

Faxed on 5/24/07

Faxed again on 6/4/07

Faxed again on 6/16/07

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.

  
06/13/07

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

May 25, 2011

[REDACTED]  
Broadalbin, NY [REDACTED]

Service Request: 71-501331551

Customer Relationship Specialist: MaryAnn Whelan

Dear [REDACTED]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 11<sup>th</sup> will be the 5<sup>th</sup> 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 someone else. Finally she said I could talk to a supervisor. Now Elizabeth enters the picture. Just an FYI, I know Mary's name and Elizabeth's name but not the elusive District Customer Service Manager. After a long, drawn out conversation with Elizabeth, I felt more flustered than ever. I went over and over my concerns with her, but all she could say was I understand, I am sorry you feel that way, and there is no one else you can talk to, we have escalated this as far as it can go. I discussed with her my concerns that there is no one from GMC/Chevy that cares enough to speak to a 30+ year consumer of the Chevy Company. I expressed my concerns to her that my car was made with inferior parts and actually sounded like it was falling apart, (also discussed this with the dealership). I also asked her if she was aware after talking to the dealership that they told me I had to replace all 4 tires, I asked her if she was aware that I had brought my car to Eagle Chevrolet exclusively and they had done my inspection, they did all my oil changes which includes checking my tires and yet no one there ever told me that my tires needed to be rotated which would have prevented me buying 4 new tires at \$420.00 after only 23,000 miles. Elizabeth's response to that was no she was not aware of that and the dealership did not make her aware of that. Well I plan on talking to the dealership about that myself. At one point during the conversation I told Elizabeth that I had been driving Chevy's for a very long time, I had driven Blazer's, Trucks, and Car's and never had I driven a vehicle such as this one. I told her she just was not getting what I was saying. The car is no good, I don't think it can be fixed, I am not being taken care of in any way, shape, or form. The Chevy Company does not care about me the consumer at all. I told her that I was thinking of buying some other product and she actually said that I have that right if that is what I choose to do. Imagine that my right as a 30+ year veteran of Chevy is to just go ahead and buy some other car companies product without a thought on your part. My

response to that was thank you for telling me I have that right, that right that I have actually had for the past 30+ years and I have chosen Chevy's because I trusted the Chevy product. But I guess that means nothing. Since this conversation I have had the brake lights go on a few times, the brakes have a (for lack of better terminology) dragging sound to them, and there is something wrong with the steering. The steering wheel pulls to the right and when making a left turn and backing out of a spot when I have to turn the steering wheel to the left it is hard to turn. This is just unbelievable that a new car should have this many problems. And rest assured I will be discussing the situation as well as my concerns with Eagle Chevrolet regarding the past problems with my vehicle, the new problems with my vehicle, how they handled or better yet did not handle the situation with my tires and why they did not pass along my concerns with the Cobalt to the so called District Customer Service Manager. Although after my conversation with Mary and Elizabeth I guess I am not expecting much from the company. So in closing my summary of the situation is, I bought a lemon/inferior vehicle from Salisbury Chevrolet. I am not getting satisfaction in fixing my vehicle, and things keep popping up that are wrong with it. The company does not care if I buy a vehicle from some other car company other than Chevy. The company does not care that I as well as my Husband have been a loyal 30+ year veteran of Chevy.

Now you tell me, is this right?? How do you feel after reading this?? What do you think I am going to say about Chevy for the rest of my life?? So much for customer satisfaction?? What good is your survey if nothing is done to satisfy the consumer??

[REDACTED]  
Broadalbin, NY

[REDACTED]  
Reference #71-501331551

## Service Satisfaction Survey

March 19, 2007

The service I receive at Eagle Chevrolet is wonderful... It is the Chevy Cobalt I am having an issue with. It has had a recall to start with, which was taken care of by Eagle Chevrolet promptly. The radio/sound system is not at all what I am used to in a Chevy product. It has static and does not provide very good sound. I have had to take my Cobalt to the dealership several times so far and it is only a year and a half old. Mind you this is for the same problems. I am bringing it in again this Wednesday March 21, on my only day off this week. I brought it in because there is a clunking noise underneath the car when driven over rough road, and the key got stuck in the lock and the shifter felt funny, and when I put my foot on the brake it would make a clicking noise. I thought this could all be one problem. I was told that the key getting stuck was a common problem with the Cobalt and that when they replaced the part that would fix the shifter. However they oiled the part and said it was good to go, and the first time they found nothing that could explain the clunking noise under the car. Well the key problem was fine for a little while then the same thing started happening with the key. They would drive me back to work and then either pick me up or bring my car back to me, which is how good the service is. On our way back to drop me off at work I actually let the service technician listed to the clicking noise the brake was making. The second time I brought it in they said it was a sway bar and they needed to order a part, and they ordered the part for the problem with the key and shifter as well. When they called me to let me know the parts were in I brought it in and they put the part in the shifter but could not fix the sway bar as Chevy sent them the wrong part. So now we are up to time number three when the sway bar came in and they fixed that for me. **I kid you not when I say the key does not stick any more but the clicking noise is still there and the shifter still feels funny. The clunking noise is still under the car when I go over rough road; hence that is why I am bringing it back in.** For the first time in my life I am considering buying a foreign car. I was dead set against this in the past. Since my husband and I started buying cars there have only been three cars that were not Chevy's. A 1965 Pontiac LeMans, a Lincoln Continental, and a Dodge Neon. We have owned the follow Chevy's, Nova, Camaro, ElCamino, Malibu, two Blazers, an Extreme, two other pick ups, Caviler and Cobalt. Now I would say that is impressive this day in age considering the foreign car market has grown substantially in the past 35 years, which is how long we have been purchasing American made cars. Also this letter in no way is reflective of the service provided by Eagle Chevrolet. They are always pleasant and they provide me with transportation when needed, and they are very personable. However the Salisbury Chevrolet dealership that I purchased the car from would not even consider giving me a car for transportation back when the recall was on my car and I had mentioned to them the problems I was having. So in closing one, I will never shop at Salisbury again, I might go to a foreign vehicle, and I am completely dissatisfied with the Chevy cobalt. If you would like to respond in any way my information is listed below.

[REDACTED]  
Broadalbin, NY 1 [REDACTED]

**ADR File Checklist**

**SR Number:** 71-501331551

**BBB Case:** CHV0748024

**Customer:** [REDACTED]

**VIN:** 1G1AL52FX57 [REDACTED]

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

**In Service:** 9/2005

**Mileage:** 23,000

**Received Date:** 7-19-07

**Day 15 Date:**

**Goes Active:**

**Primary Concern:** klunk noise, brake pedal , 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:** /

☒ **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** ☒

☒ **GM Position – Customer / BBB Due Date (7-10 days):**

☒ **Settlement / Goodwill Offered Date:**

☒ **All Documents Attached (by Day 15)**

☐ **Arbitration Date:**

☒ **Closing Activities:**

**Settlement**

**Completion Date/Time:** 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-CADILLAC

**Svc Mgr:** Mark Mancini

**Selling Dealer:** SALISBURY CHEVROLET, INC

**Contact:** Ralph Foster

**NOTES:**

Privileged and Confidential Information

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

Date:

Privileged and Confidential Information

**OTHER SYMPTOM/CONCERN:**

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

4/12/2007	90060	22,790	<input type="checkbox"/>	Customer states shaking in steering and all brakes. Check brakes, found front brakes at half and rear ate at <input type="checkbox"/> . Check all steering components, all ok at this time
-----------	-------	--------	--------------------------	--

**OTHER SYMPTOM/CONCERN:**

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

1/22/2007	86571	15,296	<input type="checkbox"/>	Customer states rear Chevy emblem fell off of back located in cup holder. Diagnose. Inspected, verified concern. Replaced rear Chevrolet Bowtie emblem.
-----------	-------	--------	--------------------------	---

**OTHER SYMPTOM/CONCERN:** Ignition- key

**Date:** **RO#:** **Mileage:** **Days 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. Followed up with customer on 8/31 and advised that 48/48 GMPP Major has been entered into GMVIS. Customer states thank you.

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

Team Lead Approval:

Date:



**BBB AUTO LINE**

**4200 Wilson Boulevard, Suite 800**

**Arlington, VA 22203-1838**

**Phone 800.955.5100 Fax: 703.247.9700**

**Council of Better Business Bureaus, Inc.**

July 19, 2007

Re:m01 CHV0748024 [REDACTED] 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,

John Ryan at Extension 529

## Customer Claim Form

Contact Date: 07/19/07

Start Date:

Case Number : CHV0748024

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☒ YES ☐ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

BROADALBIN NY

Day Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Customer Contact Info:

Evening Phone: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: \_\_\_\_\_

Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes: \_\_\_\_\_

Transmission Type: \_\_\_\_\_ Number of vehicles owned or leased by the business: \_\_\_\_\_

Make: Chevrolet Model: Cobalt Model Year: 2005 Current Mileage: 30400

Vehicle Identification Number: \_\_\_\_\_

Servicing Dealer/City/State : Eagle Chevrolet,

Selling Dealer/City/State : salsbury 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: \_\_\_\_\_

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: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct #: \_\_\_\_\_

### Customer's Desired Outcome (Describe what you want done to resolve your concern)

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 4/4/07, 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.

Signature of Titled Owner(s)/Lessee(s): \_\_\_\_\_ Date: \_\_\_\_\_

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

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



Customer Name: [REDACTED]

Case Number: CHV0748024

First Repair Attempt (any reported problem)

Date: 04/10/06 Mileage: 7929

Last Repair Attempt (last reported problem)

Date: Mileage:

Total Days out of Service: \_\_\_\_\_

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Clunk noise when going over bumps	yes				
2. Click in brake pedal & shifter hard to get in gear	yes				
3. Shaking in steering	no				
4. steering pulls left & does not feel right	yes				
5. brakes do not feel right	yes				

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



## BBB AUTO LINE PROGRAM SUMMARY

### *General Motors*

General Motors has agreed to arbitrate claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. 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 monthly 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:

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

- ♦ The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- ♦ The award will not include debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate 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**

This information is not intended as legal advice. Please direct specific questions to your legal counsel.  
Updated 10/16/2006 © 2006, Council of Better Business Bureaus, Inc.

New York

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:

#### 1. 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.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.  
Updated 10/16/2006 © 2006, Council of Better Business Bureaus, Inc.

New York

## **TIME PERIOD FOR FILING CLAIMS**

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

## REMEDIES UNDER THE NEW YORK LEMON LAW

### REPURCHASE OF OWNED VEHICLES

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

1. The full purchase price (cash plus any trade-in allowance); and
2. Fees and charges, including 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 finance charges.

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

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

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

### REPURCHASE OF LEASED VEHICLES

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

*To the lessor --*

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

*To the lessee --*

1. The aggregate deposit and rental payments paid to the lessor;
2. Any trade-in allowance; and

This information is not intended as legal advice. Please direct specific questions to your legal counsel.  
Updated 10/16/2006 © 2006, Council of Better Business Bureaus, Inc.

New York

3. Fees and charges, including but not limited to all license fees, registration fees and any similar governmental charges;
4. Less "service fees" (defined below);
5. Less an allowance for the consumer's use of the vehicle in excess of the first 12,000 miles 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:

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

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

## **REPLACEMENT**

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

The following 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, NEGLIGENCE, 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.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.  
Updated 10/16/2006 © 2006, Council of Better Business Bureaus, Inc.

New York

## **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 REQUIREMENTS 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, NEGLIGENCE, 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: [REDACTED] vs Chevrolet Motor Division # CHV0748024 VIN: 1G1AL52FX57 [REDACTED]

[REDACTED]  
BROADALBIN NY [REDACTED]

Dear [REDACTED]

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

Case Assessment By: Giovanna Floreno		Siebel/CARS Request #: 71-501331551	
Customer Name: [REDACTED]			
Veh year: 2005	Make: Chevrolet	Model: Cobalt	Current mileage: 23,000
Veh ID #: 1G1AL52FX57 [REDACTED]	In Service Date: 9 /2005	Purchased:	If used:
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: RO#: Mileage: Days Out: Description of Repair:**


**CUSTOMER'S PRIMARY SYMPTOM/CONCERN:**

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


**OTHER SYMPTOM/CONCERN:**

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


Team Lead Approval:

Date:

Privileged and Confidential Information

Total Days Out of Service: \_\_\_\_\_ (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):

CRS RECOMMENDATION ☐ RATIONALE (EXPLAIN):

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

Team Lead Approval:

Date:

**ADR File Checklist**

**SR Number:** 71-501331551

**BBB Case:** CHV0748024

**Customer:** [REDACTED]

**VIN:** 1G1AL52FX57 [REDACTED]

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

**In Service:** 9/2005

**Mileage:** 23,000

**Received Date:** 7-19-07

**Day 15 Date:**

**Goes Active:**

**Primary Concern:**

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

☐ **Initial Calls (72 hrs):**

☐ **Customer**

**Completion Date/Time:** /

☐ **Dealer Svc Mgr**

**Completion Date/Time:** /

☐ **Dealer Finance Mgr**

**Completion Date/Time:** /

☐ **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 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:**

**NOTES:**

# GMPP Request for Processing

SR# 71-501331551

New/Used: New Division: Chevrolet Vehicle Style: Car

Complete VIN 1G1AL52FX57 [REDACTED] Vehicle Year: 2005

Division – Dealer Code: Chevrolet 13-32888

General Motors has agreed to: 1. Approve and pay for a new plan

1. Approve and pay for a new plan – no GMPP Coverage Currently
2. Authorize a new plan or upgrade; customer will pay total cost
3. Approve and pay for an upgrade; apply original coverage refund to Division making request.

