PRN: MXO AXL: 7.21.5 1)4444 DUL DATE 12:00 03AUG06 21 JULOS ISO4 JULOO TOTAL

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"W" INDICATES THE PART IS COVERD BY THE GM GOODWRENCH SERVICE PLUS LIMITED LIFETIME WARRANTY. IT MUST BE PAID BY THE CUSTOMER.

KINDER JARBIJAKAA

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THE DRAINERSHIP UTTILEMS THE MOUTH THE PARTICLE AND ADMITTANCE PRODUCTIONAL AND INC.

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www.hobjohnsonchevrolet.com

## **Privileged and Confidential Information**

| Case As         | ase Assessment By:Giovanna Floreno |                     |                         |              | Siebel/CARS Request #:71-534186786 |                        |  |
|-----------------|------------------------------------|---------------------|-------------------------|--------------|------------------------------------|------------------------|--|
| Custom          | er Name:                           |                     |                         |              |                                    |                        |  |
| Veh yea         | r:2005                             |                     | Make:Chevrolet          |              | Model:Cobalt                       | Current mileage:19,527 |  |
| Veh ID          |                                    |                     | In Service Date:7       | /2005        | Purchased:                         | If used:               |  |
| #:1G1Al         |                                    |                     |                         |              |                                    |                        |  |
| What is         | the custo                          | omer seeking        | ?customer would         | d like to ha | ave the vehicle replaced           |                        |  |
|                 |                                    |                     | VE                      | HICLE RE     | PAIR HISTORY                       |                        |  |
|                 |                                    |                     | PTOM/CONCERN            |              |                                    |                        |  |
| Date:           | RO#:                               | Mileage             | Days Out:               | Descr        | iption of Repair:                  |                        |  |
|                 |                                    |                     |                         |              |                                    |                        |  |
|                 |                                    |                     |                         |              |                                    |                        |  |
|                 |                                    |                     |                         |              |                                    |                        |  |
|                 |                                    |                     |                         |              |                                    |                        |  |
|                 |                                    |                     |                         |              |                                    |                        |  |
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|                 |                                    |                     |                         |              |                                    |                        |  |
|                 |                                    |                     |                         |              |                                    |                        |  |
|                 |                                    |                     |                         |              |                                    |                        |  |
|                 |                                    |                     |                         |              |                                    |                        |  |
|                 |                                    |                     |                         |              |                                    |                        |  |
| CUCTON          | MEDIC DE                           | DIMA DV CVMI        | DTOMOONCEDN             |              |                                    |                        |  |
|                 |                                    |                     | PTOM/CONCERN: Days Out: |              | iption of Repair:                  |                        |  |
| CUSTON<br>Date: | MER'S PF                           | RIMARY SYMI         |                         |              | iption of Repair:                  |                        |  |
|                 |                                    |                     |                         |              | iption of Repair:                  |                        |  |
|                 |                                    |                     |                         |              | iption of Repair:                  |                        |  |
|                 |                                    |                     |                         |              | iption of Repair:                  |                        |  |
|                 |                                    |                     |                         |              | iption of Repair:                  |                        |  |
|                 |                                    |                     |                         |              | iption of Repair:                  |                        |  |
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|                 |                                    |                     |                         |              | iption of Repair:                  |                        |  |
|                 |                                    |                     |                         |              | iption of Repair:                  |                        |  |
|                 |                                    |                     |                         |              | iption of Repair:                  |                        |  |
| Date:           | RO#:                               | Mileage             | Days Out:               |              | iption of Repair:                  |                        |  |
| Date:           | RO#:                               |                     | Days Out:               | Descr        | iption of Repair:                  |                        |  |
| Date:           | RO#:                               | Mileage  DM/CONCERN | Days Out:               | Descr        |                                    |                        |  |
| Date:           | RO#:                               | Mileage  DM/CONCERN | Days Out:               | Descr        |                                    |                        |  |
| Date:           | RO#:                               | Mileage  DM/CONCERN | Days Out:               | Descr        |                                    |                        |  |
| Date:           | RO#:                               | Mileage  DM/CONCERN | Days Out:               | Descr        |                                    |                        |  |
| Date:           | RO#:                               | Mileage  DM/CONCERN | Days Out:               | Descr        |                                    |                        |  |

Team Lead Approval:

Date:

## **Privileged and Confidential Information**

| Total Days Out of Service:                                                                                                      | (excluding d<br>Collision Repairs) | ays for custom | er pay reasons sucl | h as; Maintenance and |
|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------|----------------|---------------------|-----------------------|
| VEHICLE MEETS PRESUMPTION                                                                                                       | LEMON LAW?                         | YES:           | NO:X                |                       |
| What is customer eligible for (I<br>States lemon law requirements<br>Customer is eligible for repairs<br>and GM program summary | for meeting pro                    | esumption)?    |                     |                       |
|                                                                                                                                 |                                    |                |                     |                       |
| DVM and/or DEALER RECOMMEN                                                                                                      | IDATION(s):                        |                |                     |                       |
| CRS RECOMMENDATION & RATIO                                                                                                      | ONALE (EXPLAIN                     | ):             |                     |                       |
| Decision reached by CRS:                                                                                                        | Arbitrate cas                      | e:             | Settle case:        | X                     |

Team Lead Approval:

Date:

## **Voluntary Repurchase**

X BBB Case

OR Straight

□ State Case Lease

COMPLIANCE DATE: September 19, 2007

ADR REQUEST NUMBER: 71-534186786

**CUSTOMER NAME:** 

LAST SIX OF VIN: 648365

ADR CRS: Giovanna Floreno EXT.: 11549

DVM: Dave Thomson PHONE: 914055 8111

DATE ACCEPTANCE RECEIVED: July 19, 2007

NUMBER OF DAYS FOR COMPLIANCE:

TEAM LEAD'S SIGNATURE: Bridget Cazabon/TL-ADR/ Chatham

ADR Exceptions that need to be paid i.e. over allowance and negative equity.

**COMMENTS/REASON FOR EXCEPTION:** 

File will be returned without all information above completed.



Friday, May 27, 2011



#### **BBB** Arbitration Decision - Straight

Subject: Repurchase of 2005 Chevrolet Cobalt

VIN: 1G1AK12F557

Ref SR: 71-534186786 V-32029



We regret that you are dissatisfied with your 2005 Chevrolet Cobalt, VIN **1G1AK12F557** 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.

Per the Better Business Bureau's decision, Chevrolet will repurchase your vehicle for \$13,416.73. Your responsibilities are outlined below. This offer was calculated by using the following figures.

| Total Repurchase Amount                             | \$13,416.73 |
|-----------------------------------------------------|-------------|
| Base Price                                          | \$15,580.13 |
| Reg/Lic/Title Fees                                  | \$17.75     |
| Dealer Fee                                          | \$45.00     |
| Tire mngt. & recycle fee                            | \$12.50     |
| Inspection Fees                                     | \$10.00     |
| Less Usage                                          | \$1,173.65  |
| Less Over-allowance                                 | \$1,075.00  |
| Less Payoff of Original Vehicle-Good until 08/18/07 | \$11,927.58 |

#### **Total Amount to Customer**

\$1,489.15

## \*\*TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW\*\*

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 x1237 if you have any questions or concerns.

Customer's and Co-Customer's Signature(s) and Date

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

The requirements of the straight repurchase are as follows:

⇒ **Vehicle Damage -** vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.

- ⇒ **A "Power of Attorney" form -** supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*).
- ⇒ **An "Odometer Disclosure Statement" form -** supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** needs to be intact and functional.
- ⇒ **Title** if no lien on this vehicle, a free and clear title must be provided at time of repurchase.
- ⇒ Cash backs rebates or incentives— no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

Please return this signed document to fax number 866-802-6668 by Wednesday August 8, 2007

Sincerely,

General Motors RVDC 2717 Schust Saginaw, MI 48603



### STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number 71-534186786

**Customer Name** 

Worksheet Filled Out By:

J.Robertson

Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:

<u>Date:</u> August 13, 2007

| 1G1AK12F557 |                                                        |                  |                                   | August 13, 2007       |    |                                         |    |             |
|-------------|--------------------------------------------------------|------------------|-----------------------------------|-----------------------|----|-----------------------------------------|----|-------------|
|             | USAGE FORMULAS STRAIGHT REPURCHASE                     |                  |                                   |                       |    |                                         |    |             |
| 1           | . o ou.ou.u.o u.ou.go.                                 |                  | 1 Base Price                      | \$15,580.13           | 1  | Down Pmt / Cap Cost Reduction           |    | \$0.00      |
| 2           |                                                        |                  | 2 Conversion / Upfit cost         |                       |    | Pmts (includes 1st month if lease)      |    | \$0.00      |
| 3           | follow applicable lemon law formul                     | a for your state | 3 Reg./Lic./Title Fees            |                       |    | Reg/Lic/Title Fees (leases only)        |    | \$0.00      |
| 4           |                                                        | •                | 4 Dealer Fee                      |                       |    | Tax (leases only)                       |    | \$0.00      |
| 5           | A. USAGE USING L.L. FORMULA                            |                  | 5 Tire & Mngt. & Recycle fee      |                       |    | Aftermarket Items                       |    | \$0.00      |
|             | Base Price/Total Repurch Price                         | \$15,580.13      | 6 Sales Tax                       |                       |    | Other-Explain                           |    | \$0.00      |
| 7           | Mileage                                                | 7,533            |                                   |                       |    | Other-Explain                           |    | \$0.00      |
| 8           | Denominator                                            |                  | 8 GMPP (* only for WI)            |                       |    | Other-Explain                           |    | \$0.00      |
| 9           | Usage                                                  | \$1,173.65       | 9 Inspection fee                  |                       |    | Other-Explain                           |    | \$0.00      |
| 10          |                                                        |                  | 10 Total Purchase Price           | \$15,665.38           | 10 | Total Additions                         |    | \$0.00      |
| 11          | B. USAGE - NEGOTIATED                                  | \$0.00           | 11                                |                       | 11 |                                         |    |             |
| 12          |                                                        |                  | 12 * Usage/Depreciation           |                       |    | * Usage/Depreciation                    |    | \$1,173.65  |
| 13          |                                                        |                  | 13 Damage                         |                       |    | Damage                                  |    | \$0.00      |
| 14          | C. USAGE USING CENTS/MILE                              |                  | 14 Late charges                   | \$0.00                | 14 | Late charges                            |    | \$0.00      |
| 15          | Mileage                                                | 0                | 15 Over-Allowance                 |                       |    | Over-Allowance                          |    | \$0.00      |
| 16          | Cents per mile                                         | \$0.000          | 16 Negative Equity                | \$0.00                | 16 | Negative Equity                         |    | \$0.00      |
| 17          | Usage                                                  | \$0.00           | 17 Incentives                     | \$0.00                | 17 | Incentives                              |    | \$0.00      |
| 18          |                                                        |                  | 18 Other-Explain                  | \$0.00                | 18 | Sec. Dep. (leases) if reimbursing above |    | \$0.00      |
| 19          |                                                        |                  | 19 Other-Explain                  |                       |    | Extended Service Contract               |    | \$0.00      |
| 20          | D. USAGE-CALIFORNIA ONLY                               |                  | 20 Other-Explain                  | \$0.00                | 20 | Gap Insurance                           |    | \$0.00      |
| 21          | Base price section-Used when NOT                       |                  | 21 Other-Explain                  | \$0.00                | 21 | Over Mileage Penalty                    |    | \$0.00      |
| 22          | "Actual Price Paid" (Base)                             | \$15,652.88      | 22 Total Deductions               | \$2,248.65            | 22 | <b>Total Deductions</b>                 |    | \$1,173.65  |
| 23          | Mileage                                                | 0                | 23                                |                       | 23 |                                         |    |             |
| 24          | Usage                                                  | \$0.00           | 24 Repurchase Subtotal            | \$13,416.73           | 24 | Total Refund to Customer                |    | -\$1,173.65 |
| 25          | OR                                                     |                  | 25 Loan Payoff good thru 08/28/07 | \$11,938.99           | 25 | Dir Buyout (lease) or Loan Payoff       |    | \$0.00      |
| 26          | Payment/Lease-Used when finance                        | ed.              | 26 Total Refund to Customer       |                       |    | (GMAC=DL quote) good thru xx/xx/xx      |    |             |
| 27          | "Actual Price Paid" (Pmt/Lease)                        | \$0.00           | 27 Attorney's Fees                |                       |    | Attorney's Fees                         |    | \$0.00      |
| 28          | Mileage                                                | 0                | 28 Total Repurchase               |                       |    | Total Repurchase                        |    | -\$1,173.65 |
| 29          | Any ext service contract (CA only)                     |                  | 29 NADA (Legal Only)              |                       |    | NADA (Legal Only)                       |    | \$0.00      |
| 30          | Usage                                                  | \$0.00           | 30 Estimated Auction Value        | \$0.00                | 30 | Estimated Auction Value                 |    | \$0.00      |
| 31          |                                                        |                  | 31 Projected Loss                 | \$13,416.73           | 31 | Projected Loss                          |    | -\$1,173.65 |
| -           | PURCHASE PRICE (before t/t/t)                          | \$ 15,580.13     | TRADE ALLOWANCE                   | \$ 8,775.00           |    | PURCHASE PRICE                          | \$ | 15,580.13   |
|             | MSRP (FROM BARS INVOICE)                               | \$ 16,404.00     | PAYOFF OF TRADE                   | \$ 9,330.75           |    | INCENTIVE* (from BARS)                  | \$ | -           |
|             | DIFFERENCE                                             | \$ (823.87)      | DIFFERENCE                        | \$ (555.75)           |    | OVERALLOWANCE                           | \$ | 1,075.00    |
|             | if positive look for over allowance                    | Ţ (020.01)       | if negative=negative equity       | <del>+ (000.70)</del> |    | ACTUAL PRICE                            | \$ | 14,505.13   |
|             | - FILLING ICCI. C. C. C. C. C. C. C. C. C. C. C. C. C. |                  | TRADE ALLOWANCE                   | \$ 8,775.00           |    |                                         |    | ,000.10     |
|             |                                                        |                  | ACV OF TRADE                      | \$ 7,700.00           |    | Do not include fuel fill credit         |    |             |
|             | Authorized Signature                                   | Date             | DIFFERENCE                        | \$ 1,075.00           |    | Include GM card points                  |    |             |
|             |                                                        |                  | ACV=actual cash value             | ,0.0.00               |    | Form Rev. 04/28/2006                    |    |             |
|             |                                                        | 1                |                                   |                       | 1  |                                         |    |             |