**Special Instructions: Check if applicable**

☐ Transfer all claims to new policy ☐ Endorse selling dealer code to Division code

(Selling dealer to keep profit. Division is debited the dealer's profit)

Delivery Date: 9/30/2005

Odometer reading: 23,000

Plan Purchase Date: 8/22/07 Customer Ownership: Owner

Business Name:

Customer Name - Title: Ms. (First - M.I. - Last): Joanna Kleniewski

Address Line 1: P.O. Box 905

Address Line 2:

City: Broadalbin State: NY Zip: 12025

Plan Type: Major Guard # of Months: 48 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): Giovanna Floreno/ADR/Chatham

Team Lead / Liaison: Bridget Cazabon/TL-ADR/Chatham 11549

Team CARS Site: Chatham

Date: 8/27/2007

☐ DVM Requested

Privileged and Confidential Information

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

Date:

Privileged and Confidential Information

**OTHER SYMPTOM/CONCERN:**

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

4/12/2007	90060	22,790	<input type="checkbox"/>	Customer states shaking in steering and all brakes. Check brakes, found front brakes at half and rear ate at <input type="checkbox"/> . Check all steering components, all ok at this time
-----------	-------	--------	--------------------------	--

**OTHER SYMPTOM/CONCERN:**

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

1/22/2007	86571	15,296	<input type="checkbox"/>	Customer states rear Chevy emblem fell off of back located in cup holder. Diagnose. Inspected, verified concern. Replaced rear Chevrolet Bowtie emblem.
-----------	-------	--------	--------------------------	---

**OTHER SYMPTOM/CONCERN: Ignition- key**

**Date:** **RO#:** **Mileage:** **Days 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.

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

**Team Lead Approval:**

**Date:**

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

<b>Customer:</b> [REDACTED]	<b>SR #:</b> 71-501331551	<b>BBB#:</b> CHV0748024
-----------------------------	---------------------------	-------------------------

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

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

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

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

### Section 3

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

### Section 4

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

---

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 [REDACTED] vs Chevrolet Motor Division 1G1AL52FX57 [REDACTED]

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,

John Ryan at Extension 529



**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 Start Date: 08/09/07  
Customer Name: [REDACTED] State: NY  
VIN: 1G1AL52FX57 Probable Hearing Location: Buffalo  
This claim is ☐ IN Warranty ☐ OUT of Warranty  
Has the customer contacted you regarding the claim? ☒ YES ☐ NO  
Is the VIN listed above correct? ☐ YES ☐ NO  
If you checked NO, please indicate the correct VIN: \_\_\_\_\_  
Customer Contact Info: \_\_\_\_\_

### SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? ☐ YES ☐ NO

If you checked YES, please indicate the customer's response below:

- ☐ The customer accepted the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_  
☐ The customer rejected the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_  
☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: \_\_\_\_\_

### ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

**List the amount of any over allowance/negative equity: \$** \_\_\_\_\_

I will participate ☐ By phone ☐ In person ☐ In writing

Return this form as soon as possible

To: Completed by: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

BBB AUTO LINE Future contact: \_\_\_\_\_

Fax: 703.247.9700 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

March 19, 2007

The service I receive at Eagle Chevrolet is wonderful... It is the Chevy Cobalt I am having an issue with. It has had a recall to start with, which was taken care of by Eagle Chevrolet promptly. The radio/sound system is not at all what I am used to in a Chevy product. It has static and does not provide very good sound. I have had to take my Cobalt to the dealership several times so far and it is only a year and a half old. Mind you this is for the same problems. I am bringing it in again this Wednesday March 21, on my only day off this week. I brought it in because there is a clunking noise underneath the car when driven over rough road, and the key got stuck in the lock and the shifter felt funny, and when I put my foot on the brake it would make a clicking noise. I thought this could all be one problem. I was told that the key getting stuck was a common problem with the Cobalt and that when they replaced the part that would fix the shifter. However they oiled the part and said it was good to go, and the first time they found nothing that could explain the clunking noise under the car. Well the key problem was fine was for a little while then the same thing started happening with the key. They would drive me back to work and then either pick me up or bring my car back to me, which is how good the service is. On our way back to drop me off at work I actually let the service technician listed to the clicking noise the brake was making. The second time I brought it in they said it was a sway bar and they needed to order a part, and they ordered the part for the problem with the key and shifter as well. When they called me to let me know the parts were in I brought it in and they put the part in the shifter but could not fix the sway bar as Chevy sent them the wrong part. So now we are up to time number three when the sway bar came in and they fixed that for me. I kid you not when I say the key does not stick any more but the clicking noise is still there and the shifter still feels funny. The clunking noise is still under the car when I go over rough road; hence that is why I am bringing it back in. For the first time in my life I am considering buying a foreign car. I was dead set against this in the past. Since my husband and I started buying cars there have only been three cars that were not Chevy's. A 1965 Pontiac LeMans, a Lincoln Continental, and a Dodge Neon. We have owned the follow Chevy's, Nova, Camaro, ElCamino, Malibu, two Blazers, an Extreme, two other pick ups, Caviler and Cobalt. Now I would say that is impressive this day in age considering the foreign car market has grown substantially in the past 35 years, which is how long we have been purchasing American made cars. Also this letter in no way is reflective of the service provided by Eagle Chevrolet. They are always pleasant and they provide me with transportation when needed, and they are very personable. However the Salisbury Chevrolet dealership that I purchased the car from would not even consider giving me a car for transportation back when the recall was on my car and I had mentioned to them the problems I was having. So in closing one, I will never shop at Salisbury again, I might go to a foreign vehicle, and I am completely dissatisfied with the Chevy cobalt. If you would like to respond in any way my information is listed below:

[REDACTED]  
Broadalbin, NY [REDACTED]

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 11<sup>th</sup> will be the 5<sup>th</sup> time in the shop for related problems. I was shocked and could not even talk for a few seconds, and then I said, "That's it". I had been making appointments with the dealership all along and was waiting for a phone call telling me that my parts were in so I could bring my vehicle back yet again to be fixed yet again. Mary went on to explain that was all that could be done, that was all my car qualified for after researching my concerns. We talked a few minutes more regarding my car and how dissatisfied I was and what all my concerns and problems were, and she said that she could do nothing else for me, yet nothing had been done. I asked to speak to someone else. She first told me there was no one else and she could handle my problem. I told her she did nothing for me, she did not handle my concerns, and I wanted to talk to some one else. Finally she said I could talk to a supervisor. Now Elizabeth enters the picture. Just an FYI, I know Mary's name and Elizabeth's name but not the elusive District Customer Service Manager. After a long, drawn out conversation with Elizabeth, I felt more flustered than ever. I went over and over my concerns with her, but all she could say was I understand, I am sorry you feel that way, and there is no one else you can talk to, we have escalated this as far as it can go. I discussed with her my concerns that there is no one from GMC/Chevy that cares enough to speak to a 30+ year consumer of the Chevy Company. I expressed my concerns to her that my car was made with inferior parts and actually sounded like it was falling apart, (also discussed this with the dealership). I also asked her if she was aware after talking to the dealership that they told me I had to replace all 4 tires, I asked her if she was aware that I had brought my car to Eagle Chevrolet exclusively and they had done my inspection, they did all my oil changes which includes checking my tires and yet no one there ever told me that my tires needed to be rotated which would have prevented me buying 4 new tires at \$420.00 after only 23,000 miles. Elizabeth's response to that was no she was not aware of that and the dealership did not make her aware of that. Well I plan on talking to the dealership about that myself. At one point during the conversation I told Elizabeth that I had been driving Chevy's for a very long time, I had driven Blazer's, Trucks, and Car's and never had I driven a vehicle such as this one. I told her she just was not getting what I was saying. The car is no good, I don't think it can be fixed, I am not being taken care of in any way, shape, or form. The Chevy Company does not care about me the consumer at all. I told her that I was thinking of buying some other product and she actually said that I have that right if that is what I choose to do. Imagine that my right as a 30+ year veteran of Chevy is to just go ahead and buy some other car companies product without a thought on your part. My

response to that was thank you for telling me I have that right, that right that I have actually had for the past 30+ years and I have chosen Chevy's because I trusted the Chevy product. But I guess that means nothing. Since this conversation I have had the brake lights go on a few times, the brakes have a (for lack of better terminology) dragging sound to them, and there is something wrong with the steering. The steering wheel pulls to the right and when making a left turn and backing out of a spot when I have to turn the steering wheel to the left it is hard to turn. This is just unbelievable that a new car should have this many problems. And rest assured I will be discussing the situation as well as my concerns with Eagle Chevrolet regarding the past problems with my vehicle, the new problems with my vehicle, how they handled or better yet did not handle the situation with my tires and why they did not pass along my concerns with the Cobalt to the so called District Customer Service Manager. Although after my conversation with Mary and Elizabeth I guess I am not expecting much from the company. So in closing my summary of the situation is, I bought a lemon/inferior vehicle from Salisbury Chevrolet. I am not getting satisfaction in fixing my vehicle, and things keep popping up that are wrong with it. The company does not care if I buy a vehicle from some other car company other than Chevy. The company does not care that I as well as my Husband have been a loyal 30+ year veteran of Chevy.

Now you tell me, is this right?? How do you feel after reading this?? What do you think I am going to say about Chevy for the rest of my life?? So much for customer satisfaction?? What good is your survey if nothing is done to satisfy the consumer??


[REDACTED]  
Broadalbin, NY  
[REDACTED]

Reference #71-501331551

Brought my car into Eagle Chevrolet on April 12 to be serviced 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" Hummmmm!!! 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 12<sup>th</sup> 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 hear 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 12<sup>th</sup>. 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 losing battle, that you will not do anything, that I am a fool to keep trying. Well so far it seems that they are right. I thought that the least you would do if you did not want to take this car back was offer me an extended warranty on my car. One other thing I thought I should mention. I have been going through a class called Integrity Selling. I have been told that the Chevrolet Company is one of the biggest companies that uses this course for their employees. In my opinion you are wasting your money on a course like this if there is no follow through by anyone. Maybe each and every person in the Chevrolet Company should drive a "Friday night Cobalt" for a while and see how or if anything changes. I would like a response from someone please. Possibly you can put me in touch of the next level of management!

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.

  
06/13/07

Since filing this on line I receive a call from Giovanna Floreno/Cust. Relationships Specialist. She left a message on my 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

90060KLE

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
[REDACTED]		1G1AL52FX57 [REDACTED]		22790	04/12/07	90060
BROADALBIN NY [REDACTED]		YEAR	MAKE	MODEL	COLOR	ENG. NO.
		05	CHEVROLET	COBALT LS	BLUE	06752
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
		[REDACTED]	[REDACTED]		00/00/00	A29 0187
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
.00	00/00/00		22789	03/21/07	00/00/00	

NYS REPAIR SHOP NO. RS7087178  
 CUSTOMER SATISFACTION IS # ONE  
 MARK MARCINI SERVICE MANAGER

SERVICE HOURS: M-F 8:00AM - 6:00PM SAT 8:00 - 1:00  
 PARTS HOURS: M-F 8:00AM - 5:30PM SAT 8:00 - 1:00  
 PETE PROVENCANO PARTS MGR

LSHE	OP. CODE	FAIL-CD.	TECH.	HOURS/QTY	TYPE	AMOUNT
A	3,000 MILE SERVICE, CHANGE OIL AND FILTER, LUBE CHASSIS AND HINGES, TOP OFF FLUIDS, SET TIRE PRESSURES, AND PERFORM 21 PT VEHICLE CHECK					
	SERVICE COMPLETE					
	3K		A21 9868		C	7.45
			O OIL&FILTER	1	C	12.50
						Line Total..... 19.95

B	CUSTOMER STATES CLICKING IN BRAKE PEDAL, SHIFTER STICKS, AND IS HARD TO GET INTO GER					
	DIACNOSE...VERIFIED CONCERN, CK BULLETINS AND FOUND DOCUMENT# 1844344, REMOVED AND REPLACED SHIFTER AND SHIFTER HANDLE TESTED OPERATION.					
	K5225	93	A21 9868		W	.
		22706232	HANDLE	1	W	
		15926820	CONTROL	1	W	
						Line Total.....