## **ADR File Checklist**

| SR Number:71-534186786 Customer: Make/Model/Year: Chevrolet/Cobalt/205                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                         | <b>/lileage</b> : 19527 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-------------------------|
| Received Date: 7/2/2007 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 15 Day 16 Day 16 Day 16 Day 16 Day 16 Day 16 Day 16 Day 16 Day 16 Day 17 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 Day 18 | ate: 7/17/2007 Goes Active:                                                             |                         |
| ☐ Case Scan / Acknowledgement (24 hrs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | s) Completion Date/Time:                                                                |                         |
| <ul> <li>✓ Initial Calls (72 hrs):</li> <li>☐ Customer</li> <li>☐ Dealer Svc Mgr</li> <li>☐ Dealer Finance Mgr</li> <li>☐ AVM</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Completion Date/Time: Completion Date/Time: Completion Date/Time: Completion Date/Time: | /<br>/<br>/             |
| <b>⊠</b> Repair Orders Requested:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Received:                                                                               |                         |
| <b>⊠</b> Sales Documents:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Received:                                                                               |                         |
| <b>⊠</b> BARS / Finance Sheet                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                         |                         |
| <ul><li>✓ Case Assessment (by Day 14):</li><li>Lemon Law Eligible:</li><li>Presumption:</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Yes                                                                                     |                         |
| ☐ GM Position – Customer / BBB Due I                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Date</b> (7-10 days):                                                                |                         |
| ☐ Settlement / Goodwill Offered Date:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                         |                         |
| All Documents Attached (by Day 15)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                         |                         |
| Arbitration Date:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                         |                         |
| ☐ Closing Activities: Settlement Executive Summary Close Siebel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Completion Date/Time:<br>Completion Date/Time:<br>Completion Date/Time:                 | /<br>/<br>/             |
| DVM: David Thomson Service Dealer: Bob Johnson Chevrolet Selling Dealer: Bob Johnson Chevrolet                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Node/Box: 914055 811<br>Svc Mgr:<br>Contact:                                            | 1                       |
| NOTES:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                         |                         |

FI990B

F&I CUSTOMER SCREEN

DEAL NUMBER 158972

CO-BUYER

BJC-FI

CUSTOMER

1) Cust#: 83289 Name:

L, F: Addr:

City: ROCHESTER

State: NY Zip:

Cnty: MONROE
HP#: On NSO

DOB: 09/06/1956 Age 50 Spse:

Spse:

E-mail

FUNCTION (#,DP,DL,CA,CO,C3,K,P,V,M,G,L,@):

F1=Help

F2=Home

F3=Save

F4=Cancel

10 f 2 Case # 71-534186736

FI990B

## Purchase Information Screen

BJC-FI

|      |                            |                    | 777 1                                   |
|------|----------------------------|--------------------|-----------------------------------------|
| 1)   | Deal No:<br>Contract Date: | 158972<br>07/21/05 | TRADE-IN INFORMATION                    |
| 2)   | Fin Inst:                  | GMSB               | 1) Trade-In 1 Allowance: \$ 8,775.00    |
| 3)   | Stock Number:              | C53670             | 2) Trade-In 1 Payof!: \$ 9.330.75       |
| 4)   | M.S.R.P.:                  |                    | 73) Trade-In 1 ACV: \$ 7,700.00)        |
|      | Cash Price: ;;             | 15.580.13          | , , , , , , , , , , , , , , , , , , , , |
| 6)   | Balloon Rt/Amt: 49.00% \$  | 7,859.60           | 4) Trade-In 2 Allowince:                |
| 7)   | Mileage Penalty:           |                    | 5) Trade-In 2 Payof::                   |
| 8)   | Cash Down/Deposit: 5       | 915.25             | 6) Trade-In 2 ACV:                      |
|      | Rebate:                    |                    |                                         |
|      | C.O.D:                     |                    | Cofrect (Y,R1,R2,#,E,?):                |
| 11)  | First Time Buyer:          |                    | 112711                                  |
| 12)  | GM Card Earnings:          | /                  | Total Financed: \$ 15,850.29            |
| 13)  | Total Trade Allow: 5       | 8,775.00           | Finance Charge: \$ 1,670.16             |
|      | Total Down:                | 359:50             | Total Other Charges:                    |
| 14)  | Total Fee/Options: \$      | 85.25              | Total of Payments \$ 17,520.45          |
| 15)  | Total Taxes: \$            | 544.41             | Deferred Price: \$ 17,879.95            |
|      | ·                          |                    | Unpaid Balance: \$ 15,850.29            |
| Came | nand. 10                   |                    | ~ 10,000.23                             |

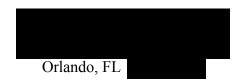
Command: 13

Enter the Actual Cash Value amount for this trade. 1500 = \$1500.00. F1=Help F3=Exit

2072

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

May 31, 2011



Service Request: 71-541667553

Customer Relationship Specialist: Kelly Squires

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 <a href="http://www.dr.bbb.org/goauto">http://www.dr.bbb.org/goauto</a>

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

2005 COBALT 4-DOOR SEDAN 95U ULTRA SILVER METALLIC /L4G 14B GRAY ORDER NO. HPCP8B/TRE STOCK NO. DETROIT VIN 1G1 AK52 F9 57

CHEVROLET MOTOR DIVISION GENERAL MOTORS CORPORATION 100 RENAISSANCE CENTER VEHICLE INVOICE 1AD53506118 

INV AMT RETAIL - STOCK MSRP 13625.00 12739.38 INVOICE 11/09/04 N/C SHIPPED 11/07/04 0.00 EXP I/T 11/23/04 N/C L61 2.2L DOHC 4 CYL ENGINE 0.00 0.00 EXP I/T 11/23/04 MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE 850.00 765.00 INT COM 11/23/04 T43 REAR DECK-LID SPOILER 275.00 247.50 PRC EFF 11/03/04

KEYS G0150 G0150 WFP-S QTR OPT-1 BANK: GMAC - 029 CHG-TO 26-550

SHIP WT: 2807 HP: 18.4 GMS: 13949.38 SUPPLR: 14573.73 MRM: 15315.00 DAN: WG827 MEMO 662.50

| TOTAL MODEL & OPTIONS   | 14750.00 | 13751.88 | ACT 231 | 13874.38 |
|-------------------------|----------|----------|---------|----------|
| DESTINATION CHARGE      | 565.00   | 565.00   | H/B 261 | 442.50   |
| LAM DEALER CONTRIBUTION |          | 147.50   | ADV 261 | 147.50   |
| LAM GROUP CONTRIBUTION  |          | 110.63   | EXP 65A | 110.63   |

TOTAL 15315.00 14575.01 PAY 310 14575.01

MEMO: TOTAL LESS HOLDBACK AND

MODEL & FACTORY OPTIONS

1AK69 COBALT 4-DOOR SEDAN FE9 50-STATE EMISSIONS

APPROX WHOLESALE FINANCE CREDIT 13928.13

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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. 029 VIN 1G1AK52F957 \$ 14575.01 INV 1AD53506118 DUE 11/23/04 DEALER 26-550

COURTESY CHEVROLET AT THE AIRPORT

## **Privileged and Confidential Information**

## CASE ASSESSMENT

By: Adam Labonte State: Florida

| Customer I                            | Name:                              |                                                       |                 | Service R                  | equest: 71-541667553     | BBB Case No.: CHV0751943                                 |
|---------------------------------------|------------------------------------|-------------------------------------------------------|-----------------|----------------------------|--------------------------|----------------------------------------------------------|
| Vehicle ID                            | No.: 1G1A                          | K52F957                                               | Dat             | Service<br>:e:<br>m/dd/yy} | Vehicle is: NEW          | BAC Code: 114788                                         |
| Mileage at<br>Lien holder<br>DVM Name | Time of BE<br>: GMAC<br>: Mike Hur | 2005 Chevrole BB Filing 22,00 Cher: rell 321-246-0505 | et Cobalt<br>00 | ,,,                        | odometer {odometer}      | d on: {n/a or mm/dd/yy} at  Lease Other:: {Type} Number} |
|                                       |                                    |                                                       | VEH             | ICLE REPA                  | AIR HISTORY              |                                                          |
| Throughou                             | t the entire                       | e form, use ar                                        | asterisk (*     | ) if day(s) out            | of service are already c | ounted in another category.                              |
|                                       |                                    | IN THE BOX<br>OR THE COM                              |                 |                            | RN BASED ON REPAIR C     | ORDERS. USE "N/A" IF THERE                               |
| ☐ <u>Power</u>                        | steering                           | locked up v                                           | while drivi     | <u>ing</u>                 |                          |                                                          |
| <u>Date:</u><br>5/25/07               | RO #:<br>45646                     | Days Out:                                             | Mileage:        | <u>Description</u> of      | of Complaint and Repair  | Performed:                                               |
| ☐ <u>Turn s</u>                       | ignals we                          | ere not wor                                           | king            |                            |                          |                                                          |
| <u>Date:</u>                          | RO #:                              | Days Out:                                             | Mileage:        | <u>Description</u> of      | of Complaint and Repair  | Performed:                                               |
| □ <u>Recall</u>                       | on exhau                           | <u>ust</u>                                            |                 |                            |                          |                                                          |
| <u>Date:</u>                          | <u>RO #:</u>                       | Days Out:                                             | Mileage:        | <u>Description</u> of      | of Complaint and Repair  | Performed:                                               |
| ☐ <u>Recall</u>                       | on airba                           | <u>gs</u>                                             |                 |                            |                          |                                                          |
| <u>Date:</u>                          | RO #:                              | Days Out:                                             | Mileage:        | <u>Description</u> of      | of Complaint and Repair  | Performed:                                               |
| □ <u>{Sym</u> p                       | otom}                              |                                                       |                 |                            |                          |                                                          |
| Date:                                 | <u>RO #:</u>                       | Days Out:                                             | Mileage:        | <u>Description</u> of      | of Complaint and Repair  | Performed:                                               |
| ☐ {Symp                               | ntom?                              |                                                       |                 |                            |                          |                                                          |
| Date:                                 | RO #:                              | Days Out:                                             | Mileage:        | Description of             | of Complaint and Repair  | Performed:                                               |
| <u></u>                               | <u> //</u>                         | Days Out.                                             | .viiicage.      | 2 COOLIDITORI C            | . Complaint and Repair   | 1 OTTOTITION.                                            |

| ☐ Recall/Campaign (Not Related to Other Symptoms/Complaints) |                                                                                                                                                                                                                    |                                                  |           |                                     |                                                      |  |  |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-----------|-------------------------------------|------------------------------------------------------|--|--|
| Date:                                                        | RO #:                                                                                                                                                                                                              | Days Out:                                        | Mileage:  | Description of Complaint and Repa   | ir Performed:                                        |  |  |
| ☐ <u>Other</u>                                               |                                                                                                                                                                                                                    |                                                  |           |                                     |                                                      |  |  |
| Date:                                                        | <u>RO #:</u>                                                                                                                                                                                                       | Days Out:                                        | Mileage:  | Description of Complaint and Repa   | ir Performed:                                        |  |  |
|                                                              |                                                                                                                                                                                                                    |                                                  | THE ST    | TATE LEMON LAW READS:               |                                                      |  |  |
| Repairs {# Time perio                                        | Days out of service: {# of Days} Repairs {# of repair attempts} Time period {# of months} / {# of miles} Does Lemon Law state nonconformity must continue to exist? {Y or N}                                       |                                                  |           |                                     |                                                      |  |  |
| • •                                                          |                                                                                                                                                                                                                    |                                                  |           | f repair attempts} } / {# of miles} |                                                      |  |  |
| Total days                                                   | out of serv                                                                                                                                                                                                        | ttempts in t<br>vice during th<br>vice during cu | e presump |                                     | {# of repair attempts}<br>{# of Days}<br>{# of Days} |  |  |
|                                                              | 1                                                                                                                                                                                                                  | /ehicle Me                                       | eets Pres | sumption of Lemon Law               | ES or NO                                             |  |  |
| PERTI                                                        | NENT F                                                                                                                                                                                                             | ACTS FRO                                         | )M PREV   | IOUS SRs WHICH RELATE               | TO YOUR EVALUATION                                   |  |  |
|                                                              |                                                                                                                                                                                                                    | ing locked up<br>Customer was                    |           | ng<br>O.F. for inconvenience by CAC |                                                      |  |  |
| Concern: {7<br>Date & Offe                                   | _                                                                                                                                                                                                                  | (TEXT)                                           |           |                                     |                                                      |  |  |
| Concern: {TEXT} Date & Offer/Result: {TEXT}                  |                                                                                                                                                                                                                    |                                                  |           |                                     |                                                      |  |  |
| RECOMMENDATION AND RATIONALE                                 |                                                                                                                                                                                                                    |                                                  |           |                                     |                                                      |  |  |
|                                                              | Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety. |                                                  |           |                                     |                                                      |  |  |
| {TEXT}                                                       |                                                                                                                                                                                                                    |                                                  |           |                                     |                                                      |  |  |
|                                                              |                                                                                                                                                                                                                    |                                                  |           |                                     |                                                      |  |  |

| CRS FINAL OFFER: | {REPAIR/REP/TRADE}: | DATE: {Date}            | CUST {Accepted / Declined} |
|------------------|---------------------|-------------------------|----------------------------|
| Goodwill: {Type} |                     | Attorney Fees (if appli | icable): \${Amount}        |
|                  |                     |                         |                            |