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

**WARRANTY OF DECLARATOR**  
 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.

**On behalf of Servicing Dealer** I hereby certify that the information furnished herein is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the manufacturer 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 modification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

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



**EAGLE CHEVROLET-CADILLAC OF JOHNSTOWN**  
 103-118 S.COMRIE AVE.  
 JOHNSTOWN, NY 12095  
 TELEPHONE (518) 762-8555  
 FAX PHONE: (518) 762-4012

90060KLE

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
[REDACTED]		1G1AL52FX57 [REDACTED]		22790		04/12/07		90060	
BROADALEIN NY [REDACTED]		YEAR	MAKE	MODEL		COLOR		TAG NO.	
		05	CHEVROLET	COBALT LS		BLUE		06752	
CUST. NO.	LICENSE	HOME PHONE		WORK PHONE		STOCK NO.		PROD. DATE	SERV. ADV.
		[REDACTED]		[REDACTED]				00/00/00	A29 0187
CASH									
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE				
.00	00/00/00		22789	03/21/07	00/00/00				

NYS REPAIR SHOP NO. R87067178  
 CUSTOMER SATISFACTION IS # ONE  
 MARK MANCINI SERVICE MANAGER

SERVICE HOURS: M-F 8:00AM - 6:00PM SAT 9:00 - 1:00  
 PARTS HOURS: M-F 8:00AM - 5:30PM SAT 8:00 - 1:00  
 PETE PROVENZANO PARTS MGR

LINE	OP.CODE	FAUL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
	E3557	2W	A21 9868		W	
		22700089	BUSHING	2	W	
						Line Total.....
D	CUSTOMER STATES SHAKING IN STEERING AT 60 MPH....DIAG AND REPAIR MOUNT AND BALANCE 4 TIRES					
			A21 9868		C	42.00
		TIRE TIRE		4	C	279.80
						Line Total..... 321.80
E	CUSTOMER STATES CK STEERING AND ALL BRAKES.....+ CK BRAKES, FOUND FRONT BRAKES AT HALF AND REAR ARE AT 3/4 CK ALL STEERING COMPONENTS, ALL OK AT THIS TIME					
			A21 9868		I	
						Line Total.....

CUSTOMER COPY - PAGE 02

STATEMENT OF CUSTOMER  
 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.

On behalf of servicing dealer, I hereby certify that the information provided herein is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. The dealer has no indication that the appearance of the vehicle or otherwise, that any part repaired or replaced hereon has claim had been connected in any way with any accident, negligence or other records supporting this claim are available for (1) year from the date of repair or inspection at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

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

**EAGLE CHEVROLET-CADILLAC OF JOHNSTOWN**  
 108-118 S.COMRIE AVE.  
 JOHNSTOWN, NY 12095  
 TELEPHONE (518) 762-5555  
 FAX PHONE: (518) 762-4012

90060KLE

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
[REDACTED]		1G1AL52FX57 [REDACTED]		22790		04/12/07		90050	
BROADALBIN NY [REDACTED]		YEAR		MAKE		MODEL		COLOR	
		05		CHEVROLET		COBALT LS		BLUE	
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.	
				[REDACTED]		[REDACTED]		00/00/00	
CUST. LAZOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN	
.00		00/00/00				22789		03/21/07	
								IN-SERV DATE	
								00/00/00	

NYS REPAIR SHOP NO. PS7027178  
 CUSTOMER SATISFACTION IS # ONE  
 MARK MANCINI SERVICE MANAGER

SERVICE HOURS: M-F 8:00AM - 6:00PM SAT 8:00 - 1:00  
 PARTS HOURS: M-F 8:00AM - 5:30PM SAT 8:00 - 1:00  
 PETE PROVENZANO PARTS MGR

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
				Labor		42.00
				Parts		292.30
				SalesTax		27.34
				Labor-Other		7.45
				TOTAL-AMOUNT		369.09

*PP check #1063*  
*4/12/07*  
*(SW)*

CUSTOMER COPY - PAGE 03

<p><b>STATEMENT OF DISCLAIMER</b></p> <p>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.</p>		<p>On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. 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 repaired or replaced under this claim had been connected in any way with any accident, negligence or similar. Records supporting this claim are available for (1) year from the date of purchase or indication at the servicing dealer for inspection by manufacturer's representative.</p>	
<p>_____                  CUSTOMER SIGNATURE</p>		<p>_____                  (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE</p>	

**EAGLE CHEVROLET-CADILLAC OF JOHNSTOWN**  
 108-118 S.COMRIE AVE.  
 JOHNSTOWN, NY 12095  
 TELEPHONE (518) 762-5555  
 FAX PHONE: (518) 762-4012

86571KLE

[REDACTED] BROADALBIN NY [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G1AL52FXS7 [REDACTED]		15296	01/22/07	86571
YEAR	MAKE	MODEL		COLOR	TAG NO.	
05	CHEVROLET	COBALT LS		BLUE	05221	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
		[REDACTED]			00/00/00	A66 7317
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	

NYS REPAIR SHOP NO. RS7087178  
 CUSTOMER SATISFACTION IS # ONE  
 ROBERT HUTCHINS SERVICE MANAGER

SERVICE HOURS: M-F 7:00AM - 5:30PM SAT 8:00 - 1:00  
 PARTS HOURS: M-F 7:00AM - 5:30PM SAT 8:00 - 1:00  
 PETE PROVENZANO PARTS MGR

LINE	OP. CODE	FAIL-ED	TECH.	HOURS/QTY	TYPE	AMOUNT
A	3,000 MILE SERVICE, CHANGE OIL AND FILTER, LUBE CHASSIS AND HINGES, TOP OFF FLUIDS, SET TIRE PRESSURES, AND PERFORM 21 PT VEHICLE CHECKSERVICE COMP-LETE					
	3K		A80 1043		C	19.95
	Line Total.....					19.95
B	NYS SAFETY INSPECTION PASSED CERT# 12387744 4MP3					
	05		A80 1043		C	10.00
	Line Total.....					10.00
C	CUSTOMER STATES REAR CHEVY EMBLEM FELL OFF OF BACK LOCATED IN CUP FOLDER					
	DIAGNOSE.....INSPECTED, VERIFIED CONCERN					
	REPLACED REAR CHEVROLET BOWTIE EMBLEM					
	B7010	3D	A80 1043		W	
		15844048	EMBLEM	1	W	
		22732490	EMBLEM	1	W	
	Line Total.....					
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					

CUSTOMER COPY - PAGE 01

**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 in any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained herein is accurate unless otherwise shown. 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 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.

CUSTOMER SIGNATURE

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

**EAGLE CHEVROLET-CADILLAC OF JOHNSTOWN**  
 108-118 S.COMRIE AVE.  
 JOHNSTOWN, NY 12095  
 TELEPHONE (518) 762-5555  
 FAX PHONE: (518) 762-4012

86571KLE

[REDACTED] BROADALBIN NY [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G1AL52FX57 [REDACTED]		15296	01/22/07	86571
YEAR	MAKE	MODEL		COLOR	TAG NO.	
05	CHEVROLET	COBALT LS		BLUE	05221	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
		[REDACTED]			00/00/00	A66 7317
COST. LABOR RATE	DELIV. DATE	DELIV. MILE	MILEAGE IN	DATE IN	IN-SERV. DATE	
.00	00/00/00		15296	10/27/06	00/00/00	

NYS REPAIR SHOP NO. RS7087178  
 CUSTOMER SATISFACTION IS # ONE  
 ROBERT HUTCHINS SERVICE MANAGER

SERVICE HOURS: M-F 7:00AM - 5:30PM SAT 8:00 - 1:00  
 PARTS HOURS: M-F 7:00AM - 5:30PM SAT 8:00 - 1:00  
 PETE PROVENZANO PARTS MGR

LINE	OP. CODE	PARTS CD	TECH	HOURS/QTY	TYPE	AMOUNT
	E3937	4X	A80 1043		W	
		88964326	MOUNT	2	W	
		15926820	CONTROL	1	W	
		22712116	BEARING	2	W	
Line Total.....						

E 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 WIT  
 H SHIFTER, REMOVE AND REPLACE SHIFTER ASSY, RE-TESTED OPERATION, ALL O  
 K AT THIS TIME.

K5225	A07 4095	W
15782690	LINK	2 W
Line Total.....		

CUSTOMER COPY - PAGE 02

<p align="center"><b>STATEMENT OF DISCLAIMER</b></p> <p>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.</p>		<p><del>On behalf of servicing dealer, I hereby certify that the information contained</del>                  hereon is accurate unless otherwise shown. 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 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.</p>	
<p>_____                  CUSTOMER SIGNATURE</p>		<p>_____                  (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>	

**EAGLE CHEVROLET-CADILLAC OF JOHNSTOWN**  
 108-118 S.COMRIE AVE.  
 JOHNSTOWN, NY 12095  
 TELEPHONE (518) 762-5555  
 FAX PHONE: (518) 762-4012

86571KLE

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
[REDACTED]		1G1AL52FX57 [REDACTED]		15296		01/22/07		86571	
BROADALBIN		NY		[REDACTED]					
YEAR		MAKE		MODEL		COLOR		TAG NO.	
05		CHEVROLET		COBALT LS		BLUE		05221	
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.	
				[REDACTED]				00/00/00	
						A66 7317		CASH	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN	
.00		00/00/00				15296		10/27/06	
						00/00/00			

NYS REPAIR SHOP NO. RS7087178  
 CUSTOMER SATISFACTION IS # ONE  
 ROBERT HUTCHINS SERVICE MANAGER

SERVICE HOURS: M-F 7:00AM - 5:30PM SAT 9:00 - 1:00  
 PARTS HOURS: M-F 7:00AM - 5:30PM SAT 9:00 - 1:00  
 PETE PROVENZANO PARTS MGR

LINE	OP. CODE	PAID CD	TECH	HOURS/QTY	TYPE	AMOUNT
					SalesTax	1.60
					Labor-Other	29.95
					TOTAL-AMOUNT	31.55

*[Handwritten Signature]*

**CUSTOMER COPY - PAGE 03**

**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.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. 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 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.

CUSTOMER SIGNATURE

(SIGNED) DEALER, 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: 1G1AL52FX57	MODEL: COBALT	FUEL TYPE: Gasoline
YEAR: 2005	PLATE:	VEHICLE WT. 0 - 8500 lbs.
MAKE: CHEVROLET	MILEAGE: 15296	EIR#:

**INSPECTION RESULT: PASS**

**Inspection Fee      \$10.00**

SAFETY:                      **PASS**  
EMISSIONS:                **N/A**

STICKER NUMBER: 12387744  
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	NYVIP Record Number	4518
	JOHNSTOWN, NY 12095	DMV RECORD MATCH:	D

Phone: (518) 762-5555  
Station No. 7087178  
Inspector No. 4MP3  
NYVIP Unit No. A000003568  
Name / RO#:



**VEHICLE INSPECTION QUESTIONS**

For additional information please contact the Department of Motor Vehicles at:

Website Address: [www.NYS DMV.com/vehsafe.htm](http://www.NYS DMV.com/vehsafe.htm)  
Telephone Number: (800) 225-5368

# EAGLE CHEVROLET-CADILLAC OF JOHNSTOWN

108-118 S.COMRIE AVE.  
JOHNSTOWN, NY 12095  
TELEPHONE (518) 762-5555  
FAX PHONE: (518) 762-4012

83324KLE

VEHICLE IDENTIFICATION		MILEAGE OUT	DATE CUR.	INVOICE NO.
1G1AL52FX57		10656	06/26/06	83324 A
BROADALEIN	NY	YEAR	MAKE	MODEL
		05	CHEVROLET	COBALT LS
			COLOR	TAG NO.
			BLUE	00231
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.
				PROD. DATE
				00/00/00
				SERV. ADV.
				A90 0237
				TERMS
				CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN
.00	00/00/00		10656	06/26/06
				IN. SERV. DATE
				00/00/00
NYS REPAIR SHOP NO. RS7087178 CUSTOMER SATISFACTION IS # ONE ROBERT HUTCHINS SERVICE MANAGER				
SERVICE HOURS: M-F 7:00AM - 5:30PM SAT 8:00 - 1:00 PARTS HOURS: M-F 7:00AM - 5:30PM SAT 8:00 - 1:00 PETE PROVENZANO PARTS MGR				
LINE	OPCODE	FAIL-CD	TECH	HOURS/QTZ
A				
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.....				
B				
CUSTOMER STATES THERE IS A CLUNKING NOISE FROM THE FRONT END OF 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.....				
D				
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				
3K		A04 5409	C	7.45
CUSTOMER COPY - PAGE 01				
STATEMENT OF DISCLAIMER		On behalf of servicing dealer, I hereby certify that the information contained		
The factory warranty constitutes all of the warranties with respect to the		herein is accurate unless otherwise stated. Warranty services are		
sale of this item/items. The seller hereby expressly disclaims all		performed at no charge to owner. There was no indication from the appearance of		
warranties either express or implied, including any implied warranty of		the vehicle or otherwise, that any part repaired or replaced under this claim		
merchantability or fitness for a particular purpose. Seller neither		had been connected in any way with any accident, negligence or misuse. Records		
assumes nor authorizes any other person to assume for it any liability in		supporting this claim are available for (1) year from the date of payment notifi-		
connection with the sale of this item/items.		cation at the servicing dealer for inspection by manufacturer's representative.		
CUSTOMER SIGNATURE		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		

# EAGLE CHEVROLET-CADILLAC OF JOHNSTOWN

108-118 S.COMRIE AVE.  
JOHNSTOWN, NY 12095  
TELEPHONE (518) 762-5555  
FAX PHONE: (518) 762-4012

83324KLE

<div style="background-color: black; width: 200px; height: 30px; margin: 0 auto;"></div> <div style="background-color: black; width: 100px; height: 30px; margin: 0 auto;"></div>		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G1AL52FX57		10656	06/26/06	83324 A
<div style="background-color: black; width: 150px; height: 30px; margin: 0 auto;"></div> <div style="background-color: black; width: 100px; height: 30px; margin: 0 auto;"></div>		YEAR	MAKE	MODEL	COLOR	TAG NO.
		05	CHEVROLET	COBALT LS	BLUE	00231
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
					00/00/00	A90 0237
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
.00	00/00/00		10656	06/26/06	00/00/00	

NYS REPAIR SHOP NO. RS7087178  
CUSTOMER SATISFACTION IS # ONE  
ROBERT HUTCHINS SERVICE MANAGER

SERVICE HOURS: M-F 7:00AM - 5:30PM SAT 8:00 - 1:00  
PARTS HOURS: M-F 7:00AM - 5:30PM SAT 8:00 - 1:00  
PETE PROVENZANO PARTS MGR

LINE	OR CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
			89029265 FILTER OIL PF4	1	C	6.25
			O .REMIUM OIL	1	C	6.25
Line Total.....						19.95

Parts	12.50
SalesTax	1.60
Labor-Other	7.45
<b>TOTAL-AMOUNT</b>	<b>21.55</b>

CUSTOMER COPY - PAGE 02

**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.

On behalf of servicing dealer, I hereby certify that the information contained herein is accurate unless otherwise shown. 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 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.