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









#### GENERAL MOTORS BUSINESS RESOURCE CENTER

#### **VIA FAX ONLY**

August 29 2007 Tommy Gallagher COURTESY CHEVROLET AT THE AIRPORT **5600 LEE VISTA BLVD** ORLANDO, FL 32812-3021

Re:

Siebel Request: 71-541667553 2005 Chevrolet Cobalt VIN # 1G1AK52F957

Dear Mr. Gallagher:

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,

{Adam Labonte}
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension {21830}
FAX# 866-554-4009

Revised 8/02/2007

#### **Privileged and Confidential Information**

#### CASE ASSESSMENT

By: Adam Labonte State: Florida

Customer Name: Service Request: 71-541667553 BBB Case No.: CHV0751943

Vehicle ID No.: 1G1AK52F957 In Service Vehicle is: NEW BAC Code: 114788

Vehicle Purchased Used on: NA at odometer NA

Date: 12/21/2004

Year, Make & Model: 2005 Chevrolet Cobalt

Mileage at Time of BBB Filing 22,000

Lien holder: GMAC X Other□: {Name} Sale Type: Purchase □ Lease X Other□: {Type}

DVM Name: Mike Hurrell CAM Name: Aubrey Washington Phone/Cell Number: 321-246-0505 Phone Number: 678-240-9832

## VEHICLE REPAIR HISTORY

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

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

## x Power steering locked up while driving

| Date:  | RO #:  | Days Out: | Mileage: | <u>Description of Complaint and Repair Performed:</u>                                                                                                                                                                                                                                   |
|--------|--------|-----------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8/7/07 | 201161 | 2         | 27,931   | Customer states power steering freezes up after 5-10 minutes of driving and steering message comes on driver information system. Cause: 2 DMSR diagnostic steering system check out time. Inspect and found code C0475 did test steps steering column failure. Replace column assembly. |

### x Turn signals were not working

| Date:             | <u>RO #:</u>     | Days Out: | Mileage:         | Description of Complaint and Repair Performed:                                                                                                                                |
|-------------------|------------------|-----------|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7/23/07           | 198237           | 1         | 26,821           | Left turn signal inoperable. S/O part in. Cause: Poor connection B7289 0.3 Poor connection at socket assembly. Replaced headlamp assembly, ok.                                |
| 6/16/07           | 197773           | 1         | 26,525           | Customer states left turn signal inoperable. See history. Cause: Poor connection in left park socket, do temp repair on left park socket high resist ordered lamp per Mike O. |
| 6/1/07            | 196822           | 1         | 26,002           | Customer states left rear turn signal inoperable. Replaced bulb war N0761 Replaced bulb.                                                                                      |
| 5/24/07<br>3/2/06 | 196299<br>165972 | 1         | 25,744<br>12,962 | Customer states left turn signal inoperable. Blown bulb. Install new bulb. Left turn signal inoperable. Blown turn signal bulb. Replace bulb.                                 |

## x Recall on exhaust

<u>Date:</u> RO #: <u>Days Out</u>: <u>Mileage:</u> <u>Description of Complaint and Repair Performed:</u>

There are no concerns documented.

## x Recall on airbags

| Date:   | <u>RO #:</u> | Days Out: | Mileage: | Description of Complaint and Repair Performed:                                        |
|---------|--------------|-----------|----------|---------------------------------------------------------------------------------------|
| 7/10/07 | 175459       | *         | 16,102   | 050046 A/C System wiring and dual stage airbag module wiring. Recall. Perform recall. |

| 3/2/06             | 165972                     | 1           | 12,962           | Perform recall—05046 A/C system wiring and dual stage airbag module wiring. Cause: Perform recall. Harness. Perform recall #05046 A/C harness and airbag V1359 Installed harness and re-wired airbag/ driver-side.                                               |  |  |  |
|--------------------|----------------------------|-------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|
| x <u>Electric</u>  | x <u>Electrical- Radio</u> |             |                  |                                                                                                                                                                                                                                                                  |  |  |  |
| Date:              | RO #:                      | Days Out:   | Mileage:         | Description of Complaint and Repair Performed:                                                                                                                                                                                                                   |  |  |  |
| 8/7/07             | 201161                     | *           | 27,931           | Customer states radio locks up at times, sometimes after first started, sometimes after driving a while. Diagnostic electrical checkout time. Test drive. Inspect radio working ok. No problem found.                                                            |  |  |  |
| x Ignition         | n- Key                     |             |                  |                                                                                                                                                                                                                                                                  |  |  |  |
| Date:              | RO #:                      | Days Out:   | Mileage:         | Description of Complaint and Repair Performed:                                                                                                                                                                                                                   |  |  |  |
| 8/7/07             | 201161                     | *           | 27,931           | Customer states ignition key hard to remove at times. Cause: Diagnostic electrical check out time. Inspect key release works ok. Aftermarket key, no problem found.                                                                                              |  |  |  |
| 7/10/07            | 175459                     | 1           | 16,102           | Customer states keys don't always come out of ignition check and advise.  Attached bulletin floor shifter locks up. Replace floor mount shifter per bulletin.                                                                                                    |  |  |  |
| 3/2/06             | 165972                     | *           | 12,962           | Customer states that the vehicle key gets stuck in the ignition at times. Cause: Cannot duplicate.                                                                                                                                                               |  |  |  |
| x <u>Trim-</u> D   | <u>oor</u>                 |             |                  |                                                                                                                                                                                                                                                                  |  |  |  |
| Date:              | RO #:                      | Days Out:   | Mileage:         | Description of Complaint and Repair Performed:                                                                                                                                                                                                                   |  |  |  |
| 8/7/07             | 201161                     | *           | 27,931           | Customer states right front door hard to close at times. Diagnose interior trim. No abnormal problem found.                                                                                                                                                      |  |  |  |
| x <u>Trim- R</u>   | tear mirro                 | <u>or</u>   |                  |                                                                                                                                                                                                                                                                  |  |  |  |
| Date:              | RO #:                      | Days Out:   | Mileage:         | Description of Complaint and Repair Performed:                                                                                                                                                                                                                   |  |  |  |
| 8/7/07             | 201161                     | *           | 27,931           | Customer states windshield rear view mirror loose. Loose pivot replace mirror assembly.                                                                                                                                                                          |  |  |  |
| 5/24/07            | 196299                     | *           | 25,744           | Customer states inside rear view mirror loose. Normal operation.                                                                                                                                                                                                 |  |  |  |
| x <u>Warnin</u>    | g Lamps-                   | - SES light |                  |                                                                                                                                                                                                                                                                  |  |  |  |
| Date:              | RO #:                      | Days Out:   | Mileage:         | Description of Complaint and Repair Performed:                                                                                                                                                                                                                   |  |  |  |
| 5/24/07<br>7/10/07 | 196299<br>175459           | *           | 25,744<br>16,102 | Customer states engine light on. Lose gas cap tighten gas cap. Customer states Check engine light on, check and advise. Code P0442 Diagnose loose gas cap with Smog machine and tighten and re-check system.                                                     |  |  |  |
| x <u>Tire</u>      |                            |             |                  |                                                                                                                                                                                                                                                                  |  |  |  |
| Date:              | <u>RO #:</u>               | Days Out:   | Mileage:         | Description of Complaint and Repair Performed:                                                                                                                                                                                                                   |  |  |  |
| 7/10/07            | 175459                     | *           | 16,102           | Customer states nail in left rear tire repair. Did not penetrate.                                                                                                                                                                                                |  |  |  |
| x <u>HVAC</u>      |                            |             |                  |                                                                                                                                                                                                                                                                  |  |  |  |
| Date:              | RO #:                      | Days Out:   | Mileage:         | Description of Complaint and Repair Performed:                                                                                                                                                                                                                   |  |  |  |
| 5/6/05             | 121409                     | 4           | 3,152            | Customer states A/C inoperable. Advise. Tested and inspected. FoundP0533 stored. Found faulty A/C sensor and harness. Replaced sensor and harness. Found inoperable. Won't engage code P0533 Replaced pressure switch and install harness. Bulletin 05-01-35-006 |  |  |  |

## THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 3 + FRA

Time period 24 months + 60 days / NA

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs ? NA Safety-related time period NA / NA

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: 12

## Vehicle Meets Presumption of Lemon Law

### PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

NO

Concern: Power Steering locked up while driving

Date & Offer/Result: Customer was offered L.O.F. for inconvenience by CAC

## RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

On 9/5/07 Service Manager Tommy Gallagher states have not performed a Final Repair Attempt. Customer had a tail light concern, headlight. Steering. Left front bulb turn signal. Shifter concern. Air bag recall done in March. Only thing we can consider the same is the turn signal. On 9/7 BBB closed file Ineligible: Vehicle Ineligible Due To Age. On 9/10/07 CRS adv - At this time the BBB has closed your file ineligible due to time and mileage of the vehicle. As well you had informed me that all of your concerns were resolved and the vehicle was repaired. At this time GM is not willing to offer any further assistance for your claim. I do apologize that we are unable to assist.

| CRS FINAL OFFER: | Repair | <b>DATE</b> : 9/10/07   | CUST Declined |
|------------------|--------|-------------------------|---------------|
| Goodwill: NA     |        | Attorney Fees (if appli | icable): \$NA |

| TEAM LEAD APPROVING: | Kim Sinclair | Date: September 13, 2007 |
|----------------------|--------------|--------------------------|
|----------------------|--------------|--------------------------|

#### **ADR File Checklist**

| Cus<br>Ma | Number:71-541667553<br>stomer:<br>ke/Model/Year: 2005/Chevrolet/Col | BBB Case: CHV07519<br>VIN:1G1AK52F957<br>balt In Service: 12/21                                  |                       | Mileage:    |
|-----------|---------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|-----------------------|-------------|
|           | ceived Date: 08/28/07 Day 15 mary Concern: Recall on airbags,       |                                                                                                  | Active:               | t working . |
|           | wer steering locked up while driving                                |                                                                                                  | was were no           | , woramg,   |
|           | Case Scan / Acknowledgement (24                                     | hrs) Completion Date/Time                                                                        | : <b>:</b>            |             |
|           | Initial Calls (72 hrs):                                             | Completion Date/Time:<br>Completion Date/Time:<br>Completion Date/Time:<br>Completion Date/Time: | ; /<br>; /            |             |
|           | Repair Orders Requested:                                            | Received:                                                                                        |                       |             |
|           | <b>Sales Documents:</b>                                             | Received:                                                                                        |                       |             |
|           | <b>BARS / Finance Sheet</b>                                         |                                                                                                  |                       |             |
|           | Case Assessment (by Day 14):<br>Lemon Law Eligible:<br>Presumption: | Yes ⊠ No □<br>Yes □ No ⊠                                                                         |                       |             |
|           | GM Position – Customer / BBB Du                                     | ue <b>Date</b> (7-10 days):                                                                      |                       |             |
|           | Settlement / Goodwill Offered Dat                                   | e:                                                                                               |                       |             |
|           | <b>All Documents Attached</b> (by Day 1                             | 5)                                                                                               |                       |             |
|           | <b>Arbitration Date:</b>                                            |                                                                                                  |                       |             |
|           | Closing Activities: Settlement Executive Summary Close Siebel       | Completion Date/Time:<br>Completion Date/Time:<br>Completion Date/Time:                          | ; /                   |             |
| Ser       | M: Mike Hurrell vice Dealer: COURTESY CHEVR nmy Gallagher           | Node/Box: 40408<br>OLET AT THE AIRPORT                                                           | 82 8134<br><b>Svc</b> | Mgr:        |
| Sell      | ling Dealer: courtesy                                               | Contact: Tommy                                                                                   | y Gallagher           |             |

**NOTES:** 

1.659.72

Courtesy O. Chevrolet at the Airport

\*INVOICE\*

5600 Lee Vista Blvd. Orlando, Florida 32812

|                                                                                                                                                                                                                                                                                                 | Т                                                                       | rlando, Florida 32812<br>elephone (407) 857-570                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| ORLANDO, FL                                                                                                                                                                                                                                                                                     | PAGE 2                                                                  | ww.courtesydealers.co                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | m             |
| HOME : BUS : S                                                                                                                                                                                                                                                                                  | SERVICE ADVISOR:                                                        | 5554 MATTHEW MEN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | THAN          |
| COLOR YEAR WAKE/MODEL                                                                                                                                                                                                                                                                           | VIN                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | IN OUT TAG    |
| ULTRA-SILV 05 CHEVROLET COBLT 1G1                                                                                                                                                                                                                                                               | AK52F957                                                                | 12962                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | /12962 T1898  |
| DEL DATE PROD DATE WARR EXP. FROMISED                                                                                                                                                                                                                                                           | FG NO                                                                   | BANTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | INV DATE      |
| 21DEC04 IS 19:00 02MAR0                                                                                                                                                                                                                                                                         | 06                                                                      | CASH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 02MAR06       |
|                                                                                                                                                                                                                                                                                                 | TK:57503644 DLR<br>TER MFI DOHC                                         | 1:100                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |               |
| 13:54 02MAR06                                                                                                                                                                                                                                                                                   |                                                                         | LIST NET                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | TOTAL         |
| LINE OPCODE TECH TYPE HOURS PARTS: 0.00 LABOR: 0.00 OTHE                                                                                                                                                                                                                                        | R: 0.00                                                                 | TOTAL LINE D:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 0.00          |
| 12962 DONE                                                                                                                                                                                                                                                                                      |                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |               |
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| e** Left turn stgnal inop<br>Cause: f                                                                                                                                                                                                                                                           |                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |               |
| 26L001 DIAGNOSE ELECTRICAL<br>4408 WG                                                                                                                                                                                                                                                           |                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | (N/C)         |
| 1 12450108 BULB                                                                                                                                                                                                                                                                                 |                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | (N/C)         |
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| 12962 EEOWN TURN SIGNAL EULB REPLACED ER                                                                                                                                                                                                                                                        |                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | CPP/UL/Thy    |
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|                                                                                                                                                                                                                                                                                                 | PAYMENT METHOD                                                          | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | TOTALS        |
| LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate and/or repair order are those which may be                                                                                                                                             | AMERICAN                                                                | LABOR AMOUNT PARTS AMOUNT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 39.95<br>0.00 |
| offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor                                                                    | CASH EXPRES                                                             | GAS, OIL, LUBE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 0.00          |
| the sale of products or services sold under the terms of this estimate and/or the sale of products or services sold under the terms of this estimate and/or the sale of products or services sold under the terms of this estimate and/or the sale of products or services and or 12.000 miles. | DISCOVER MASTERCAL                                                      | SUBLET AMOUNT MISC. CHARGES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 0.00<br>4.39  |
| repair order. Parts and labor are guaranteed to 12 months of performed in whichever comes last. Seller does not quarantee that the work performed in obligation                                                                                                                                 | INTERNAL OTHER                                                          | TOTAL CHARGES LESS INSURANCE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 44.34<br>0.00 |
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|                                                                                                                                                                                                                                                                                                 | #MV - 4770                                                              | PLEASE PAY<br>THIS AMOUNT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 47.22         |
| CUSTOMER SIGNATURE                                                                                                                                                                                                                                                                              | I                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |               |