CUSTOMER SIGNATURE

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



# EAGLE CHEVROLET-CADILLAC OF JOHNSTOWN

108-118 S.COMRIE AVE.  
JOHNSTOWN, NY 12095  
TELEPHONE (518) 762-5555  
FAX PHONE: (518) 762-4012

81436KLE

BROADALBIN NY		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G1AL52FX57		7929	04/10/06	81436
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		05	CHEVROLET	COBALT LS	BLUE	00730
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
					00/00/00	A66 7317
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN. SERV. DATE	
.00	00/00/00		7929	04/10/06	00/00/00	

MY'S REPAIR SHOP NO. RS7087178  
CUSTOMER SATISFACTION IS # ONE  
ROBERT HUTCHINS SERVICE MANAGER

SERVICE HOURS: M-F 7:00AM - 5:30PM SAT 8:00 - 1:00  
PARTS HOURS: M-F 7:00AM - 5:30PM SAT 8:00 - 1:00  
PAT SMITHERS PARTS MANAGER

LINE	OP. CODE	FAIL-CL	TECH.	HOURS/QT.	TYPE	AMOUNT
A	CUSTOMER STATES RECALL 05046 A/C SYSTEM					
	INSTALL HARNESS FOR RECALL					
	V1359	96	A69 0061		W	
		15785514	HARNESS	1	W	
	Line Total.....					
B	3,000 MILE SERVICE, CHANGE OIL AND FILTER, LUBE CHASSIS AND HINGES,					
	TOP OFF FLUIDS, SET TIRE PRESSURES, AND PERFORM 21 PT VEHICLE CHECK					
	3K		A69 0061		C	7.45
		89029265	FILTER OIL PF4	1	C	6.25
		O PREMIUM OIL		1	C	6.25
	Line Total.....					19.95

Labor	7.45
Parts	12.50
Sales Tax	1.60
<b>TOTAL-AMOUNT</b>	<b>21.55</b>

Jd 1436  
4/10/07

CUSTOMER COPY - PAGE 01

**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.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. 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 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.

\_\_\_\_\_  
CUSTOMER SIGNATURE

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



# Service Satisfaction Survey

Please make any corrections to your name, address, or telephone number here:

Broadalbin NY

Home telephone

Change to: ( )

Please provide us with your preferred email address:

Dear

Our records indicate that you had your 2005 Cobalt serviced at Eagle Chevrolet on March 21, 2007. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. If you prefer, you can respond to this survey online by going to [www.gmdealershipsurvey.com](http://www.gmdealershipsurvey.com) and entering your personal User ID: and Password: . If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at [www.gm.com/privacy](http://www.gm.com/privacy) or call 1-866-MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Eagle Chevrolet.

Sincerely,

Scott Lawson, General Director  
Customer and Relationship Services

## Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

☐ Please check this box if you no longer own/lease this 2005 Cobalt, and return the questionnaire.

**\*\* PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MARCH 21, 2007, COMPLETE THIS SURVEY. \*\***

## About Your Chevrolet Dealership's Service Department

- |  | Completely Satisfied                | Very Satisfied                      | Satisfied                   | Somewhat Satisfied       | Not At All Satisfied                |
|--|-------------------------------------|-------------------------------------|-----------------------------|--------------------------|-------------------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? .....                                  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>    | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
|  | Yes                                 | No                                  | Does Not Apply/Not Required | Don't Know               |                                     |
| 2. Were services available to you on both an appointment and non-appointment basis? .....                                | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> |                                     |
| 3. When arriving for service, were you greeted promptly? .....   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>    |                          |                                     |
|  | Completely Satisfied                | Very Satisfied                      | Satisfied                   | Somewhat Satisfied       | Not At All Satisfied                |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>    | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

## About Your Service Consultant/Advisor

- |  | Completely Satisfied                | Very Satisfied           | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied                | Does Not Apply/Not Required |
|--|-------------------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? ..... | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |                             |
|  | Yes                                 | No                       | Does Not Apply/Not Required         | Don't Know               |                                     |                             |
| 6. Were you offered transportation options? .....  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |                                     |                             |
|  | Completely Satisfied                | Very Satisfied           | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied                | Does Not Apply/Not Required |
| 7. How satisfied were you that you were kept informed about the status of your service request? .....                        | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>    |
|  | Yes                                 | No                       | No Time Promised                    |                          |                                     |                             |
| 8. Was your vehicle ready by the original time promised? .....   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |                          |                                     |                             |

# About Your Service Consultant/Advisor (continued)

9. How satisfied were you with the explanation you were given of all services performed?.....
10. Overall, how satisfied were you with your Service Consultant? .....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction?.....
  - The ease of getting your vehicle?.....
  - The condition in which it was returned?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

12. Were ALL of your service concerns corrected on this service visit?.....

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

IF NO, why not? (check all that apply)

- ☐ Condition explained - repair not necessary
- ☒ Work performed did not correct the problem
- ☐ Service Department could not duplicate problem
- ☐ Service Department was too busy

- ☐ Parts not available
- ☐ I declined repair
- ☒ Other (please specify) *ongoing problem*
- ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

14. Were you given a copy of the completed repair order/invoice? .....

Yes	No
<input checked="" type="checkbox"/>	<input type="checkbox"/>

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? .....

Yes	No	Don't Know/ Not Sure
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Eagle Chevrolet?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

17. Would you recommend this dealership for service? .....

Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

18. Overall, how satisfied are you with your 2005 Cobalt?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

19. Are you... ☐ Male ☒ Female

20. Your age... ☐ Under 25 ☐ 25 - 34 ☐ 35 - 44 ☒ 45 - 54 ☐ 55 - 64 ☐ 65 or older

21. May we include your name when providing this survey information to your dealership?.....

Yes	No
<input checked="" type="checkbox"/>	<input type="checkbox"/>

22. Do you have any other comments/recommendations about Eagle Chevrolet?

*You are kidding me right!!!  
See attached*

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:  
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054



# Salisbury Chevrolet Inc.

175 Freemans Bridge Rd. P.O. Box 2200  
SCOTIA, NEW YORK 12302  
(518) 372-5431  
FAX (518) 372-5735  
www.salisburychevrolet.com

CHEVROLET MAKES THE CAR  
SALISBURY MAKES THE DIFFERENCE  
NYS DMV REG. NO. 347-0001

BUYER'S NAME (FIRST, MIDDLE, LAST)		DATE	REGISTRANT IF DIFF. THAN BUYER (FIRST, MIDDLE, LAST)	
STREET ADDRESS		SALESPERSON	STREET ADDRESS	
CITY	STATE	THOMAS DECHI	CITY	STATE
DRIVER'S LICENSE	DOB	HOME PHONE	BUSINESS PHONE	E-MAIL ADDRESS

## THE TRANSACTION

I ORDER AND AGREE TO PURCHASE FROM YOU ON THE TERMS CONTAINED ON BOTH SIDES OF THIS AGREEMENT, THE FOLLOWING VEHICLE. READ OTHER SIDE.

<input checked="" type="checkbox"/> NEW	<input type="checkbox"/> USED	<input type="checkbox"/> DEMO	<input type="checkbox"/> LOCATE
YEAR	MAKE	MODEL NO.	STOCK NUMBER
2005	CHEVROLET	COBALT	05-8069
BODY TYPE	BODY COLOR	TRIM COLOR	DELIVERY DATE
4DR BL			09/30/05
MILEAGE			54

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "Z" (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

## THE TRADE-IN

YEAR	MAKE	MODEL	COLOR
V			
N			
BALANCE OWING TO	GOOD UNTIL	AMOUNT	
		N/A	
ACCT. NO.	BANK REPRESENTATIVE		
BANK ADDRESS			
PLATE NO.	EXP. DATE	VEH. WEIGHT	REG. NEW PLATES

## INSURANCE

INSURANCE COMPANY	STATE FARM
AGENCY	608 BAILEY
ADDRESS	3357 CARMAN RD
CITY	SCOTIA NY 12303
PERSON CONTACTED	COVERAGES
PHONE NO. (518) 355-5606	COM 600.00
DATE CALLED	COL 600.00
EXP. DATE 09/30/2005	EXP. DATE 09/30/2006
POLICY NO.	

**\*NOTICE TO USED VEHICLE BUYER:** If you should be entitled to a refund pursuant to section 198-b of the NYS General Business Law, instead of returning your trade in, the dealer may pay to you its wholesale value as determined by reference to the National Automobile Dealers Association Used Car Guide, or such other guide as may be approved by the Commissioner of Motor Vehicles, as adjusted for mileage, improvements, and any major physical or mechanical defects, rather than the value listed in this agreement.

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.

Estimated Delivery Date 09/30/05 / Place of Delivery SCOTIA, NY

If the new motor vehicle has not been delivered in accordance with this contract within 30 days following the estimated delivery date, the buyer has the right to cancel this contract and to receive a full refund, unless the delay in delivery is attributable to the buyer.

ALL DEPOSITS ARE REFUNDABLE (WITHIN 10 DAYS) EXCEPT SPECIAL, FACTORY, OR LOCATE ORDERS ON NEW VEHICLES WHICH ARE NON-REFUNDABLE.

I HAVE READ THE TERMS ON THE FRONT AND BACK OF THIS AGREEMENT AND HAVE RECEIVED A COMPLETED COPY OF THIS AGREEMENT, AND I UNDERSTAND THAT THE FINAL PAYMENT MUST BE MADE PRIOR TO ANY MOTOR VEHICLE TRANSACTIONS AND MUST BE IN CASH, OR CERTIFIED CHECK ONLY. I ALSO AUTHORIZE THE DEALER TO INSTALL EQUIPMENT, NEW OR USED, LISTED ABOVE.

BUYER'S SIG. DATE 09/30/2005

## THE PRICE

VEHICLE BASE PRICE	\$ 16069.85
OPT. CODE	
OPT. CODE	

OPT. CODE	DEALER INSTALLED EQUIPMENT

SUB-TOTAL \$ 16069.85

## RECOMMENDED PROTECTION ITEMS

AUTO FABRIC/VINYL PROTECTION	
UNDERCOATING	
AUTO RUST PROTECTION	
AUTO PAINT SEALANT	
SOUND INSTALLATION	
TOTAL PROTECTION ITEMS	\$ N/A

DEALER INSTALLED PRODUCTS AND/OR ACCESSORIES, INCLUDING EXTENDED SERVICE CONTRACTS, THAT ARE NON-GM, ARE COVERED BY A SEPARATE WARRANTY. THEY ARE NOT COVERED BY A GM WARRANTY.

## TAXES AND OTHER FEES

TOTAL SELLING PRICE	\$ 16069.85
TRADE-IN ALLOWANCE	N/A
OTHER (ITEMIZE)	N/A
NET TAXABLE CASH DIFFERENCE	16069.85
COUNTY FULTON TAXES @ 8.00%	1285.59
NYS INSPECTION FEE NEW \$10 USED \$10	10.00
NYS WASTE TIRE FEE \$2.50 PER TIRE	12.50
REGISTRATION FEE (ESTIMATE)	63.50
Dealer's optional fee for processing application for registration and/or certificate of title, and for securing special or distinctive plates (if applicable). THIS IS NOT A DMV FEE *\$45.00.	N/A
TOTAL SELLING PRICE	17441.44
PLUS BALANCE OWING ON TRADE-IN	N/A
TOTAL	17441.44
LESS DEPOSITS SUBMITTED	N/A
GM REBATE	500.00

BALANCE DUE ON DELIVERY CASH OR CERTIFIED CHECK ONLY ANY FEE \$ 16941.44

THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REGISTRATION AND TITLES FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL FEES DUE TO THE COMMISSIONER OF MOTOR VEHICLES. THE DEALER WILL, AUTOMATICALLY, AND WITHIN SIXTY DAYS OF SECURING SUCH REGISTRATION AND TITLE, REFUND ANY AMOUNT OVERPAID FOR SUCH FEES.