CUSTUMIER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

### Courtesy O Chevrolet at the Airport

175459

\*INVOICE\*

5600 Lee Vista Blvd. Orlando, Florida 32812 Telephone (407) 857-5700

| ORLANDO, FL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            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| sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured bettery sold in the state, (s.403.7185).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                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| REPAIR INVOICE.        |          |        |         |         |      | ı |

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of parts & labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [8.559.905 (i) (h)]

| The State of Florida requires a \$1.00 fee to be collected for each new tiro |
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|                                                       | AMERICAN   | LABOR AMOUNT   | 9.95                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| CASH                                                  | EXPRE\$\$  | PARTS AMOUNT   | 0.00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| INTERNAL                                              | OTHER      | TOTAL CHARGES  | 11.04                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| STATE OF FLORIDA<br>REGISTRATION NUMBER<br>#MV - 4770 |            | LESS INSURANCE | 0.00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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DUPLICATE 1

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| COLOR YEAR MAKE/MODEL                                                                                                                                    | VIN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                    | LICENSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | MILEAC                                                                                                                                                                                                                          | EIN //OU                                        | TAG                                        |
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| DADEG CONTINUE CON CITY                                                                                                                                  | TOTO -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ^ ^^ 7                                             | ייי דאיייי                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | IND D                                                                                                                                                                                                                           |                                                 |                                            |
| PARTS: 0.00 LABOR: 0.00 OTH PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | O.OO T                                             | OTAL L                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | EINE D:                                                                                                                                                                                                                         | O. C                                            |                                            |
| REPAIR INVOICE.                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | AMERICAN                                           | LABOR AM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | OUNT                                                                                                                                                                                                                            | anno e o posta la doca il costa costa do mastra | uutan aasta esea eses ekse                 |
| SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added                                                                                             | CASH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | EXPRESS                                            | PARTS AM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                 |                                                 |                                            |
| a charge equal to 10% of the cost of parts & labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility."  | CHECK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | VISA                                               | GAS, OIL, L                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                 |                                                 |                                            |
| for miscellaneous shop supplies or weste disposal." [s.559.905 (l) (h)]                                                                                  | DISCOVER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | MASTERCARD                                         | MISC. CHA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                 |                                                 |                                            |
| The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a #1.50 fee to be collected for each new | INTERNAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | OTHER                                              | TOTAL CHA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                 |                                                 |                                            |
| or remanufactured battery sold in the state, [8.403.7185].                                                                                               | REGISTRAT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | F FLORIDA<br>ION NUMBER                            | LESS INSU                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                 |                                                 | -                                          |
| CUSTOMER SIGNATURE                                                                                                                                       | #MV                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | - 47 <b>7</b> 0                                    | SALES TAX                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 200                                                                                                                                                                                                                             |                                                 |                                            |
| ALL PARTS INSTALLED ARE NEW UNLESS OTHER                                                                                                                 | RWISE INDI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | CATED                                              | THIS AMO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                 |                                                 |                                            |

Courtesy O Chevrolet at the Airport 196822 5600 Lee Vista Blvd. ISTOMER WORKORDER Orlando, Florida 32812 Telephone (407) 857-5700 PAGE 2 www.courtesydealers.com #MV - 4770 OCINALLY BUS ME LIVASY, SCOTT SERVICE ADVISOR: 2632 MILEAGE IN OUT TAG MÄKĖMOBEL COLOR YEAH T4176 26002 CHEVROLET COBLI 05 INV. DATE UTRA-SILV PAYMENT FO NESS PROMISED PROD. DATE WARR, EXP. DEL DATE CASH WAITER 1DEC04 STK:57503644 DLR:100 OPTIONS: R.O. OPENED ENG:2.2\_LITER MFI DOHC 1JUN2007 1<u>6:32</u> DESCRIPTIONS/INSTRUCTIONS 'CYPE ΟP CODE Pear Wurn Signae CUSTOMER ADDITIONAL REPAIRS AUTHORIZED: I ACKNOWLEDGE NOTICE AND DRAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. CLIENT LABOR CHARGES ARE BASED ON FLAT RATE AND HOURLY UNLESS OTHERWISE INDICATED. You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair or if the actual charges will exceed the written estimate, including any additional authorized charges, by \$10 or 10%, whichever is greater, not to exceed \$50.00 OSTIMATE AUDITIONAL Additional person authorized to approve performance of repairs, if customer desires to designate TOTAL CUSTOMER SIGNATURE X ALL PARTS ARE NEW UNLESS OTHERWISED INDICATED.
Dealer will diapose of replaced parts, unless subject to a manufacturer's w such person CHECK ONE OF CAREFULLY. (Customer Initials) Please seve old parts for inspection or raturn. There may be an additional charge for the return of old parts.

MY SHOP SUPPLIER AND HAZARDOUS MATERIALS CHARGE: We have crided a charge equal to 10 % of the SHOP SUPPLIER AND HAZARDOUS MATERIALS CHARGE: We have crided a charge equal to 10 % of the cost of parts & labor up to a maximum of 850.00. This charge represents costs and profits to the motor parts (setting for miscollapseous shop supplies or waste disposel." Is.555.905 (ft miscollapseous shop supplies or waste disposel." Is.555.905 (ft miscollapseous shop supplies or control to the total or such new three cold in the state [a.403.718], and effect to 150 for the accordance of the total control to 150 for the accordance of the control to 150 for the accordance of the control to 150 for the accordance of the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control to 150 for the control (Customer initials) Pleans save old parts for inspection or return. There may PLEASE READ SIGN: AND STATEMENTS THAT UNDER STATE LAW, ١ UNDERSTAND ΊF WRITTEN ESTIMATE, ENTITLED TO FINAL BILL WILL EXCEED \$100.00 I REQUEST A WRITTEN ESTIMATE. I DO NOT REQUEST A WRITTEN ESTIMATE NOT parts involved in the inappetion, repetr of service.

INOT parts involved in the inappetion, repetr of service.

INOT Within 3 working dray from the date you are notified that the work on your vehicle has been completed. The work of your vehicle has been completed. The WRITTEN LIMITED WARRANTY; PLEASE SEE THE REVIRES SIDE OF THIS REPAIR DROBE FOR WARRANTY INFORMATION. DO COSTS REPAIR THE LONG AS AS MAY SHOP EXCEED THE LIMITED WARRANTY: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR WARRANTY into constitution that have been supported by the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of the constitution of EXCEED THIS AMOUNT WITHOUT MY OR ORAL APPROVAL. ]I DO NOT REQUEST A WRITTEN ESTIMATE.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

II SIGNATURE

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Courtesy O Chevrolet at the Airport

\*INVOICE\*

5600 Lee Vista Blvd. Orlando, Florida 32812 Telephone (407) 857-5700

| ORLANDO, FL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | PAGE           | 10/10                                                                     | w.courtesydealers.c                              |                                                                                                                |                             |
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| HOME: BUS:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                |                                                                           |                                                  | 337                                                                                                            |                             |
| COLOR YEAR MAKE/MODEL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | SERVICE /      |                                                                           | 632 SCOTT LIVAS                                  | SY<br>SEIN/GUT                                                                                                 | LTAG                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 3750505        |                                                                           | 2600                                             | 126000                                                                                                         |                             |
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| 21DEC04 IS WAIT 01JUNO READY OPTIONS: S                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                | 3644 DLR:                                                                 |                                                  | IOTOONO                                                                                                        |                             |
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| 16:32 01JUN07   16:54 01JUN07  <br>LINE OPCODE TECH TYPE HOURS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |                                                                           | LIST NE                                          | TOT:                                                                                                           | AL                          |
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| 2DMEL DIAGNOSTIC ELECTRICAL CHECKOU<br>2420 WG                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | JT TIME        |                                                                           |                                                  | (NZ)                                                                                                           | 2)                          |
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| PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | PAYME          | NT METHOD                                                                 | DESCRIPTION                                      | ποπ                                                                                                            | ALIS                        |
| REPAIR INVOICE.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | CASH           | AMERICAN<br>EXPRESS                                                       | LABOR AMOUNT                                     | 0.                                                                                                             |                             |
| SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of parts & labor up to a maximum of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CHECK          | VISA                                                                      | PARTS AMOUNT GAS, OIL, LUBE                      | <u> </u>                                                                                                       |                             |
| \$50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (i) (h)]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | DISCOVER       | MASTERCARD                                                                | SUBLET AMOUNT                                    | 0.                                                                                                             | 00                          |
| The State of Florida requires a \$1 O() fee to be collected for each new tire                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | INTERNAL       | OTHER                                                                     | MISC. CHARGES TOTAL CHARGES                      | <u> </u>                                                                                                       |                             |
| sold in the state (403.718), and a \$1.50 fee to be collected for each new offe                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | STATE          | OF FLORIDA                                                                | LESS INSURANCE                                   | Ö.                                                                                                             |                             |

REGISTRATION NUMBER

#MV - 4770

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| 197773                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | at the Airport 5600 Lee Vista Blvd.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| JSTOMER # WORKORDER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Orlando, Florida 32812<br>Telephone (407) 857-5700                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| PAGE 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | www.courtesydealers.com                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| RLANDO, FL BUIS SERVICE ADVISO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | #MV - 4770<br>DR: 3782 MCKENZIE, IAN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| COLOR YEAR MAKE/MODEL VIIN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | LICENSE MILEAGE IN/OUT TAG                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| LTRA-SILV 05 CHEVROLET COBLT 1G1AK52F957                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | BATE PAYMENT INV. DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| FINAL BILL WILL EXCEED \$100.00.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | in requires a 51,00 fm to be collected in Cash.  Inlected for each new or remanufactured bettery sold in this state is, 403.7188.  Inlected for each new or remanufactured bettery sold in this state is, 403.7188.  IRK/PARTIALLY COMPLETED REPAIRS: In the event that you buthorize diagnostic work to repair or commencement of repairs, but do not nuthorize completion of a made or service, or repair or commencement of repairs, but do not nuthorize completion for a made or service, or partially completed work. The values said in partial to the consequently or the service of the consequently similar as when received, unless you waite coassembly or the service of the would be unsale, And charges will be directly related to the estual emount of labor or the long or the completion, repair or service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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Courtesy O. Chevrolet at the Airport 197773 5600 Lee Vista Blvd. \*INVOICE\* Orlando, Florida 32812 Telephone (407) 857-5700 www.courtesydealers.com PAGE 1 ORLANDO, FL BUS: HOME: SERVICE ADVISOR: 3782 IAN MCKENZIE MILEAGE IN / OUT LICENSE COLOR JAKE/MODEL ULTRA-SILV CHEVROLET COBLT PAYMENT INV. DATE PO NO. PROMISED DEL DATE PROD. DATE WARR EXP. CASH 16JUN07 9:00 **16JUN**07 21DEC04 STK:57503644 DLR:100 OPTIONS: HEADY R.O. OPENED ENG:2.2 LITER MFI DOHC 13:45 16JUN07 14:13 16JUN07 LINE OPCODE TECH TYPE HOURS TOTAL A CUST STATES LEFT FURN SIGNAL INOP SEE HISTORY CAUSE: E 2DMEL DIAGNOSTIC ELECTRICAL CHECKOUT (N/C)٩G 3590 26525 POOR CONN IN OF PARK SOCKET DO TEMP REPAIR ON OF PARK SOCKET RESIST ORDERED LAMP PER MIKE O \*\*\*\*\*\*\* TOTALS PAYMENT METHOD DESCRIPTION PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS 0.00 AMERICAN LABOR AMOUNT REPAIR INVOICE. EXPRESS CASH PARTS AMOUNT 0.00 SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of parts & labor up to a maximum of VISA GAS, OIL, LUBE CHECK 0.00 \$50.00. "This charge represents costs and profits to the motor repair facility for miscollaneous shop supplies or wriste disposal." [s.559.905 (l) (h)] SUBLET AMOUNT 0.00 DISCOVER MASTERCARD MISC. CHARGES 0.00 OTHER The State of Florida requires a \$1.00 fee to be collected for each new tire INTERNAL TOTAL CHARGES 0.00 sold in the state is 403.718], and a \$1.50 fee to be collected for each new STATE OF FLORIDA LESS INSURANCE or remanufactured battery sold in the state, [s.403.7185]. 0,00 REGISTRATION NUMBER SALES TAX .00 #MV - 4770 CUSTOMI R SIGNATURE PLEASE PAY ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED THIS AMOUNT 0..00