Purchaser's Initials: 09/30/05  
PRIOR USE CERTIFICATION (required by Vehicle and Traffic Law 417-A if the principal prior use of the vehicle was as a police vehicle, taxicab, driver education vehicle, rental vehicle or if the vehicle was repurchased under New York "lemon laws" or returned for nonconformity of its warranty). The principal prior use of the vehicle was as a police vehicle a taxicab a driver education vehicle a rental vehicle The vehicle was repurchased under New York "lemon laws" returned for nonconformity of its warranty.

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

MANAGER'S SIG



23114185  
VOID IF ALTERED EXCEPT FOR ADDRESS  
AMT PAID (INCL ADP CHG)  
12025  
ANNUAL CHG  
18.00  
BROADALBIN NY

01/20/09  
022 UTD  
2804 G 4 UTDA011 JAN 12 2007  
4DSD BL  
1G1AL52FX57  
2005 CHVRB NONTRANSFERRABLE  
QJC2236  
PAS

NEW YORK 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  
COMPANY State Farm Mutual Automobile Insurance Company  
CODE PO Box 8000  
3 2 8 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:



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 Motor Vehicle

BROADALBIN NY

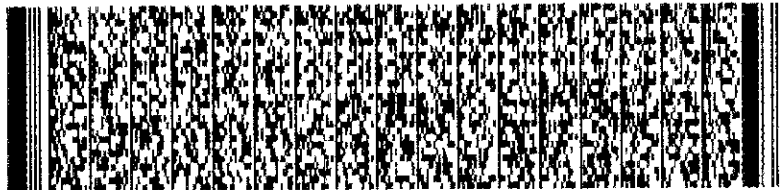
Year Make  
2005 CHEVROLET

Vehicle Identification Number

1G1AL52FX57

AGENT PHONE # (518)355-5606

1267-870



MUTL VOL

PLEASE DO NOT FOLD CARD  
SEE IMPORTANT MESSAGE ON REVERSE SIDE

3-E  
Sys Pends

## Customer Claim Form

Contact Date: 07/19/07

Start Date:

Case Number: CHV0748024

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☒ YES ☐ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

BROADALBIN NY

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: \_\_\_\_\_

Vehicle Use: ☒ Personal ☐ Business ☐ Both

Percentage of time vehicle used for business purposes: \_\_\_\_\_

Transmission Type: Automatic

Number of vehicles owned or leased by the business: \_\_\_\_\_

Make: Chevrolet

Model: Cobalt

Model Year: 2005

Current Mileage: 30400

Vehicle Identification Number: 1G1AL52EX57

Servicing Dealer/City/State : Eagle Chevrolet,

Selling Dealer/City/State : salsbury 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: 53

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: 138 N. Cornie Ave

Address: \_\_\_\_\_

City/St/Zip: Johnstown NY 12095

City/St/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct #: \_\_\_\_\_

Leasing Company's Acct #: \_\_\_\_\_

### Customer's Desired Outcome (Describe what you want done to resolve your concern)

I want an extended bumper to bumper warranty at no cost to me. I am not happy with the lack of response. I contacted by fax, phone or mail on 4/4/07, 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.

Signature of Titled Owner(s)/Lessee: \_\_\_\_\_

Date 7-30-07

I am submitting this dispute for resolution under the dispute under BBB AUTO LINE Arbitration Rules.

the dispute under BBB AUTO

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

25 pages

Customer Name: [REDACTED]

Case Number: CHV0748024

First Repair Attempt (any reported problem)

Date: 04/10/06 Mileage: 7929

Last Repair Attempt (last reported problem)

Date: Mileage:

Total Days out of Service: \_\_\_\_\_

Problems -- describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Clunk noise when going over bumps	yes	Eagle Chevrolet			
2. Click in brake pedal & shifter hard to get in gear	yes	Eagle Chevrolet			
3. Shaking in steering	no	Eagle Chevrolet			
4. steering pulls left & does not feel right	yes	Eagle Chevrolet			
5. brakes do not feel right	yes	Eagle Chevrolet			

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

Case Number: CHV0748024 Start Date: 08/09/07  
 Customer Name: [REDACTED] State: NY  
 VIN: 1G1AL52FX57 [REDACTED] Probable Hearing Location: Buffalo  
 This claim is ☒ IN Warranty ☐ OUT of Warranty  
 Has the customer contacted you regarding the claim? ☒ YES ☐ NO  
 Is the VIN listed above correct? ☐ YES ☐ NO  
 If you checked NO, please indicate the correct VIN: \_\_\_\_\_  
 Customer Contact Info: \_\_\_\_\_

### SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.). *We will continue to repair the vehicle under factory B2B.*

Has this offer been communicated to the customer? ☐ YES ☐ NO

If you checked YES, please indicate the customer's response below:

- ☐ The customer accepted the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_  
☐ The customer rejected the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_  
☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: \_\_\_\_\_

### ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$ \_\_\_\_\_

I will participate ☐ By phone ☐ In person ☐ In writing

Return this form as soon as possible

To: \_\_\_\_\_ Completed by: G. Moreno Date: 8/16/07

BBB AUTO LINE

Future contact: \_\_\_\_\_

Fax: 703.247.9700

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_





**CHEVROLET**

Customer Assistance Center

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



FITNEY BOWES  
US POSTAGE  
\$00.41  
OCT 30 2007  
ZIP 48154  
02 1A  
2744065

NOV 08 2007

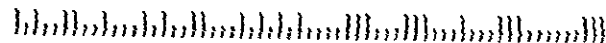
**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

NIXIE 921 SC 1 72 11/03/07

RETURN TO SENDER  
ATTEMPTED - NOT KNOWN  
UNABLE TO FORWARD

BC: 48232517070 \*0290-18022-30-35

9210955205170





Customer Assistance Center

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

October 24, 2007

[REDACTED]  
San Diego, CA [REDACTED]

**CUSTOMER DID NOT RECEIVE  
THIS LETTER FROM GMC**

Service Request: 71-503947486

Customer Relationship Specialist: Elizabeth Crossen

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2007 Chevrolet Cobalt, Vehicle Identification Number 1G1AK55F577 [REDACTED] 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 [REDACTED]. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

May 26, 2011

[REDACTED]  
Ypsilanti, MI [REDACTED]

Service Request: 71-503947486

Customer Relationship Specialist: Sarah Bercier

Dear [REDACTED]:

Thank you again for making us aware of the situation with your 2007 Chevrolet Cobalt. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, Chevrolet believes that our customers should have the opportunity to deal with unresolved matters in a fast and fair resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related issues.

As a Chevrolet customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle's Warranty and Owner Assistance Information Booklet.

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

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

GM DealerWorld - Microsoft Internet Explorer provided by GMCARS

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address  Go

Vehicle Identifier	Customer Information
Vehicle Category: <b>GM, Used</b> Division: <b>Chevrolet</b> VIN: 1G1AK55F577	Plan Customer: <b>Individual</b> Customer Type: <b>Owner</b>  Mr Artyem Shchukin 1039 Broadway San Diego, California, United States-92101  Home Phone: Primary Language: <b>English</b> Secondary Language:
<b>Sales Information</b>	
Dealer Code: 32898 Action: Add Protection Plan Odometer: 26100 Delivery Date: 10/23/2007	
<b>Plan Lienholder</b>	
Lienholder Type: <b>Other</b> Chevrolet P O Box 33170 Detroit, Michigan - 48232	
<b>Protection Plans</b>	
Plan Purchase Date: 10/23/2007 In Service Date: 10/21/2006	
Plan Type: <b>Major Guard Retail</b> Term: 48 Mileage Limit: 72000 Deductible: 0 Rental Type: <b>Standard</b> Plan Price: \$ 00.00 Tax: \$ 0.00 Total: \$ 0.00	

Done

Start Yahoo! Messenger for th... Siebel Automotive - Mic... GM DealerWorld - Mic... 71-539214819.doc - Mic... << 11:58 AM

https://www.autopartners.net - GM DealerWorld - Microsoft Internet Explorer provided by GMCARS

GM OrderWORKBENCH Close Window

Transaction Details

Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN: 1G1AK55F577	Status: <b>Pending</b>
Dealer Code: 32898	User ID: 1wG2mf
Transaction Date: 10/23/2007	User Role: <b>Central Office Administrator</b>
Transaction Type: <b>GM Protection Plan</b>	Timestamp Date: 2007-10-26-11:58:18.937000
Transaction Messages: 1097 - GMPP sent to MIC	

© 2004 General Motors Corporation. All Rights Reserved.

Done

Start Yahoo! Messenger for th... Siebel Automotive - Mic... GM DealerWorld - Micros... https://www.autopar... 71-539214819.doc - Mic... << 11:58 AM

May 26, 2011

[REDACTED]  
San Diego, CA [REDACTED]

Service Request: 71-503947486

Customer Relationship Specialist: Elizabeth Crossen

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2007 Chevrolet Cobalt, Vehicle Identification Number 1G1AK55F577 [REDACTED] 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](http://www.mygmLink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

May 26, 2011

[REDACTED]  
Ypsilanti, MI [REDACTED]

Service Request: 71-503947486

Customer Relationship Specialist: David Bowlan

Dear [REDACTED]:

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: [REDACTED]			
Veh year:2005	Make:Chevy	Model:Cobalt	Current mileage:29185
Veh ID #:1G1AK12F157 [REDACTED]	In Service Date:6/15/2005	Purchased:New	If used:
What is the customer seeking? To have their vehicle replaced or repurchased.			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

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

10/31/06	523944	21006	5	Cust sts: power steering light is on body control module is suspect for an intermittent internal malfunction verified service P/S messenger performed diagnostic system check DTCS U2100 □ U 2107 are stored as history performed bulletin and preliminary info search
02/19/07	533075	26658	1	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 episodes 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:

Date:

Privileged and Confidential Information


**OTHER SYMPTOM/CONCERN:**

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


**Total Days Out of Service:** 13 \_\_\_\_ (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

**VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO:**

**What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?**  
**Customer is eligible but does not meet presumption as no FRA and only 13 days out of service.**

**DVM and/or DEALER RECOMMENDATION(s):** 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 if 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 customer never responded to there calls or letter.

Team Lead Approval:

Date:



Privileged and Confidential Information

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

**Team Lead Approval:**

**Date:**

Privileged and Confidential Information

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

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

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

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

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

OTHER SYMPTOM/CONCERN:

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

Team Lead Approval:

Date:

Privileged and Confidential Information

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

**VEHICLE MEETS PRESUMPTION LEMON LAW?      YES:                      NO:**

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

**DVM and/or DEALER RECOMMENDATION(s):**

**CRS RECOMMENDATION ☐ RATIONALE (EXPLAIN):** \_\_\_\_\_

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

**Team Lead Approval:**

**Date:**

**ADR File Checklist**

**SR Number: 71-516906534**

**BBB Case: CHV0742102**

**Customer:** [REDACTED]

**VIN: 1G1AK12F157** [REDACTED]

**Make/Model/Year:** 2005/ Chevy/Cobalt  
29185

**In Service:** 6/15/2005

**Mileage:**

**Received Date:** 05/09/07

**Day 15 Date:** 05/24/07`

**Goes Active:** 05/09/07

**Primary Concern:** Have the vehicle repurchased or replaced.

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

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time:** 05/10/07 / 1:57 PM

☒ **Dealer Svc Mgr**

**Completion Date/Time:** 05/10/07 / 12:46 PM

☒ **Dealer Finance Mgr**

**Completion Date/Time:** 05/10/07 / 12:46 PM

☒ **AVM**

**Completion Date/Time:** 05/10/07 / 12:55 PM

☒ **Repair Orders Requested:**

**Received:** 05/15/07

☒ **Sales Documents:**

**Received:** 05/15/07

☐ **BARS / Finance Sheet**

☒ **Case Assessment (by Day 14):**

**Lemon Law Eligible:**

**Yes** ☒

**No** ☐

**Presumption:**

**Yes** ☐

**No** ☒

☒ **GM Position – Customer / BBB Due Date (7-10 days):**

☐ **Settlement / Goodwill Offered Date:**

☐ **All Documents Attached (by Day 15)**

☐ **Arbitration Date:**

☒ **Closing Activities:**

**Settlement**

**Completion Date/Time:** 06/20/07 / 3:37 PM

**Executive Summary**

**Completion Date/Time:** 06/20/07 / 3:33 PM

**Close Siebel**

**Completion Date/Time:** 06/21/07 /

**DVM:** Dave Coval

**Node/Box:** 404082/8122

**Service Dealer:** Cox Chevrolet

**Svc Mgr:** Joe McDonald

**Selling Dealer:** Cox Chevrolet

**Contact:** JOe McDonald

**NOTES:**

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

May 26, 2011

[REDACTED]  
Delbarton, WV [REDACTED]

Service Request: 71-521423965

Customer Relationship Specialist: Jessica Washington

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Cobalt, Vehicle Identification Number 1G1AK52F757 [REDACTED]. 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: [REDACTED]  
Service request: 71-521423965  
Customer Relationship Specialist: Jessica Washington

Dear Mediator Dennis P. Cunningham:

Thank you for your recent correspondence regarding [REDACTED]. 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 [REDACTED] 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 06 2007

Chevrolet Motor Division  
General Motors Corporation  
PO Box 33170  
Detroit, 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](mailto: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  
Detroit, MI 48232-5170

Re: [REDACTED]

Delbarton, WV [REDACTED]

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,

A handwritten signature in cursive script that reads "Dennis P. Cunningham".