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| CLIENT LABOR CHARGES ARE BASED ON FLAT RATE AND HOURLY UNLESS OTHER. You will be notified upon completion of any diagnostic work necessary to estimate the actual charges will exceed the written estimate, including any additional authorized | MISE INDICATED. ADDITIONAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | REPAIRS AUTHORIZED: I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN ITHE ORIGINAL ESTIMATED PRICE.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10%, whichever is greater, not to exceed (50.00<br>Additional person authorized to approve performance of repairs, if customer desires to d                                                                                                     | esignate 707AL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | bATE OR'D                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| PLEASE READ CAREFIJLLY, CHECK ONE OF                                                                                                                                                                                                            | THE ALL PARTS ARE NEW UNLESS<br>Confer will dispose of replaced p                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| STATEMENTS BELOW AND SIGN: UNDERSTAND THAT JNDER STATE LAW,                                                                                                                                                                                     | <ul> <li>a = ladditional charge for the re</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | nitials) Plasse save old parts for inspection or return. There may be an<br>turn of old parts.<br>ARDOUS MATERIALS CHARGE: We have added a charge equal to 10 % of the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| ENTITLED TO A WRITTEN ESTIMATE, IF FINAL BILL WILL EXCEED \$100.00.                                                                                                                                                                             | MY cost of parts & labor up to repair facility for miscellaneou Tive State of Florida requires a 1.50 fee to be collected for                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | APDOUS MATERIALS CHARGE: We have added a charge equal to 10 % of the a maximum of \$50.00. This charge represents costs and profits to the motor is shap supplies or waste disposal. (18.559.905 (i) [h]).  \$1.00 feet to be calificated for anch new the sold in the state [s.403.7185], and a set here or remanufactured bettery sold in the state [s.403.7185].                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| I REQUEST A WRITTEN ESTIMATE.                                                                                                                                                                                                                   | DIAGNOSTIC WORK/PARTIA leating the cost of repair or cost of repair or AATE reasonabled to a condition reasonabled to a condition reasonabled to a condition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ALLY COMPLETED REPAIRS: In the event that you purharize diagnostic work to commindement of opinite, but do not nuthorize completion of a regair or service, or disansambly, reassembly or partially completed work. The vehicle shall be reasonably similiar as when received, unless you waive reassembly or that so unless the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of the property of t |
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PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of parts & labor up to a maximum of \$50,00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a \$1.0() fee to be collected for each new tire sold in the state is 408 7181, and a +1.50 fee to be collected for each new he state, [s.403.7185].

CUSTOMER SIGNATURE

PAYMENT METHOD AMERICAN CASH EXPRESS CHECK VISA DISCOVER MASTERCARD

INTERNAL

STATE OF FLORIDA REGISTRATION NUMBER #MV - 4770

OTHER

DESCRIPTION TOTALS LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 SALES TAX 0.00 DI EASE DAY

## Courtesy O. Chevrolet at the Airport

2542802

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\*INVOICE\*

5600 Lee Vista Blvd. Orlando, Florida 32812 Telephone (407) 857-5700

| ORLANDO, FL                                                                                                                                               | PAGE 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     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| \$50.00. "This charge represents cost; and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]   | DISCOVER MASTERCARD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              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| The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            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| for miscellaneous shop sophies a \$1,00 fee to be collected for each new tire.  The State of Fiorida requires a \$1,00 fee to be collected for each new tire.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            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| The State of Florida requires a \$1,00 fee to be collected for each new sold in the state [s.403.718], and a \$1,50 fee to be collected for each new sold in the state [s.403.7185].                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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| sold in the state [s.403.718], and a \$1,50 fee to sold in the state [s.403.7185]. or remanutactured battery sold in the state, [s.403.7185].                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          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)RLAN<u>DO. FL</u>

IOME:

2542802

201161

Courtesy O. Chevrolet at the Airport

\*INVOICE\*

5600 Lee Vista Blvd. Orlando, Florida 32812 Telephone (407) 857-5700 www.courtesydealers.com

PAGE 3

| OME: BCS:                                                                                 |                                              |                                                                                                                | 34 THOMAS GAL                                                                                                  |                                                           |
|-------------------------------------------------------------------------------------------|----------------------------------------------|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| COLOR YEAR VAKE/MODEL                                                                     | VIN                                          | <u> </u>                                                                                                       | HCENSE MILEA                                                                                                   | GEIN OUT FAG                                              |
| ILTRA-SILV 05 CHEVROLET COBLT DEL DATE PRODUCTE WARR EXP                                  | lGlaK52F95                                   |                                                                                                                | 2793<br>ATE PAYMENT                                                                                            | 1/27931 T4699<br>NNV DATE                                 |
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| ** Wash & Vacuum Vehicle WV Wash & Vacuum Vehicle                                         |                                              |                                                                                                                |                                                                                                                |                                                           |
| 3330 INW                                                                                  |                                              |                                                                                                                |                                                                                                                | (N/C)                                                     |
| WBL WASH AND VAC/INV 100330                                                               |                                              |                                                                                                                |                                                                                                                | (N/C)                                                     |
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|                                                                                           |                                              |                                                                                                                |                                                                                                                |                                                           |
| LEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF                                     | THIS PAYMEN                                  | IT METHOD                                                                                                      | DESCRIPTION                                                                                                    | TOTALG                                                    |
| REPAIR INVOICE.  SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have a                 | cash                                         | EXPERSS                                                                                                        | ABOR AMOUNT                                                                                                    | 14.50<br>13.15                                            |

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of parts & labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility for miscelleneous shop supplies or waste disposal." [s.559.905 (l) (h)]

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403,718], and a \$1.50 fee to be collected for each new or ref

| O | [s.4/03/.7] | 8], and a | \$1.50  | fee to | be co | ollected | for | each | πew |
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|   |             |           |         |        |       |          |     |      |     |
| _ | 7 /10/11/   | CUSTOME   | FL TONA | TURE   |       |          |     |      |     |

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

CASH EXPRESS
CHECK VISA
DISCOVER MASTERCAND
INTERNAL OTHER

LABOR AMOUNT 14.50

PARTS AMOUNT 13.15

GAS, OIL, LUBE 0.00

SUBLET AMOUNT 0.00

MISC. CHARGES 3.05

TOTAL CHARGES 30.70

LESS INSURANCE 0.00

SALES TAX 2.00

STATE OF FLORIDA REGISTRATION NUMBER #MV - 4770

PLEASE PAY THIS AMOUNT

#### <u>FLORIDA: 8/1/2005</u> <u>Overallowance / Incentives / Negative Equity Form</u>

| Customer Re                                                                                 | equest #    | <u>71-541667553</u>     | BBB#           | CHV0  | <u>751943</u> |
|---------------------------------------------------------------------------------------------|-------------|-------------------------|----------------|-------|---------------|
| PURCHASE PRICE: (From dealer Bill of Sale                                                   | e) (Sellin  | ag Price)               |                | (+) 1 | 4,674.87      |
| MSRP: (From BARS Invoice)                                                                   |             |                         |                | (-)   | 15,315.00     |
| DIFFERENCE:                                                                                 |             |                         |                | (=)   | -640.13       |
| TRADE ALLOWANCE: (from dealer Bil                                                           | l of Sale   | )                       |                | (+)   | 0.00          |
| Include vehicle retail, accessories and mileage adjus NADA Retail Value for:                | tment figu  | res, and attach NADA p  | pages to file. |       |               |
| VEHICLE:<br>ACCESSORIES:<br>MILEAGE ADJUSTMENT:                                             |             |                         |                | (-)   | 0.00          |
| OVER ALLOWANCE: (Trade more than NAI                                                        | DA)         |                         |                | (=)   | 0.00          |
| PAYOFF: (If dealer added negative equity into co                                            | ontract, do | not subtract)           |                | (=)   | 0.00          |
| PURCHASE PRICE (From dealer Bill of Sale)                                                   | ) – (before | tax, tag, etc.)         |                | (+)   | 14,674.87     |
| GM CARD POINTS:                                                                             |             |                         |                | DC    | NOT INCLUDE   |
| INCENTIVES (from BARS):  (Do not include fuel fill credit, dealer incentives or G 1: NFH 2: | GM card cr  | redited back to custome | r)             |       |               |
| 3: TOTAL INCENTIVES (Not included in Purch                                                  | hase Price  | )                       |                | (-) 0 | 0.00          |
| OVERALLOWANCE: (From above)                                                                 |             |                         |                | (-) ( | 0.00          |
| NEGATIVE EQUITY: (If NOT shown in control                                                   | ract))      |                         |                | (-) ( | 0.00          |
| Actual price of Vehicle that should be pre                                                  | esented t   | o BBB for ATA           |                | (=)   | 14,674.87     |

2542802

09/05/2007 16

16:04

(FAX)

P.001/001











GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 29 2007
Tommy Gallagher
COURTESY CHEVROLET AT THE AIRPORT
5600 LEE VISTA BLVD
ORLANDO FL 32812-3021

Re:

Stebel Request: 71-541667553 2005 Chevrolet Cobalt

VIN# 1/31AK52F957

05

Dear Mr. Gallagher:

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,

{Adam Laborate}
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension {21830}
FAX# 866-554-4009

#### **Courtesy**....Chevrolet

Courtesy Chevrolet - Airport 5600 Lee Vista Boulevard Orlando, Florida 32812 407-857-5700 www.CourtesyDealers.com

# FAX

| To: Ada  | in Labort    | Fron             | n: Tommy       | Gallagher                               |
|----------|--------------|------------------|----------------|-----------------------------------------|
|          | xb-554-40    |                  | 9-6-07         | J                                       |
| Phone:   |              | Page             | ss: 35         | , , , , , , , , , , , , , , , , , , , , |
| Re:      |              | CC:              |                |                                         |
| CHECK C  | <u>DNE:</u>  |                  |                |                                         |
| □ Urgent | □ For Review | ☐ Please Comment | □ Please Reply | 🛘 Please Recycle                        |
| СОММЕЛ   | vis: Reg     | uest #: 7/       | -5416675       | 553                                     |



#### **General Motors Corporation** CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

GUETHERMO MICLIAMS KARMY

| CUSTOMER                           | NAME: A K S E F 9 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 7                                                    | AAPI KAMANA                                                                      |
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| VIN:                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                      | (or see attached list")                                                          |
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| CUSTOMER                           | INCENTIVE(S)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                      |                                                                                  |
| 1. Custo                           | mer Incentive                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                      |                                                                                  |
| custor<br>law, a                   | in the total amount of customer incentive(s) ner incentive(s) be applied: (a) to the is a price reduction (Bill of Sale indicate applied), or (c) a check be issued in many contents.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | e down payment of this<br>es pre-rebate price, a     | s vehicle, <b>(b)</b> where permissible by amount of rebate and final price with |
|                                    | Incentive Program Reference                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Amount                                               | GM Incentive Code                                                                |
|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$                                                   |                                                                                  |
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|                                    | Total Incentive Amount Received                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$                                                   |                                                                                  |
| Divisio<br>a. I                    | Program Selection (Which may or may n supported financing/leasing, etc.)  elect to receive                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                      | omer incentive programs; for example,                                            |
| b. I                               | elect to receive                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                      | A 1844-4-1                                                                       |
|                                    | CUSTOMER AND I                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | DEALER ACKNOWLED                                     |                                                                                  |
| to me by the E<br>delivery of this | ate retail purchaser, or lessee of the vehicle Dealer named below. This vehicle was purches vehicle on I acknowledge receipt any future claim or obligation for incentive(s) or                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | ased/leased for persona<br>of incentive(s) as descri | l/business use and not resale and I took                                         |
| Duraha                             | sayli sasaa Cignatura                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                      | Date://_                                                                         |
| Fulcha                             | ser/Lessee Signature:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                      | Date/_/                                                                          |
| the incentive(s                    | ed person, as Dealer representative, certifie<br>) described in Item # have been provided<br>is dealership and that properly completed acc                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | d to the said purchaser/le                           | ssee who has taken delivery of referenced                                        |
| Authori                            | zed Dealer Signature: COURTESY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | CHEVROLET-AIRPORF                                    | Date:/ <u>/ 26</u> 550                                                           |
| Dealers                            | ship Name:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                      | Dealer Code:                                                                     |

\*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

### Courtesy O Chevrolet - Airport

5600 Lee Vista Blvd. • Orlando, Florida 32812 (407) 857-5700 • Fax (407) 852-2091

| CUSTOMER #              |
|-------------------------|
| STOCK# 57503644         |
| SALESPERSON EARLY NEVER |
| DATE 90LD 12/21/2004    |

| WWW.Autoreation.com                                                                                                                                                                                                                       |                        |      |                                              |                                            |                     |                                                                                                                  |                                                  |                                           |                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------|----------------------------------------------|--------------------------------------------|---------------------|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-------------------------------------------|------------------------|
| PURCHASERS MALE                                                                                                                                                                                                                           | DL#                    |      |                                              |                                            |                     | \$5#                                                                                                             | -                                                | DOB                                       |                        |
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| DC-PURCHASSES HAME                                                                                                                                                                                                                        | {H.\$                  |      |                                              |                                            |                     | €.€.#                                                                                                            |                                                  | 908                                       |                        |
| Alexan                                                                                                                                                                                                                                    | sex<br>K6              | 50 Ç | 466                                          | 5948                                       | ı                   | L                                                                                                                | - 1                                              | 81 /4<br>SOURCE OF                        | 94/85<br>custova       |
|                                                                                                                                                                                                                                           | К                      | - 1  |                                              |                                            | E                   |                                                                                                                  | - 1                                              |                                           |                        |
| COUNTY STATE COUNTY                                                                                                                                                                                                                       | 1 11                   | 25   |                                              |                                            | -OHE                |                                                                                                                  | MORK                                             | PHONE                                     |                        |
| DRLANDO FI. ORAKGE                                                                                                                                                                                                                        |                        |      |                                              | . 1                                        |                     |                                                                                                                  |                                                  |                                           |                        |
| VEHICLE PURCHASED                                                                                                                                                                                                                         |                        |      |                                              | Suggested                                  | i Re                | tail Price                                                                                                       | ls                                               |                                           |                        |
| SSEAL 1 1 1 1 1 1                                                                                                                                                                                                                         |                        |      | ١,                                           |                                            |                     |                                                                                                                  | S                                                |                                           |                        |
| <u> </u>                                                                                                                                                                                                                                  |                        |      | +                                            |                                            |                     | <del></del>                                                                                                      | <del>                                     </del> | 14674                                     | 67                     |
| 154 2005 COLD ULTRA SILV                                                                                                                                                                                                                  |                        |      |                                              | TRADE-HIOVERALIS                           | MANCE               | ALLE-STIVENT                                                                                                     | <u> </u>                                         |                                           | 1/0                    |
|                                                                                                                                                                                                                                           |                        | 1    | 5                                            |                                            |                     |                                                                                                                  | įs                                               | i                                         | I/A                    |
| MAGE CHEVROLET TRU GRAY CLTH                                                                                                                                                                                                              |                        |      |                                              | ACCESS<br>YERGE MODERA                     | CXT(IE              | SIOPTIONS<br>SIDNEST, WXESSORY<br>SER GENERAL WINNES                                                             |                                                  |                                           |                        |
| MORE CORRECT MEES 15                                                                                                                                                                                                                      |                        |      | Rev. 6                                       |                                            | WIT AND IS          | WELDSHENDT MINNS                                                                                                 | \$                                               |                                           |                        |
| SONTHE CORR LAKES                                                                                                                                                                                                                         |                        |      | L .                                          | •                                          |                     |                                                                                                                  | \$                                               |                                           | ₹/A                    |
|                                                                                                                                                                                                                                           |                        | 1    | -                                            | •                                          |                     |                                                                                                                  | <del> </del>                                     |                                           | ₽/A                    |
| Please enter my offer for Q flew cantitude. O Used canti                                                                                                                                                                                  | паск.                  | 1    | ₽                                            |                                            |                     |                                                                                                                  | <del>-</del>                                     |                                           | 1/A                    |
| Check here:                                                                                                                                                                                                                               |                        |      | br. i                                        | 4                                          |                     |                                                                                                                  | £                                                |                                           | E/A                    |
| O if vehicle was previously used as a demonstrate<br>O if vehicle was previously used for rental or hire                                                                                                                                  | 2r                     |      | Der 1                                        | 5                                          |                     |                                                                                                                  | \$                                               | 1                                         | E/A                    |
| WARRANTY                                                                                                                                                                                                                                  |                        |      | ١.                                           | DOTAL ACCESSORE                            | ****                | aut.                                                                                                             | s                                                |                                           | E/A                    |
|                                                                                                                                                                                                                                           |                        |      | ⊢                                            |                                            |                     |                                                                                                                  | ı                                                |                                           |                        |
| The recritisty on this vertice is set furth in the Warrarby Foots Book Brid keit glave comparation of will be given to you on delivery. It is designated WARDARY and complete with the provision of the Magnusser-I have Warrarby         | t≑inthe<br>Wezo        |      | 5                                            | TOTAL VEHICLE SEL                          | LBKS#               | 3425   1 + 2 - 2 + 4                                                                                             | 5                                                | 14674                                     | 67                     |
| Trade Commission Instrovement Act (Rublic Law 95-675). We call your o                                                                                                                                                                     | y federat<br>portaniar |      | •                                            | fraction i                                 | NZÆ                 | TRACEALLOWANCE                                                                                                   | Ş                                                |                                           | 1/A                    |
| GUARRAIS, IN COMPARTAGE WARRAISE ACT, THAT BRANE B                                                                                                                                                                                        |                        |      | 7                                            | ASABZIRANEHE                               |                     |                                                                                                                  | Ş.                                               | 499                                       | 20                     |
| BIO COMERIES SWARFANSY ON THIS VIBROLENCE ANY OTHER EXPRESS W<br>MADE BY THE DEALER FOR LOSS OF USE OF THE VENICLE. LOSS (                                                                                                                | ARASTY<br>OF THE       |      | -                                            |                                            |                     |                                                                                                                  | \$                                               | 472                                       | 66                     |
| INCOM/BERCE, COMMERCIAL LOSS, OF CONSESCENTAL DALLAGES /                                                                                                                                                                                  | TOAR                   |      | 1                                            | Electronic Filtre                          | ç                   |                                                                                                                  | <u>                                     </u>     |                                           | 4/A                    |
| WARRANCY OF THE JUNCOS OF THIS VEHICLE FOR THE RESE OF WARRANCE FROM THE RESERVENCE FROM BROKEN THE WARRANCE FROM BOOKS                                                                                                                   | E.                     |      | 9                                            | Waste Title Fee                            |                     |                                                                                                                  | \$                                               | - 5                                       | 00                     |
| COURTESY CHEVROLET-ARPORT has acquired the vehicle being affected for<br>the examplicative on a previous owner. We do not guarantee that this ve                                                                                          | sale from              |      | 111                                          | Battery Fee                                |                     |                                                                                                                  | Įş.                                              | 1                                         | 50                     |
| i the excrusiochtre: or a previous owner. We do not gustoniee that this ye<br>inot have edingly: a major demage poor to aur cogelistan at unit,                                                                                           | hikde has              |      | 1.5                                          | CASK DEFECTIONS                            | 15-4+               | 7 + 6 + 6 + 164                                                                                                  | ş                                                | 15180                                     | 37                     |
| <b>.</b>                                                                                                                                                                                                                                  | tadetw                 |      | <u>                                     </u> | Sales Tro                                  | -                   |                                                                                                                  | -                                                | 10100                                     |                        |
| If court it is be acted death convection with this set, disclosure of terms in<br>separate document which becomes part of this transaction. It lies, comp<br>satisfaction disclosure of credit forms not made prior to delivery, supering | dela coc               |      | 12                                           | 79E 10                                     |                     |                                                                                                                  | ٤                                                | 916                                       | 82                     |
| order endiscover deposit if opplositie.                                                                                                                                                                                                   | ,                      |      | 15                                           | County is DRA                              | NEE                 |                                                                                                                  | \$                                               | 25                                        | 89                     |
| SEPORE SIGHTING A RETAIL ORDER, IF YOU REQUEST IT, THE RITE WASHANTY I<br>ISSUED BY THE MANUFACTURER IS AWALABLEFOR YOUR IMPRECTION. AS WE                                                                                                | EDOK AS                | 1    | 14                                           | دناوهما                                    |                     |                                                                                                                  | ş                                                |                                           | 1/A                    |
| ARRIC LAW 53-637, IN THE SALES MANAGER'S CHECK.                                                                                                                                                                                           | E AS DE                | 1    | 15                                           | ParoCiestradai SS                          | EUSKE               | AVOFF ASSESSED                                                                                                   | \$                                               |                                           |                        |
| ≵is the desire of this Dealeaship to comply with all Federal & State Laws.                                                                                                                                                                | :                      |      | H                                            |                                            |                     |                                                                                                                  | 5                                                |                                           | N/B :                  |
| HEEN VEHICLE TO ARE IN 84                                                                                                                                                                                                                 |                        | 1    | IE                                           | Top fee (etterate)_                        |                     | - 65-                                                                                                            | 1                                                | 240                                       | 80                     |
| USED VEHICLE TRADE-IN #1                                                                                                                                                                                                                  | 1 I                    |      | IT                                           | Mater Veitch Resest                        | ं केट।              | er:<br>                                                                                                          | \$                                               | 2                                         | .89                    |
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| per cours                                                                                                                                                                                                                                 |                        |      | 1                                            | S.EIDHALCH+IZ+                             | 113 - 14            | + 15+ IE + 17 + 1EI                                                                                              | 5                                                | 45350                                     |                        |
|                                                                                                                                                                                                                                           |                        | 1    |                                              | REBUTE/NOENTING                            |                     |                                                                                                                  | -                                                | 16358                                     |                        |
| NASE NASE                                                                                                                                                                                                                                 |                        | 1    | 20                                           | <del>^</del>                               |                     |                                                                                                                  | ξ                                                | 506                                       | ନଥ                     |
| MATE MILES                                                                                                                                                                                                                                |                        |      | $\vdash$                                     | É                                          |                     |                                                                                                                  | <u></u> ξ                                        |                                           | ¥/A                    |
| ECOPTREE MODELE                                                                                                                                                                                                                           |                        |      | Z.                                           | EARTHAL EVANGENT                           |                     |                                                                                                                  | ş.                                               | 4688                                      | . 6¢                   |
| USED VEHICLE TRADE-IN #2                                                                                                                                                                                                                  |                        | 1    | 22                                           | TOTAL AMOUNT DU                            | Æ  15 ~             | 2-21                                                                                                             | Ş                                                | 11858                                     | 15                     |
| ESALC                                                                                                                                                                                                                                     | 1                      | i    | ·<br>                                        | -                                          |                     |                                                                                                                  |                                                  |                                           |                        |
|                                                                                                                                                                                                                                           |                        |      | l line                                       | chargerepræent<br>orang, ondooksti         | is cods<br>ing yeh  | ondprežita fie desi<br>ides ændprepæingd                                                                         | er for Bern<br>kocument                          | eszhasin<br>selatnak                      | specting.<br>The sale. |
| 1945 cauce:                                                                                                                                                                                                                               |                        |      | 늗                                            | <del></del>                                |                     |                                                                                                                  |                                                  |                                           |                        |
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| True Irus                                                                                                                                                                                                                                 |                        | l    | EHE                                          | charety expressi<br>incos: werend of       | Leter               | ene es manemass, est<br>establity er fitress in :                                                                | e, ectres<br>e barrente                          | S OF OTTUES<br>FOURDOSE, 1                | ingnania<br>Turk       |
| NOCE MATE                                                                                                                                                                                                                                 |                        |      | WEN                                          | ties are entrocke<br>the rate of said pro  | sery (              | eol: terety are those<br>ine at aremanties, eith<br>establity or fitness in:<br>ther person to assume            | ior il acy                                       | estatly in a                              | correction             |
| BITETICE NODE.                                                                                                                                                                                                                            | _                      |      | _                                            |                                            |                     |                                                                                                                  |                                                  |                                           |                        |
| LIEN PAYOFF AGREEMENT                                                                                                                                                                                                                     |                        |      | βĚ                                           | musenal port o<br>NEOLET-ABFORTH           | n this :<br>had the | purchase, the Purch<br>shipmationset for in<br>edocations) is the in<br>the from likes as sho                    | oppivets<br>oriet tebu                           | Sangadin<br>Sangadin<br>Perentahan        | onkież,                |
| <del></del>                                                                                                                                                                                                                               |                        |      | ro l                                         | era or eu cruerate.<br>Peu foi coure, brob | enyth<br>ices co    | පෙරවෙන් වියර්ජ විසි විසිව<br>ර්ජා වියට දිනවළ සොක්ත                                                               | ALI ODCAR                                        | atendified                                | TITHE CO'E             |
| THE IS AN ESTRIATED PRIVATE ONLY, AND INCLIDES ONLY THE TRADE IN BURNERATE ONLY SIDE. SINCE WE CANNOT CONFISM AND ACTUAL ORDER.                                                                                                           | EATIHS                 |      | H k e                                        | opressly understo<br>can offer to purch    | octors<br>octors    | Sogreed solby and be<br>the Purchaser, and be<br>then that this offer to<br>leshere to will occep<br>(ST-ASPORS. | elveen ទី                                        | re porties h<br>er to re lib <sub>t</sub> | eseta that<br>COUNTES? |
| TANK, AND IF THE ACTUAL ISNOFT IS RIGHER THAN THE AMOUNT STATED, IS<br>INCCESSARY TO COLLECT ADDITIONAL HADNEY.                                                                                                                           | ANST PE                |      | CHE<br>LL d                                  | o Escritorio gni<br>ing common en f        | e peri              | ther, that this after to<br>lestherelo with accep                                                                | parchase<br>ded to wa                            | does not b<br>ling by one                 | oecome a<br>ruthorized |
| CUSCOMER AGRESS TO 95% ANY ADDITIONAL MOVES OWED WHICH AS HE                                                                                                                                                                              | ours or                |      | ome<br>Int:                                  | er of Coorriesy D<br>PLEACHEASE ORDER      | revoca<br>Fictors   | KST-ASSYCKS.<br>Biodes the entire agr<br>ASSYRII.                                                                | t îname                                          | etween R                                  | JACHASER               |
| CUSTOMER AGRESS TO BY ANY ADDITIONAL MOVES OWED WITHIN 45 H. BERG NOTRED. IF RAYMER IS NOT RECEIVED, IFE UNDERSCRIPE OF AURORESCRIPE OF AURORESCRIPE OF AURORESCRIPE OF AURORESCRIPE OF AURORASED OR ANY OTHER REPRESAUDITIONS            | SOME<br>VEKSUF         |      | ſ                                            |                                            | XXLEY               | RFORT.                                                                                                           |                                                  |                                           |                        |
| RENS FORCEASED OR ASY OTHER REDICENY AUTHORIZED BY LAW.                                                                                                                                                                                   |                        |      | l Resi                                       | hase: 1                                    |                     |                                                                                                                  |                                                  | Date 1                                    | 2/20/2                 |

06:43

(describe)

describe purpose.)