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

JUN 01 2007



<http://www.wvago.us>

ATTORNEY E-Mail: [consumer@wvago.gov](mailto:consumer@wvago.gov)

**MOTOR VEHICLE CONSUMER COMPLAINT**

**1. PARTY COMPLAINING**

☐ Mr. ☐ Mrs. ☐ Ms.

Name:

Mailing Address:

City: DELBARTON State: WV

County: Mingo Zip Code:

Home Telephone:

Work Telephone:

Cell Telephone:

Email:

Best time to contact me: AFTER 2 PM

**2. COMPLAINT AGAINST**

Business Name:

Address:

City: SA WILLIAMSON State: KY

County: PIKE Zip Code: 41503

Telephone:

Name of person you dealt with:

Title:

3. Purchased: ☒ New ☐ Used

Vehicle Identification

Number (VIN): 1G1AK52F757

4. Car Make (manufacturer): CHEVROLET

Car Model: CORALT Year: 2005

5. Mileage at time of purchase: 0

Present Mileage: 33000

6. Date of Purchase: MAY 2005

Total Purchase Price: 18000

7. Terms of Payment: ☐ Cash

☐ Loan

Loan - Installment

☐ Check

☐ Credit Card

☒ Installment

Finance Company name: GMAC

☐ Debit Card

☐ PayPal

☐ Wire Transfer

Address: PO BOX 105677

☐ Other

☐ Western Union

ATLANTA GA. - 30348

8. Did you purchase the vehicle from the business you are complaining about? ☒ Yes ☐ No

9. Have you complained to the business? ☒ Yes ☐ No

If Yes, date you complained: NOV 2005

What action was taken by the business: EVERYTHING WORKING PROPERLY

10. Does the complaint involve the safety condition of the vehicle at the time it was sold to you? ☒ Yes ☐ No

11. Have you contacted the manufacturer about your vehicle complaint? ☒ Yes ☐ No

If Yes, what action was taken: SUPPOSE TO CALL BACK

PLEASE CONTINUE TO OTHER SIDE

12. Have you filed this complaint with any other agency or organization? ☐ Yes ☒ No

If Yes - Identify organization: \_\_\_\_\_

What action was taken? \_\_\_\_\_

13. Describe any legal action you have taken: NONE

14. Provide COPIES - front and back - of all documents you have, such as:

- ☐ 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 Warning

Came on and then the Power Steering Warning Come across the  
information board. Then the car start to jerking and missing  
then almost stop running. I take it to the Service Center  
and they tell me the car has to tear up before they  
know whats wrong with it. this car is not safe to drive  
in this condition. I have had this problem every  
since Nov 2005. I shouldn't have to drive a car  
that is not safe.

16. How do you want your complaint resolved? I would like to have a New  
Vehicle that I can depend on to run. And that is  
Safe

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 to release any and all information about this matter, including account information, to the Attorney General's office.

I certify that all information on this form is true and accurate to the best of my knowledge and belief, and that I have the legal authority to submit this claim.

SIGNATURE (Required) \_\_\_\_\_

DATE 5-29-07

Optional:

AGE: _____	
<input type="checkbox"/> Male	<input type="checkbox"/> Female

MARITAL STATUS:	
<input type="checkbox"/> Married	<input type="checkbox"/> Single
<input type="checkbox"/> Divorced	<input type="checkbox"/> Widowed

RACE:	
<input type="checkbox"/> Caucasian	<input type="checkbox"/> African American
<input type="checkbox"/> Hispanic	<input type="checkbox"/> Other: _____

Return this form and copies of your papers to:

Office of the Attorney General  
Consumer Protection Division  
PO Box 1789  
Charleston, WV 25326-1789

Saturday May 19, 2007 1:30 P.m

I went to South Williamson Wal Marts  
The car ran good all the way Come out  
of Wal Marts started the car the Alert  
went off and the power steering warning  
came on and the car jerked and missed  
all the way to Food City. When I left  
Food City I took the car to Moore's Service  
Center beside Food City and they kept  
the car until Tuesday Found nothing wrong.  
They reset the code.

Tuesday May 23, 2007 5:30 p.m - (Service Center Close)  
Pick the car up at Moore's and on the  
way home got to Buffalo Mountain and the  
same thing happen.

Monday 28, 2007 7:00 p.m. - (Service Center Close)  
Started out of the drive way and the  
car Alert went off and the power steering  
warning came on. So I drove about a mile  
and the car was jerking and missing so  
I turn and came back home and the  
power steering went out after I park the  
car it reset.

Tuesday May 29, 2007 5:15 A.M. (Service Center Close)

The engine light was on and stay on  
until I got to work about 6 mile.  
Then the light went off.

IMAC Call And Close the Case. 5:40 pm

WO5148

229850

Moore Chevrolet, Inc.

1626 West Third Ave.  
P.O. Box 2158  
Williamson, WV 25661  
Phone: 304/235-7119

\*INVOICE\*

PAGE 1

ELBARTON, WV

OME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3532 OTIS PINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
LTRA SILV	05	CHEVROLET COBALT	101AK52F757		11574/11579	T123
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
4APR05 IS		17:00	28NOV05		64.00	CASH
R.O. OPENED	READY	OPTIONS: STK:583123 DLR:189449 ENG:2.2L				
28NOV05	28NOV05	TRN:4_SP_AUTO				

INE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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							
WCH94 0.00 (N/C)							

\*\*\*\*\*

CUSTOMER STATES D/S DOOR MAKES A CLICKING NOISE

AUSE: E

A VERIFIED CONCERN FOUND DOOR CHECK WAS LOOSE

RETORQUED AND RECHECKED ALL OK AT THIS TIME

302 SORRELL, JARROD LIC#: 2134

WCH94 0.00 (N/C)

THANK YOU

WE APPRECIATE YOUR BUSINESS

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

## STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
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

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

CUSTOMER SIGNATURE

CUSTOMER COPY



# THORNHILL SUPERSTORE

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

Goodwrench  
PRO SHOP Apparel • Parts • Accessories

Goodwrench  
**SERVICE**  
Plus

Goodwrench  
**QUICK LUBE** plus



0101CVCS165796

COPY

CUSTOMER NO. <b>36802</b>	ADVISOR <b>MICHAEL COOKE</b>	201	TAG NO. <b>W115</b>	INVOICE DATE <b>05/25/07</b>	INVOICE NO. <b>CVCS165796</b>
[REDACTED] DELBARTON, WV	LABOR RATE <b>70.00</b>	LICENSE NO.	MILEAGE <b>33,185</b>	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>05/CHEVROLET/COBALT/4 DOOR</b>				DELIVERY DATE
	VEHICLE I.D. NO. <b>1G1AK52F757</b>				DELIVERY MILES
	F.T.E. NO.				SELLING DEALER NO.
BUSINESS PHONE		P.O. NO.		<b>05/25/07</b>	PRODUCTION DATE
COMMENTS					

## LABOR & PARTS

J# 1:15PNZ STEERING/SUSPENSION HOURS: TECH(S):23 WARRANTY  
CUSTOMER STATES SERVICE POWER STEERING SHOWS UP ON INFO  
CENTER WHEN THIS HAPPENS ALERT SOUNDS & CAN HEAR CLICK NOISE  
IN KEY CYLINDER & VEHICLE SHAKES LIKE IT HAS A MISS  
CHECKED VEHICLE-TEST DROVE-VEHICLE DIDNT ACT UP  
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2:50PNZ ELECTRICAL BODY WORK HOURS: TECH(S):23 WARRANTY  
KEY GETS STUCK IN IGNITION AT TIMES  
CHECKED KEY CYLINDER-STEERING COLUMN  
NO PROBLEM FOUND  
JOB # 2 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION  
23 BERNIE ALDRIDGE JR 10-21-85

## TOTALS

* [ ] CASH	* [ ] CHECK NO	TOTAL LABOR	0.00
* [ ] CHARGE	* [ ] CREDIT CARD	TOTAL PARTS	0.00
		TOTAL SUBLET	0.00
		TOTAL G.O.G.	0.00
		TOTAL MISC CHG	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX	0.00

**TOTAL INVOICE \$ 0.00**

PARTS INDICATED WITH AN \* HAVE A LIFETIME GUARANTEE AGAINST  
FAILURE. PLEASE READ THE BACK OF THIS INVOICE FOR MORE  
DETAILS.  
YOUR REPAIRS MAY HAVE BEEN PAID IN FULL BY YOUR  
MANUFACTURER'S WARRANTY. ASK YOUR SERVICE ADVISOR TODAY HOW  
YOU CAN: EXTEND YOUR COVERAGE BEYOND THE WARRANTY TERM.  
PROTECT YOURSELF AGAINST THE COST OF FUTURE REPAIRS!!!

THANKS FOR SHOPPING AT THE THORNHILL GM SUPERSTORE !!

CUSTOMER SIGNATURE

WE HONOR:



**FOR YOUR CONVENIENCE  
SERVICE DEPT. HOURS**  
MON. - FRI. 8:00 a.m. - 6:00 p.m.  
SAT. 8:00 a.m. - 2:00 p.m.

**PARTS DEPT. HOURS**  
MON. - FRI. 8:00 a.m. - 6:00 p.m.  
SAT. 8:00 a.m. - 2:00 p.m.

## SALES

MON. - FRI. 8:30 a.m. - 8:00 p.m.  
SAT. 8:30 a.m. - 5:00 p.m.  
SUN. 1:00 p.m. - 5:00 p.m.

## IMPORTANT

YOU MAY RECEIVE A  
QUESTIONNAIRE FROM THE  
MANUFACTURER IN THE NEXT FEW  
DAYS. IF FOR ANY REASON YOU  
CANNOT GRADE US "COMPLETELY  
SATISFIED" IN DESCRIBING YOUR  
SERVICE EXPERIENCE WITH US,  
PLEASE CONTACT YOUR  
SERVICE ADVISOR SHOWN BELOW.  
THANK YOU,  
THORNHILL SUPERSTORE, INC.  
304-855-1400

WO5148

230778



**MOORE CHEVROLET  
CADILLAC BUICK  
PONTIAC GMC, INC.**



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



INVOICE

PAGE 1

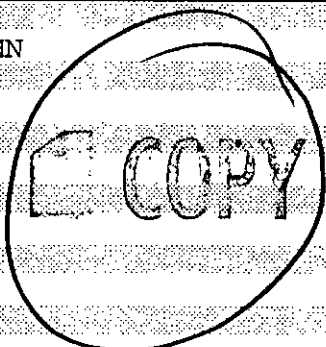
DELBARTON, WV  
HOME: [REDACTED]

BUS [REDACTED]

SERVICE ADVISOR: 7237 SUSAN PREECE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ULTRA SILV	05	CHEVROLET COBALT	1G1AK52F757		13546/13546	13546	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14APR05	IS		WAIT 23JAN06		64.00	CASH	23JAN06
R.O. OPENED		READY	OPTIONS: STK:583123 DLR:189449 ENG:2.2L				
19JAN06		23JAN06	TRN:4_SP_AUTO				

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:			
				OJ			



B\*\* RENTAL

CAUSE: RENTAL

Z7906 RENTAL VEHICLE

300WCH94 1.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE: GENERAL MOTORS CORPORATION

AUTH CODE:

MJ

SUBL RENTAL

PO#230778

WCH94

(N/C)

THANK YOU

WE APPRECIATE YOUR BUSINESS

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

## STATEMENT OF DISCLAIMER

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

## DESCRIPTION

## TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
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

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

CUSTOMER SIGNATURE

WO5148

230927



**MOORE CHEVROLET  
CADILLAC BUICK  
PONTIAC GMC, INC.**



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



INVOICE

PAGE 1



DELBARTON, WV  
HOME [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 7237 SUSAN PREECE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ULTRA SILV	05	CHEVROLET COBALT	1G1AK52F757		13780/13810	13780
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
14APR05 IS			17:00 31JAN06		64.00	CEC
R.O. OPENED	READY	OPTIONS: STK:583123 DLR:189449 ENG:2.2L				
30JAN06	31JAN06	TRN:4_SP_AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A POWER STEERING LIGHT & LOCK LIGHT COMES ON AND WHEN IT COMES ON IT  
JERKS HARD. SEEMS TO COME ON AFTER DRIVING ABOUT 30 MILES

CAUSE: COULD NOT DUPLICATE

N9995 INSPECTED VEH FOUND HISTORY CODES ONLY,

CHECK ALL TERMINALS PER TAC, TEST DROVE VEH,  
COULD NOT DUPLICATE CONCERN

300WCH94 2.30

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

WG

COPY

(N/C)

B\*\* RENTAL USE ONE DAY RENTAL COUPON

A RENTAL EASY CARE COUPON

300 CEC 0.00

SUBL RENTAL

PO#230927

CEC GENERAL MOTORS CORPORATION

0.00 0.00

30.00 30.00

THANK YOU

WE APPRECIATE YOUR BUSINESS

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

## STATEMENT OF DISCLAIMER

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

## DESCRIPTION

## TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	30.00
MISC. CHARGES	0.00
TOTAL CHARGES	30.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	30.00

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

CUSTOMER SIGNATURE



5#

WO5148

231837



MOORE CHEVROLET  
CADILLAC BUICK  
PONTIAC GMC, INC.