14/B

G Government certificate of title fees

(individing \$ 14 / A security interest recording feet) \$

H. Other charges (Seiter must identify who is paid and

#### RETAIL INSTALMENT SALE CONTRACT GMAC FLEXIBLE FINANCE PLAN

| Arror land Co-Riveri Name and address | (include county and zip code) |
|---------------------------------------|-------------------------------|
|                                       |                               |

Creditor (Seller name and address)

ORLANDO ORANGE FL Marth of birth of registered own COUNTESY CHEVROLET-AIRPORT SEAR LEE VISTA BLVD ORLANDO FL 32812

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 egreements on the front and back of this contract. You egree to pay us, the Creditor, the Amount Financed and Finance Charge according to the psychenischeduse shown below. We will figure the Finance Charge on a daily basis.

|                       |                             |                                         | _ <del>.</del> -       |                                          |                                                                                                                 |
|-----------------------|-----------------------------|-----------------------------------------|------------------------|------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| Kewior Used Yea       | r Weight/lbs.)              |                                         | Vehide                 | Identfication No.                        | Primary Use for Which Purchased                                                                                 |
|                       |                             | CHEVROLET                               | i                      |                                          | Apersonal, family, or household (Legalouthural                                                                  |
| NEW 28                | ස <sub>්</sub>              | CORALT                                  | 161AK52F5              | 157                                      | Dtosiness 2                                                                                                     |
| ibur trede in is a:   | Yеаг                        | Make                                    | Mode                   | !                                        |                                                                                                                 |
|                       | FEDERAL                     | TRUTH4N-LENDING                         | DISCLOSURES            | -                                        | Insurance. You may buy the physical demag                                                                       |
| ANNUAL                | FINANCE                     | Amount                                  | Total of Payments      | Total Sale Price                         | Insurance this contract requires (see back) fro                                                                 |
| PERCENTAGE            | CHARGE                      | Financed                                | The amount you         | The total cost of                        | anyone you choose who is acceptable to us. You                                                                  |
| RATE                  | The dosar                   | The empunt of                           | will have paid after   | your purchase on                         | choice of insurance providers will not affect or<br>decision to set or extend credit to you. You are n          |
| Tine cost of your     |                             | , credit provided to                    | you have made all      | credit, inclusing                        | required to buy any other insurance to obtain cred                                                              |
| ned as e yearly       |                             |                                         | payments as            | усын осылдауттел:                        | Your decision to buy or not buy other insurence w                                                               |
| 16de.                 | you.                        | එස්ස්.                                  | schedded.              | of \$ 4500,00;                           | not be a factor in the credit approval process.                                                                 |
| <u>4.98</u> %         | s <u>1858.6</u>             | \$ <u>11899.84</u>                      | \$ <u>13758.48</u>     | \$ 18258 48                              | If any insurance is checked below, potoies                                                                      |
| Your Payment St       | hedu'e Will Be:             | <b></b>                                 |                        | <u>'</u>                                 | certificates from the named insurance companies w                                                               |
| Number                | Amount                      | When F                                  | armens                 | Dras .                                   | describe the terms and conditions.                                                                              |
| of Payments           | of Payments                 | Are                                     | Due                    | Falaws                                   | Check the insurance you want and sign below:                                                                    |
| 72 \$                 | 191.09                      | donthly beginning g                     | 11/21/2005             |                                          | Optional Credit Insurance.                                                                                      |
| l                     |                             |                                         | <del> </del>           |                                          | Di Credit Life: Di Buyer Di Co-Buyer Di Bol                                                                     |
|                       |                             |                                         | 10 days after it is d. | e, you will pay a late                   | Tem <u>sizo</u>                                                                                                 |
| Altarge of \$5% of th |                             |                                         |                        |                                          | ☐ Credit Disability (Buyer Craly)                                                                               |
|                       |                             | r debt early, you will no               |                        | • 4                                      | Tem N/G                                                                                                         |
|                       |                             | security interest in th                 |                        | ised.<br>Ng information ébold            | Premium:                                                                                                        |
|                       |                             |                                         |                        | erd security interest.                   | Credit Life \$ N/A                                                                                              |
|                       |                             | <del></del>                             |                        |                                          | Credit Disability \$ N/A                                                                                        |
| Er Sagra              |                             | A 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | karan dari dari        | 2000                                     | 19/4 The transfer of the control of                                                                             |
| ITEMIZATION OF        | F AMOUNT FINA               | NCED                                    |                        |                                          | (Insurance Occapany)                                                                                            |
|                       |                             |                                         |                        |                                          | N/A                                                                                                             |
| 1 Coch price final    | ring and second             | sorjes, services, 🖂 .                   |                        |                                          | (Home Office Address )                                                                                          |
| and taxes)            |                             | suites, acraitaes,                      |                        | £ (6358 (9.(1)                           | Credi lie insurance and credit disability insurance                                                             |
| 2 Total downgayı      |                             | ye enter '0' apd see E                  |                        |                                          | are not required to obtain credit. Your decision to                                                             |
| Grosstrade-in         | \$ 42.60                    | _ceyoflby sel                           | H\$ N/A                | •                                        | boy or not buy bredit life theoretics and bred                                                                  |
| = net trade in :      |                             |                                         | 1.5 <u>.000 co</u>     | -                                        | disability insurance will not be a factor in the cred agenoval process. They will not be provided unless        |
| +ofner (deed          | upe] CH BES                 |                                         | \$ 508.60              | \$ <u>6580 (60</u> (2)                   | you sign and agree to pay the extra cost. Credit If                                                             |
|                       |                             | #11 <del>12</del>                       | - Contain              |                                          | insurance pays only the amount you would owe                                                                    |
|                       |                             | s paid to others on you                 |                        | _ <sup>8</sup> _ 1 [858, 1약 (3]          | you paid all your payments on time. Credit disabilit                                                            |
| keep part of the      |                             | - p 0 e- colo 12 ex 1 yo                | C DALLI TOUR THON      |                                          | insurance does not cover any increase in you<br>payment or in the number of payments.                           |
| A Cost of opti        | iona" cretifi insu          | tance paid to the ins                   | urance                 |                                          | Haran en en en en en en en en en en en en en                                                                    |
| company or            | companies                   |                                         |                        |                                          | المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع |
| 1 de                  | ****                        | \$ 11/0                                 | _                      |                                          | Ill the flow above is checked to indicate that yo want credit life insurance, prease read and sign to           |
| Disability            | · · · · · ·                 | \$ N/D                                  | \$ 1970                |                                          | following advoordedgements:                                                                                     |
| B Other insure        | nce paid to the in          | surerice company                        | \$ 876                 |                                          |                                                                                                                 |
| C Official fees       | paid to gove <del>rno</del> | ent agencies                            |                        |                                          | 1. You understand that you have the option i                                                                    |
| (describe) .          |                             |                                         |                        |                                          | assistant any other policy or policies you own t                                                                |
| ·                     | <u> </u>                    |                                         | _                      |                                          | may procure for the purpose of covering this over                                                               |
|                       |                             |                                         |                        | į                                        | and that you do not have to purchase this credit is<br>insurance policy in order to obtain the credit.          |
|                       |                             |                                         |                        |                                          | The second second and second second second                                                                      |
|                       |                             |                                         |                        |                                          | Riner Simates                                                                                                   |
|                       |                             |                                         | \$ . #ZO               | _ i                                      | [] ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '                                                                        |
|                       | filicense and/or i          | egistration lees                        |                        | ি কি কাৰ্ডিক কৰিছে ।<br>কে কাৰ্ডিক কৰিছে | Co Pharm Samphas                                                                                                |
| ( <b>Geecribe</b> ) : |                             |                                         |                        | i de                                     | Co-Buyer Signature Date                                                                                         |
|                       |                             |                                         | <del>_</del> · · · ·   | 705 V 0344                               | 2. You said a start that the check life company of the                                                          |
|                       |                             |                                         | -                      | 5 4 4 4 7 5                              | er puries and may be defended at the time of the<br>explication. You like untile to engage                      |
| -i1\ti                |                             |                                         | _                      | 10-12                                    | j employment, or unable to periora, normal activišt                                                             |
|                       |                             |                                         | _                      |                                          | of a person of your like age and sex. (You do n                                                                 |
|                       |                             |                                         | _\$#/A                 | - '                                      | heve to sign Cas-acknowledgement of the propose credit life insurance posicy does not contain the               |
|                       | documentary sta             |                                         | _\$ <u>41.65</u>       | _                                        | restriction.)                                                                                                   |
| F Government          | tubro ton saxet l           | ed in cash price                        |                        | `                                        | X                                                                                                               |
|                       |                             |                                         |                        |                                          |                                                                                                                 |

N/A

N/A

W/A

A. Buyer Signature

policy.

Co-Buyer Signature

Date

Dale

3. You understand that the benefits croser this credit file insurance policy will £1 will not £1 terminate when you reach a certain age and you verify that your age is ecountally represented on the application or

| <del></del>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| D Government Boense and/or registration less                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <u>x</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 2: You understand that the credit life paverage you are pinoticsing may be deterred it, at the time of this application, you are unable to engage in                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| · <del></del>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | employment or unable to perform normal estimities<br>of a person of your like age and sex. (You do not<br>in have to sign this enknowledgement if the proposed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| E Coverment does promise chemo tours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | credit life insurance policy does not contain this                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| F Government taxes not included in cash price                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | restriction.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| \$ N/A G Government certificate of title fees                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Co-Buyer Signature Debe                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Control and the second                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 3. You understand that the benefits under this credit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| H. Other charges (Seiter must identify who is paid and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | if it is unance policy will □ will not □ terminate when you reach a cersion age and you verify that your ege                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| discrife purpose.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | is accurately represented on the application or policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| -18/8· · · · · · · · · · · · · · · · · · ·                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Buyer Signature Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| tours to s wa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Otžer (naurance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| l Net trade—inpayoff to μ/Δ S u/Δ                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Type of Insurance Term                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Total other changes and accounts paid to others on your behalf S 41, 65 14                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Premium \$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 5 Amount financed (S + 4) \$ 15 R99 Az (5)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | # <i>t</i> p                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| IOW THIS CONTRACT CAN BE CHANGED. This contract matrice the active encounted between                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | n real and a relation to this contract disulctions to f                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| onitaal mu                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | n you and us relating to this contract. Any change to t                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| rat dhanges are bhoding.  Co-Buyer Signs X                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| ontract m Kal changes are binding.  Uyer Signs X  Zo-Buyer Signs X  Zony part or rescuspy secret non vario, erronen pans stay valid. We may delay or refinin from enforcin                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | is any ollowing the custing the contract without looking the                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| outpact tot.  val dranges are binding.  Ce-Buyer Signs X  camp part or exercise part of the form parts stay valid. We may delay or refrain from enforcing or exercise, we may extend the time for making some payments without extending the time for making see back for other important egreements.  Notice to the Buyer is pointed the fore you reed it or if it contains any blank spaces.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | g any ollow rights unger this contract without looking the others.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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Mr. Goodwrench



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| ESPERSON NO.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 1277                                                         | YEAR/MAKE/MODEL                              |                                         |                                                                            |                                | וויאמ אטודבוטסס                          | 57503644                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | LICENSE NO.                                                                                                                      | 111215                                         |
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| 5600 L                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | EE VISTA BI VD.                                              | ga Barangiri, kapagan kan ing pangan ing pal | ີ່ບໍ່ໂTRA S                             | ILVR MET/G                                                                 | THANE N                        | ILEAGE A                                 | ^\$\\0\8                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | AND MAS G                                                                                                                        | ALLAGHE                                        |
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| HARIGE ORLAN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | DO, FL 32812                                                 | PHONE<br>07-857-5700                         | a                                       | Miscellance<br>a for supplies, materi<br>ated and used in vehi             | us Shop Supp<br>als and expens | lies_and_Flazatus<br>os related to the   | handling and dispo<br>ir proef. The amoun                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | sal of toxic and haz<br>it of this charge will                                                                                   | ardous material<br>be 10% of part              |
| LAT HATE RESIDENCE PLANTIN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 4(                                                           | 07-857-5700                                  | and waste general<br>& labor up to \$30 | n supplied in vehi<br>one of the costs and property<br>of the stage stages | gið repáir is Mi               | ntor repair facility                     | y for miscellaneous                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | s ehop supplies or                                                                                                               | waste disposél                                 |
| YEB TIME RECEIVE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | pm 12/16/04 0                                                | 7:00pm                                       | "This charge rep<br>[8,559.904(4)]      | resents costs and pr<br>Ida requires a \$1.00 f<br>a new or remanufact     | ne to be collec                | ted for each now                         | tire sold in the sta                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | te (s.403.715), and                                                                                                              | 9 \$1.50 fee to b                              |
| OINTMENT CATIPHONG                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Pager Number E-Mail                                          | Address                                      | COllected for each                      | Toother north                                                              | a and maair W                  | Olk is financial                         | 10, 1-111                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                  | 16Ver dames las                                |
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| в                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | LABOR INSTRUCTIONS                                           | <b>DO</b> BO (2000) Below Solding Solding    |                                         |                                                                            |                                | PLEASE KE<br>CTATEMENTS                  | MD OWITH OF                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | NO SIGN: I U                                                                                                                     | INDERSTAN                                      |
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| <b>游</b> 19.19.19.15                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | etono Courtesyo, names, de                                   | signs and related marks :                    | tre sarylpa marks (                     | of AutoNation, Inc.<br>graphical and printing                              | errors.                        | L :                                      | HOURLY NATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | □ FLAT BATIL                                                                                                                     | 1112                                           |



### Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

| Vehicle Identification Number                                                             | Dealer/BAC Code                                                                                               | 111215                                                                                                        |
|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| IGIAKS F957                                                                               | and proces                                                                                                    | 4 Repair Order # 111215                                                                                       |
| For proper fluid levels, fuel usage, equip                                                | ment operation, specifications and proce<br>wristwatches, jewelry, cell phones, etc., a                       | and cover belt buckles to prevent                                                                             |
| manual & service intornation, nemovo                                                      | , , , , , , , , , , , , , , , , , , ,                                                                         | the second second                                                                                             |
| damage to the vehicle.                                                                    | nagement's attention. Inspect, perform, veri                                                                  | ify proper operation, assembly, fit and                                                                       |
| Deficiencies must be called to service man                                                |                                                                                                               |                                                                                                               |
| routing of the following.                                                                 |                                                                                                               | IT) court believ motorial operation and                                                                       |
| total t Propovot on'                                                                      | Unusual wind noise                                                                                            | <ul> <li>Seat belts: material, operation and<br/>latches</li> </ul>                                           |
| initial Preparation: Adjust tires to pressures specified on                               | Unusual noises/vibrations                                                                                     | ☐ Child Comfort Guide – elastic cord                                                                          |
| the Certification Tire Pressure Label.                                                    | Squeaks and rattles                                                                                           | visible (If equipped)                                                                                         |
| Record results.                                                                           | ☐ Transfer case or TAPshift function                                                                          | Removable top/panel, convertible top                                                                          |
| AFTER: LF RF LR RR                                                                        | (if equipped)                                                                                                 | Displays, gauges and lights (head,                                                                            |
| ☐ Install innselv shipped parts, such as                                                  | ☐ Cruise/adaptive cruise (if equipped) ☐ OnStar for connectivity (if equipped)                                | driving/fog tail, parking, turning,                                                                           |
| antenna, wheel covers, luggage rack,                                                      | <ul> <li>OnStar for connectivity (if equipped)</li> <li>Transmission shifter, clutch, noise, shift</li> </ul> | reverse, running, brake, and hazard)                                                                          |
| mirrors and cargo nets (torque as                                                         | smoothness                                                                                                    | <ul> <li>☐ Trunk safety release (if equipped)</li> <li>☐ Fit/function/retention of parts such as</li> </ul>   |
| needed)  Leave door edge protection and other                                             | Engine performance: Hot start,                                                                                | bumpers, molding, grille, emblems.                                                                            |
| shipping/storage materials on until                                                       | idle quality                                                                                                  | doors, deck lid, hood, fuel door and                                                                          |
| customer delivery                                                                         | Check for Mil, SES, SVS, and warning                                                                          | locking cap, tailgate, tire carrier and                                                                       |
| Assoniation.                                                                              | lights                                                                                                        | hatches (If equipped)                                                                                         |
| Accessories:  Verify RP() and RPA options                                                 | <u>Under Hood</u> :                                                                                           | <u>Under Vehicle</u> :                                                                                        |
| Install all accessories; check fit, finish                                                | Check battery state of charge, Record                                                                         | Underbody, drivetrain, suspension, skid                                                                       |
| and operation                                                                             | voltage below. Charge battery π below                                                                         | plates, exhaust system, lines, linkages                                                                       |
|                                                                                           | 12.6 volts                                                                                                    | and hoses  Brake/fuel lines secured in clips                                                                  |
| Road Test:                                                                                | VOLTAGE                                                                                                       | ☐ Brake/fuel lines secured in clips ☐ Check all fluid systems for leaks                                       |
| ODOMETER: Before After                                                                    | DATE INITIAL                                                                                                  |                                                                                                               |
| Before, during and after this test, check all standard equipment, options and accessories | Remote hood release, latch and hood                                                                           | Final Inspection & Preparation:                                                                               |
| for proper operation, as applicable.                                                      | Salety lation                                                                                                 | Perform just prior to delivery.                                                                               |
|                                                                                           | Hoses, lines, cables and wire<br>attachments are free of kinks and clear                                      | <ul> <li>Interior: Remove protective coverings.</li> <li>Clean as required; seats, headliner, kick</li> </ul> |
| During Road Test: Drive on a legal roadway with road                                      | of any moving/hot parts                                                                                       | panels, carpets, console, instrument                                                                          |
| conditions permitting evaluation of                                                       | <ul> <li>Hoses, pipes, fittings, seals, gaskets</li> </ul>                                                    | panel, moldings and hard trim                                                                                 |
| the following                                                                             | and plugs for seepage                                                                                         | Install floor mats (if equipped)                                                                              |
| Engine Performance: Cold start,                                                           | Fluid levels: Add as required                                                                                 | <ul> <li>Thorough exterior wash and dry; check</li> </ul>                                                     |
| jdle quality                                                                              | Body <u>/Chassis</u> :                                                                                        | for water leaks                                                                                               |
| <ul> <li>HVAC system controls, blower(s),<br/>heater, A/C, front defroster and</li> </ul> | Doors, locks, keys and keyless                                                                                | <ul> <li>Exterior finish: Check paint finish for<br/>dents, dings, chips, scratches, or</li> </ul>            |
| rear defogger                                                                             | entry system                                                                                                  | blemishes. Repair as necessary                                                                                |
| Radio cassette and CD player (regular,                                                    | Check child safety door/window locks                                                                          | Erase all messages on voice recorder                                                                          |
| steering wheel and rear controls)                                                         | are in normal (unlocked) position                                                                             | (if equipped)                                                                                                 |
| ☐ Steering wheel - center position                                                        | (if equipped)  Neutral start safety switch (if equipped                                                       | Reset fuel economy readings                                                                                   |
| Steering for leads, pulls, vibration at                                                   | Power mirrors (if equipped)                                                                                   | _ 000 0100111 001111 1 1 1 1 1 1 1 1 1 1                                                                      |
| idle, vibration while driving                                                             |                                                                                                               | Using a clean cloth, clean the wiper<br>blades using GM Optikleen windshield                                  |
| Wipers, delay and washers<br>(front and rear)                                             | Fig. Electronic compass/temperature for                                                                       | washer solvent                                                                                                |
| Brakes for noise, pulls, vibration or                                                     | function. Set compass to correct zone                                                                         | ☐ Thoroughly clean all glass surfaces                                                                         |

Certification: I certify that this Pre-Delivery Inspection has been completed by:

(if equipped)

Technician (Print Name)

shudder at both high and low speeds

Service Manager (Signature)

Date

# courtesyo Chevrolet the Airport

5600 Lee Vista Blvd. Orlando, Florida 32812 Telephone (407) 857-5700 www.courtesydealers.com

CVIM Grandsweench

STATE OF FLORIDA REGISTRATION # MV 04770

SERVICE DEPARTMENT HOURS ARE FROM 7:00 A.M. TO 7:00 P.M. MONDAY-FRIDAY FROM 8:00 A.M. TO 4:00 P.M. SATURDAY

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SERVICE DEPARTMENT HOURS ARE FROM 7:00 A.M. TO 7:00 P.M. MONDAY-FRIDAY FROM 8:00 A.M. TO 4:00 P.M. SATURDAY

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#### Courtesy O. Chevrolet at the Airport

5600 Lee Vista Blvd. Orlando, Florida 32812 Telephone (407) 857-5700 www.courtesydealers.com

STATE OF FLORIDA REGISTRATION # MV 04770

SERVICE DEPARTMENT HOURS ARE FROM 7:00 A.M. TO 7:00 P.M. MONDAY-FRIDAY FROM 8:00 A.M. TO 4:00 P.M. SATURDAY

| STOMER NO.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             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SERVICE DEPARTMENT HOURS ARE FROM 7:00 A.M. TO 7:00 P.M. MONDAY-FRIDAY

STATE OF FLORIDA REGISTRATION # MV 04770

FROM 8:00 A.M. TO 4:00 P.M. SATURDAY NO VEHICLES RELEASED AFTER SERVICE HOURS INVOICE DATE 4654 31897 12/31/04 CVCS112244 DAVID OGLESBY 10 ULTRA SILVR 57503644 12/21/04 05/CHEVROLET/COBALT/COBALT 4DR SDN 15 ORLANDO, FL 100 12/31/04 SHOP SUPPLIES AND HAZARDOUS WASHE DISPOSAL CHARGES This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or, waste disposal. 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THANK YOU FOR RELYING ON US FOR YOUR SERVICE NEEDS

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| VICE HISTO                         | RY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | EAGE ADVISOR            | TECHNICIA                                                                                             | N TYPE                       | OPERA                                | TION                                   | OPERAL<br>SUBLET                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | ION DESCRI                                    |                                                |
| PATE<br>12/31/04<br>12/16/04       | REPAIR ORDER MIL<br>112244<br>111215                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 10 4654<br>4 4406       | 4999<br>4423<br>4423<br>4888                                                                          |                              | 70CVZ<br>75CVZ<br>75CVZ02<br>75CVZ03 |                                        | Z7000<br>ETCH<br>48NCLOT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                               |                                                |
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|                                    | O 5285 GARY MANN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 5                       | ERV                                                                                                   | TCE                          |                                      | DOUCTION DATE                          | втоск NO.<br>57503644                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | LIGENSE NO.                                   | 21409                                          |
| ESPERSON N                         | O. 520-                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 05/CHEVROLE             | <br>F/COBALT/CO                                                                                       | BALT 4DR                     | SDN                                  |                                        | T .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | SELLING DEALER N                              |                                                |
|                                    | åk52F957                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | US/CITE GUST            | omer NO 897                                                                                           | ERVICE CONTRACT              | 1 1                                  | 2/21/04                                | L DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | I OO<br>EXPIRATION MILES                      |                                                |
| :ABH<br>:HECK                      | and the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of t | (7) (2) (7) (2) (4)     | TRA SILVE                                                                                             | MET/G                        | CONTRAC                              |                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <u> </u>                                      |                                                |
| A.C. AZI                           | e segretarian en en control de la control                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | TURK                    | O M/MC AIR                                                                                            | COND. P.S.                   | TRANS M                              | 3,152                                  | ~\$\f\\                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                               | FERHOUSE                                       |
| ASIS FOR ORL                       | ANDO, FL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 4                       | ICVZZ I                                                                                               | Miscellancous                |                                      |                                        | TI/Acta TilemA991                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Charges<br>sai of toxic and ha                | izardous materinia<br>III he 10% of batts      |
| AT PATE<br>IRLY PATE<br>BOTH       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | , et                    | andard charge for a waste generated as                                                                |                              |                                      |                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                               | r waste disposal."                             |
|                                    | TRATECTIME PROMISED 0.7.0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | PRIORITY & 18           | andard charge for a<br>waste generated a<br>bor up to \$30.00<br>is charge represent                  | s costs and prof             | lits to the ma                       | tor repair facility                    | y for miscellaneous                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 3 8000 90000000<br>45 19 403 718), 800        | d a \$1,50 fee to be                           |
| YEB TOS                            | 13pm 057/037/05 07:0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | [a.5]                   | bor up to \$30.00<br>is charge represent<br>69.004(4)]<br>State of Florida red<br>locted for each new | oet 00, t# a aariug          | n to be collected bettery so         | icd for each nev<br>id in the state [a | v tire sold in the sie<br>(,403.7185).<br>- Kor 42 months of                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 12,000 miles, whi                             | chover comes last                              |
| POINTMENT Coll Phot                | PAGE NUMBER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                         |                                                                                                       |                              |                                      |                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                               |                                                |
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| B E                                | WZRETTER LUBE C                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | IL AND FILTE            | R<br>ED LUBRIO                                                                                        | ATE _                        | 7                                    | TATEMENT                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 110 010                                       | UNDERSTANI                                     |
| 1 C OUC                            | VZBETTER LUBE C<br>R REQUEST CHANGE ENC<br>HINGES, & LATCHES CHE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | NE OIL & FILL           | FF ALL FLY                                                                                            | ps.                          |                                      | THAT UNDE                              | R STATE LA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | N, I AM EN<br>F MY FINA                       | i Bill Wil                                     |
| CHASSIS,                           | HINGES & LATCHES CHE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                         |                                                                                                       |                              |                                      | WRITTEN<br>Exceed \$10                 | Mar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | L Mrs 1 steer                                 | H 21                                           |
| 16                                 | $1 \wedge 5 = 10$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 10                      | Kh /                                                                                                  | < (                          | / X                                  | EYCCEN 910                             | UEST A WRITT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | EN ESTIMATE                                   | . POTIMANTE J                                  |
| 1                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | . •                     |                                                                                                       | \                            | /\                                   |                                        | NOT REQUES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                               | V ESTIMATE A<br>NOT EXCE                       |
| 210                                | A/C & /                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | HEATER DIAG             | NOS                                                                                                   | On G                         | 21532                                | TONG AS                                | THE REPAIR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                               | IT EXCEED TH                                   |
| CUSTOM                             | ER STATES A/C: INOP - AD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | VISE TO ALL TOUR        | - Eugage                                                                                              | - cotto                      | ARNHER                               | \$<br>AMOUNT                           | TUOHTIW                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                               | N OR OR                                        |
| VA.                                | \$ 4020 Amund                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Ashe Sutch              | only In                                                                                               | 574-U VII                    | ,,,                                  | APPROVAL                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                               | COTINGATE                                      |
| 1/2                                | 9505 Deplated IN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | VE VS                   | 3 <u>5</u> • >0505                                                                                    | 0487                         |                                      |                                        | NOT REQUEST                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | VMKILIEN                                      | 2911MA1 C.                                     |
| 10                                 | CVZGOOD TIRE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | COND GOOD               |                                                                                                       | ر<br>ال ا                    | 1                                    | SIGNED:                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                               | DATE:                                          |
| 3 C 46                             | NOTION GOOD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | , ,                     |                                                                                                       | ~ @J/Q                       | سي                                   | . hambu buthoride the                  | TERMS STRICTLY CASH a repolit work beneficialling and to conclude for from or demands to conclude for from or demands to conclude or for any delays.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | v-mi-fini ûnizitan se alaideu.                | Chicin in Ches of the street,                  |
| 4 1                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | a let                   | <b>"</b>                                                                                              | <del></del> _                | <b>—</b>                             | that you are not map                   | your control or far any dalays                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | durang by rumani bentation                    | V Inti Afficiacy of delimination               |
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| 1 1                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>. (4</b> 5)          |                                                                                                       | ,                            | $\supset$ $^{\vee}$                  | X                                      | otised upon completion of Al                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ny rikegonalla work processo                  | ry to estimate the cost of re-                 |
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| (4) I                              | designs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | BUC IMPAGE HISTORY      | II-la des Mondia Di                                                                                   | IGE STON PROPERTY.           |                                      | and the second second                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                               | 1217                                           |