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



\*INVOICE\*



PAGE 1

DELBARTON, WV  
HOME: [REDACTED]

BUS [REDACTED]

SERVICE ADVISOR: 308 PAM VARNEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ULTRA SILV	05	CHEVROLET COBALT	1G1AK52F757		15712/15712	15712	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14APR05	IS		WAIT 24MAR06		64.00	CASH	24MAR06
R.O. OPENED		READY		OPTIONS:			
24MAR06		24MAR06		STK:583123 DLR:189449 ENG:2.2L			
TRN:4_SP_AUTO							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	LUBE,OIL AND FILTER						
	SM1 LUBE,OIL AND FILTER						
		301	CPC	0.30		8.45	8.45
1	12579143	FILTER			15.68	7.17	7.17
5	12345621	OIL10W30B			4.46	1.80	1.80

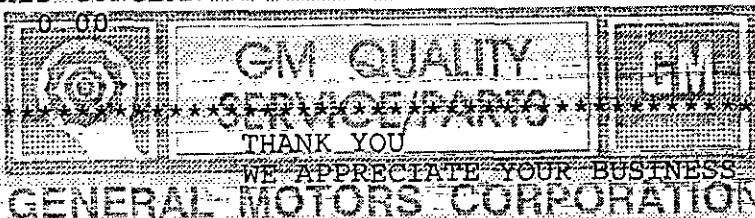
B CHECK FOR THE CUSTOMER STATES THE THE STEERING WHEEL IS HARD AND  
STIFF TO TURN

CAUSE: E

A INSPECTION AND DIAGNOSTIC RAN ON ELECTRICAL  
STEERING MODULE ALL OK AND PASSED ALL  
TESTING NORMAL AT THIS TIME CAN NOT  
DUPLICATE THIS CONCERN

300WCH94 0.00

(N/C)



PACK# 2699  
\$25.59  
3-24-06  
BGM

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.		DESCRIPTION	TOTALS
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		CUSTOMER SIGNATURE		LABOR AMOUNT	8.45
				PARTS AMOUNT	16.17
				GAS, OIL, LUBE	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

CUSTOMER COPY



W05148

239102



**MOORE CHEVROLET  
CADILLAC BUICK  
PONTIAC GMC, INC.**



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



\*INVOICE\*

PAGE 1

DELBARTON, WV  
HOME: [REDACTED]

BUS [REDACTED]

SERVICE ADVISOR: 3532 OTIS PINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ULTRA SILV	05	CHEVROLET COBALT	1G1AK52F757		33082/33082	33082
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
14APR05	IS		WAIT 22MAY07		64.00	CASH
R.O. OPENED	READY	OPTIONS:	STK: 583123 DLR: 189449 ENG: 2.2L			
19MAY07	22MAY07	TRN: 4 SE AUTO				

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

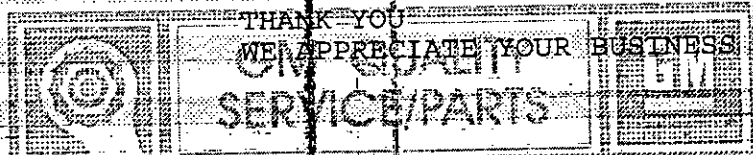
A CHECK MFOR THE CHECK ENGINE LIGHT COME ON AND THEN THE INFONATION  
CENTER SHOWS ALL KIND OF INFO AND VEHICLE STARS MISSING AND  
JERKING THE RADIO LIGHT ALSO GO OFF  
A RAN TEST FOUND HISTORY CODES P0700, U2100, U2107  
AND P0742, CHECKED UNDERHOOD WIRING AND  
CONNECTORS PER PIP3869A NO PROBLEM FOUND  
4815WCH94 0.00 (N/C)

SUBL RENTAL

PO#239102

WCH94

(N/C)



GENERAL MOTORS CORPORATION

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

## STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

# CITY TIRE & AUTO REPAIR CENTER

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

Invoice # [REDACTED] Dealer ID# [REDACTED] Page 1 of 2  
Date 03/02/2007

Emp: 1-82 RANDY / 1-78 MR

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

## \*\*\*\*\*INVOICE\*\*\*\*\*

Sold To: [REDACTED]  
[REDACTED]  
DELBARTON, WV

Ship To:

Other Information:

Vehicle: 05 CHEVROLET COBALT NA L4 2  
License: [REDACTED]  
Mileage: In: 0 Out: 0  
Vin#: 1G1AK52F757 [REDACTED]  
PO#: [REDACTED]

Hm [REDACTED]

Salesman	Mechanic	Part #	QTY	Description	Parts	Labor	FET	Total
82	15	195615G660	4.00	P195/60HR15 GY BLUESTREAK GT660+ BL	54.99	0.00	0.00	219.96
3-B-1	82	15	LABOR	4.00	TIRE BALANCE - NEW	0.00	0.00	0.00

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

82	15	LABOR	4.00	DECLINED ROAD HAZARD WARRANTY	0.00	0.00	0.00	0.00
----	----	-------	------	-------------------------------	------	------	------	------

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

82	15	WV TIRE DISPOSAL	4.00	TIRE DISPOSAL CHARGE	2.00	0.00	0.00	8.00
----	----	------------------	------	----------------------	------	------	------	------

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.

82	15	435000025	4.00	TR-13 413 SHORT VALVE	2.99	0.00	0.00	11.96
82	116	LABOR	1.00	79-2829.4 WHEEL ALIGNMENT	0.00	59.99	0.00	59.99

ALIGNMENT WARRANTY 6000 MILES OR 6 MONTHS - WARRANTY IS LIMITED TO RESETTING THE ALIGNMENT ADJUSTMENTS ONLY. IT IS THE RESPONSABILITY OF THE CUSTOMER TO CHECK THE TIRES FOR TIRE WEAR AND TO BRING THE CAR BACK BEFORE SEVERE TIRE WEAR OCCURS. NO ADJUSTMENTS WILL BE MADE FOR TIRE WEAR!!!!!!

ALIGNMENT APPOINTMENT TIME

WAITING

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:	59.99
				Subtotal:	299.91
Signature:				Sales Tax:	17.52
				Total:	\$317.43

# TIRE & AUTO REPAIR CENTER

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

55650

Dealer ID#

Page 2 of 2

02/2007

Emp: 1-82 RANDY / 1-78 MR

Mar 02, 2007 2:06 pm

Mar 02, 2007 4:09 pm

\*\*\*\* INVOICE \*\*\*\*

Sold To:

Ship To:

Other Information:

Vehicle: 05 CHEVROLET COBALT NA L4 2

License:

Mileage: In: 0 Out: 0

Vin#: 1G1AK52F757

PO#:

DELBARTON, WV

Hm:

Salesman	Mechanic	Part #	QTY	Description	Parts	Labor	FET	Total
----------	----------	--------	-----	-------------	-------	-------	-----	-------

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

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

May 26, 2011

[REDACTED]  
Delbarton, WV [REDACTED]

Service Request: 71-521423965

Customer Relationship Specialist: Jessica Washington

Dear [REDACTED]:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

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

May 26, 2011

[REDACTED]  
Warrenton, MO [REDACTED]

Service request: 71-522155726

Vehicle Identification Number: 1G1AM15B667 [REDACTED]

Customer Relationship Specialist: Patricia Alarcon

Dear [REDACTED]

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

# Gastorf-Schrumpf

**Motors**

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



**FAX 866-278-1780**

CUSTOMER NO. <b>18684</b>	ADVISOR <b>KEVIN PRIOR</b>	TAG NO. <b>7 1289</b>	INVOICE DATE <b>05/21/07</b>	INVOICE NO. <b>CVWS89716</b>
	LABOR RATE <b>77.80</b>	MILEAGE <b>31,571</b>	COLOR <b>BLUE/</b>	STOCK NO.
WARRENTON, MO	YEAR / MAKE / MODEL <b>06/CHEVROLET/COBALT/SS COUPE</b>		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1G1AM15B667</b>		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.	R.O. DATE <b>05/21/07</b>	
BUSINESS PHONE	COMMENTS			

JOB# 1 CHARGES		LABOR		155.60	
J# 1 40CVZ08	BRAKE VIBRATION	HOURS	2.00	TECH(S)	127
CUSTOMER STATES VIBRATION WHEN BRAKING HAS HAD ROTORS REPLACED PREVIOUSLY SOMEWHERE ELSE FRONT ROTORS HAVE EXCESSIVE RUNOUT WILL NEED RESURFACED RESURFACED BOTH FRONT ROTORS					
JOB# 1 TOTALS		LABOR		155.60	
JOB# 2 CHARGES		JOB# 1 JOURNAL PREFIX CVWS		JOB# 1 TOTAL 155.60	
LABOR		RENTAL		HOURS	
J# 2 00CVZR	RENTAL	HOURS	TECH(S)	127	
MISC	CODE	DESCRIPTION	CONTROL NO.		
	C5	RENTAL CAR			
JOB# 2 TOTALS		MISC		42.00	
		TOTAL		89716 42.00	
JOB# 2 JOURNAL PREFIX CVWS		JOB# 2 TOTAL		42.00	
COMMENTS POSSIBLE BUY BACK					
WARRANTY CLAIM DETAIL TOTALS		R/O TAX		0.00	
		R/O TOTALS		197.60	

**SERVICE & PARTS HOURS**  
MONDAY - FRIDAY  
7:00 AM - 5:30 PM

**BODY SHOP HOURS**  
MONDAY - FRIDAY  
8:00 AM - 5:30 PM

**WE DESIRE TO MAKE  
ALL REPAIRS TO YOUR  
COMPLETE SATISFAC-  
TION. PLEASE LET US  
KNOW IMMEDIATELY IF  
WE FAIL.**

CLAIM# TOTAL  
197.60  
CLAIM TOTALS 197.60

APPROVED BY SIGNATURE

# Gastorf-Schrumpf

## Motors

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



CUSTOMER NO. <b>18684</b>		ADVISOR <b>KEVIN PRIOR</b>		TAG NO. <b>7 1289</b>	INVOICE DATE <b>05/21/07</b>	INVOICE NO. <b>CVW589716</b>
[REDACTED]		LABOR RATE <b>77.80</b>	LICENSE NO. [REDACTED]	MILEAGE <b>31,571</b>	COLOR <b>BLUE/</b>	STOCK NO.
WARRENTON, MO [REDACTED]		YEAR / MAKE / MODEL <b>06/CHEVROLET/COBALT/SS COUPE</b>			DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. <b>1G1AM15B667</b>			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]		BUSINESS PHONE [REDACTED]		COMMENTS	R.O. DATE <b>05/21/07</b>	

## DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.159

05/21/2007

1102

WARRANTY NEW CLAIM

RO NUMBER RO DATE

089716

05/21/2007

VIN

IGIAM15B667

DIV

3

DEALER

03142

ODOMETER

31571

SERVICE ADVISOR #

CUSTOMER NAME: FIRST: [REDACTED]

MIDDLE: M

LAST: [REDACTED]

PHONE: WORK: [REDACTED]

HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		04				04F04	H0122	2.0			155.60
LN-TOT:			155.60		TECH SSN: [REDACTED]							

AUTH CODE:

AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		MA				08	Z7901				42.00
LN-TOT:			42.00		TECH SSN: [REDACTED]							

AUTH CODE:

AUTH. AUTHOR.:

COMMENTS: 2G2WP55216 [REDACTED]

R.O. TOTAL: 197.60

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

## SERVICE &amp; PARTS HOURS

MONDAY - FRIDAY

7:00 AM - 5:30 PM

## BODY SHOP HOURS

MONDAY - FRIDAY

8:00 AM - 5:30 PM

**WE DESIRE TO MAKE  
ALL REPAIRS TO YOUR  
COMPLETE SATISFAC-  
TION. PLEASE LET US  
KNOW IMMEDIATELY IF  
WE FAIL.**

# Gastorf-Schrumpf

## Motors

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



CUSTOMER NO. <b>18684</b>	ADVISOR <b>KEVIN PRIOR</b>	TAB NO. <b>7 1289</b>	INVOICE DATE <b>05/21/07</b>	INVOICE NO. <b>CVCS89716</b>
WARRENTON, MO	LABOR RATE <b>86.00</b>	MILEAGE <b>31,571</b>	COLOR <b>BLUE/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>06/CHEVROLET/COBALT/SS COUPE</b>		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1G1AM15B667</b>		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE <b>05/21/07</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES-----  
LABOR-----  
J# 1 40CVZ08 BRAKE VIBRATION TECH(S) 127 WARRANTY  
CUSTOMER STATES VIBRATION WHEN BRAKING  
HAS HAD ROTORS REPLACED PREVIOUSLY SOMEWHERE ELSE  
FRONT ROTORS HAVE EXCESSIVE RUNOUT WILL NEED RESURFACED  
RESURFACED BOTH FRONT ROTORS

SERVICE & PARTS HOURS  
MONDAY - FRIDAY  
7:00 AM - 5:30 PM

JOB# 1 TOTALS-----  
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

BODY SHOP HOURS  
MONDAY - FRIDAY  
8:00 AM - 5:30 PM

JOB# 2 CHARGES-----  
LABOR-----  
J# 2 00CVZR RENTAL TECH(S) 127 WARRANTY  
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
C5 RENTAL CAR 89716 WARRANTY  
TOTAL - MISC 0.00

WE DESIRE TO MAKE  
ALL REPAIRS TO YOUR  
COMPLETE SATISFAC-  
TION. PLEASE LET US  
KNOW IMMEDIATELY IF  
WE FAIL.

JOB# 2 TOTALS-----  
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS-----  
POSSIBLE BUY BACK

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

THANK YOU FOR YOUR BUSINESS!!

\* INDICATES GOODWRENCH  
SERVICE PLUS LIFETIME  
SERVICE GUARANTEE

CUSTOMER SIGNATURE

DUPLICATE INVOICE



Privileged and Confidential Information

Case Assessment By: Pat Alarcon		Siebel/CARS Request <input type="checkbox"/> 71-522155726	
Customer Name: [REDACTED]			
Veh year: 2006	Make: Chevrolet	Model: Cobalt	Current mileage: 32,000
Veh ID <input type="checkbox"/> 1G1AM15B667 [REDACTED]	In Service Date: 6/3/06	Purchased: 6/3/06 NEW	If used:
What is the customer seeking? Repurchase			

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.  <input type="checkbox"/> Rental provided.
10/24/06	366430	13,528	<input type="checkbox"/>	Cust sts brakes pulsate when braking at hwy speed. Replaced front and rear brake rotors for cust satisfaction. Goodwill Cox and Cohea.  <input type="checkbox"/> 5 day rental
10/3/06	365630	11,814	13 <input type="checkbox"/> 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 <input type="checkbox"/> R front brake rotors and resurface.

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering column**

**Date: RO ☐ Mileage: Days Out: Description of Repair:**

10/24/06	366430	13,528	23 <input type="checkbox"/> 5R	Cust sts air bag light has been on intermittently. Intermittent fault code. Replaced SIR coil for cust satisfaction. Goodwill Cox and Cohea.
10/3/06	365630	11,814	<input type="checkbox"/>	Cust sts pop in steering when turning right. Replaced steering column.  <input type="checkbox"/> 1 day loaner.
8/26/06	364204	7,980	<input type="checkbox"/>	Cust sts knocking noise when sitting at idle (noise from under hood). Per TAC <input type="checkbox"/> 1260886 program PCM.

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Miscellaneous**

**Date: RO ☐ Mileage: Days Out: Description of Repair:**

10/11/06	365952	11,900	2 <input type="checkbox"/> 1R	Cust sts wipers do not activate after last repair. Reconnect windshield wiper connector.  <input type="checkbox"/> 1 day loaner.
10/3/06	365630	11,814	<input type="checkbox"/>	Cust sts passenger front inside door trim is loose. Front door arm rest switch mounting R <input type="checkbox"/> 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:

Date:

Revised by c.mallett 09/07/06

Privileged and Confidential Information

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

**VEHICLE MEETS PRESUMPTION LEMON LAW?**

**YES:** ☐

**NO:** ☐

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

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

**CRM RECOMMENDATION ☐ RATIONALE (EXPLAIN):**

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

**Settle case:** ☐

**Team Manager Approval:**

**Date:**

# Gastorf-Schrumpf

## Gastorf-Schrumpf Motors

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



FAX 866-278-1780

CUSTOMER NO. <b>18684</b>		ADVISOR <b>KEVIN PRIOR</b>	TAG NO. <b>7 1289</b>	INVOICE DATE <b>05/21/07</b>	INVOICE NO. <b>CVWS89716</b>
[REDACTED] WARRENTON, MO		LABOR RATE <b>77.80</b>	MILEAGE <b>31,571</b>	COLOR <b>BLUE/</b>	STOCK NO.
		YEAR / MAKE / MODEL <b>06/CHEVROLET/COBALT/SS COUPE</b>		DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. <b>1G1AM15B667</b>		SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.	P.O. NO.	R.O. DATE <b>05/21/07</b>	
BUSINESS PHONE		COMMENTS			

<b>JOB# 1 CHARGES</b> LABOR <b>J# 1 40CVZ08</b> BRAKE VIBRATION HOURS: <b>2.00</b> TECH(S): <b>127</b> 155.60 CUSTOMER STATES VIBRATION WHEN BRAKING HAS HAD ROTORS REPLACED PREVIOUSLY SOMEWHERE ELSE FRONT ROTORS HAVE EXCESSIVE RUNOUT WILL NEED RESURFACED RESURFACED BOTH FRONT ROTORS			<b>SERVICE &amp; PARTS HOURS</b> MONDAY - FRIDAY 7:00 AM - 5:30 PM  <b>BODY SHOP HOURS</b> MONDAY - FRIDAY 8:00 AM - 5:30 PM
<b>JOB# 1 TOTALS</b> LABOR 155.60 JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL 155.60			
<b>JOB# 2 CHARGES</b> LABOR <b>J# 2 00CVZR</b> RENTAL HOURS: TECH(S): 127 MISC - CODE - DESCRIPTION - CONTROL NO. C5 RENTAL CAR 89716 42.00 TOTAL - MISC 42.00			<b>WE DESIRE TO MAKE ALL REPAIRS TO YOUR COMPLETE SATISFAC- TION. PLEASE LET US KNOW IMMEDIATELY IF WE FAIL.</b>
<b>JOB# 2 TOTALS</b> MISC 42.00 JOB# 2 JOURNAL PREFIX CVWS JOB# 2 TOTAL 42.00			
COMMENTS: POSSIBLE BUY BACK  R/O TAX 0.00 R/O TOTALS 197.60			
<b>WARRANTY CLAIM DETAIL TOTALS</b> CLAIM# TOTAL... 197.60 CLAIM TOTALS 197.60			

APPROVED BY SIGNATURE \_\_\_\_\_

# Gastorf-Schrumpf

Motors

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



CUSTOMER NO. <b>18684</b>	ADVISOR <b>KEVIN PRIOR</b>	TAG NO. <b>7 1289</b>	INVOICE DATE <b>05/21/07</b>	INVOICE NO. <b>CVCS89716</b>
<b>WARRENTON, MO</b>	LABOR RATE <b>86.00</b>	MILEAGE <b>31,571</b>	COLOR <b>BLUE/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>06/CHEVROLET/COBALT/SS COUPE</b>		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 G 1 A M 1 5 B 6 6 7</b>		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.	R.O. DATE <b>05/21/07</b>	
BUSINESS PHONE	COMMENTS			

## JOB# 1 CHARGES

LABOR  
J# 1 40CVZ08 BRAKE VIBRATION TECH(S): 127 WARRANTY  
CUSTOMER STATES VIBRATION WHEN BRAKING  
HAS HAD ROTORS REPLACED PREVIOUSLY SOMEWHERE ELSE  
FRONT ROTORS HAVE EXCESSIVE RUNOUT WILL NEED RESURFACED  
RESURFACED BOTH FRONT ROTORS

## JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

## JOB# 2 CHARGES

LABOR  
J# 2 00CVZR RENTAL TECH(S): 127 WARRANTY  
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
C5 RENTAL CAR 89716 WARRANTY  
TOTAL - MISC 0.00

## JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS  
POSSIBLE BUY BACK

## TOTALS

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

THANK YOU FOR YOUR BUSINESS!!

\* INDICATES GOODWRENCH  
SERVICE PLUS LIFETIME  
SERVICE GUARANTEE

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

## SERVICE & PARTS HOURS

MONDAY - FRIDAY  
7:00 AM - 5:30 PM

## BODY SHOP HOURS

MONDAY - FRIDAY  
8:00 AM - 5:30 PM

WE DESIRE TO MAKE  
ALL REPAIRS TO YOUR  
COMPLETE SATISFAC-  
TION. PLEASE LET US  
KNOW IMMEDIATELY IF  
WE FAIL.



<b>RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT</b> No. _____ Date <b>06/03/2006</b>	Seller <b>COX &amp; COHEA CHEVROLET-BUICK INC</b> <b>851 W PEARCE BLVD</b> <b>WENTZVILLE, MO 63385</b> "We" and "us" mean the Seller above, its successors and assigns.	Buyer [Redacted] <b>WARRENTON, MO</b> "You" and "your" mean each Buyer above, and guarantor, jointly and individually.

**SALE:** You agree to purchase from us, on a time basis, subject to the terms and conditions of this contract and security agreement (Contract), the Motor Vehicle (Vehicle) and services described below. The Vehicle is sold in its present condition, together with the usual accessories and attachments.

Description of Motor Vehicle Purchased	Year <b>2006</b>	VIN <b>161AM15B667</b>	Other:
	Make <b>CHEVROLET</b>	Lic. No./Year	
	Model <b>CALIB</b>	<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	

Description of Trade-In	<b>2002 PONTIAC</b>	<b>GRAN PRIX</b>	<b>162WP52K62F</b>
-------------------------	---------------------	------------------	--------------------

**SECURITY:** To secure your payment and performance under the terms of this Contract, you give us a security interest in the Vehicle, all accessions, attachments, accessories, and equipment placed in or on the Vehicle, together called Property, and proceeds of the Property. You also assign to us and give us a security interest in proceeds and premium refunds of any insurance and service contracts purchased with this Contract.

**PROMISE TO PAY AND PAYMENT TERMS:** You promise to pay us the principal amount of \$ 21785.02, plus finance charges accruing on the unpaid balance at the rate of 9.4400 % per year from today's date until paid in full. Finance charges accrue on a actual/actual day basis. You agree to pay this Contract according to the payment schedule and late charge provisions shown in the TRUTH IN LENDING DISCLOSURES. You also agree to pay any additional amounts according to the terms and conditions of this Contract.

☐ **MINIMUM FINANCE CHARGE:** You agree to pay a minimum finance charge of \$ N/A if you pay this Contract in full before we have earned that much in finance charges.

**DOWN PAYMENT:** You also agree to pay, or apply to the Cash Price, on or before today's date, any cash, rebate and net trade-in value described in the ITEMIZATION OF AMOUNT FINANCED. ☐ You agree to make deferred payments as part of the cash down payment as reflected in your Payment Schedule.

**RETURNED CHECK CHARGE:** If you make any payment required by this Contract with a check or negotiable instrument that is returned or dishonored, you agree to pay the actual charges for processing the check or negotiable instrument, plus a fee of \$25.00.

#### TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit is a yearly rate of <b>9.44</b>	The dollar amount the credit will cost you. <b>\$6938.56</b>	The amount of credit provided to you or on your behalf. <b>\$21785.02</b>	The amount you will have paid when you have made all scheduled payments. <b>\$28723.68</b>	The total cost of your purchase on credit, including your down payment of <b>\$0.00</b>
<b>Payment Schedule:</b>	Your payment schedule will be			
Number of Payments	Amount of Payments	When Payments Are Due		
<b>72</b>	<b>398.94</b>	<b>MONTHLY BEGINNING 07/18/2006</b>		

**Security:** You are giving a security interest in the Motor Vehicle purchased.

**Late Charge:** If a payment is more than 15 days late, you will be charged an amount of 5% of the payment due, or 5% of the minimum payment due, or \$25, whichever is less, minimum \$10. When the installment due is \$25 or less, you will be charged \$5.

**Prepayment:** If you pay off this Contract early, you ☒ may ☐ will not have to pay a Minimum Finance Charge.

**Contract Provisions:** You can see the terms of this Contract for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.

**CREDIT INSURANCE:** Credit life, credit disability (accident and health), and any other insurance coverage quoted below, are not required to obtain credit and we will not provide them unless you sign and agree to pay the additional premium. If you want such insurance, we will obtain it for you (you qualify for coverage). We are quoting below ONLY the coverage you have chosen to purchase.

**Credit Life:** Insured ☐ Single ☐ Joint Premium \$ N/A Term N/A

**Credit Disability:** Insured ☐ Single ☐ Joint Premium \$ N/A Term N/A

Your signature below means you want (only) the insurance coverage(s) quoted above. If none are quoted, you have declined any coverages we offered.

**PROPERTY INSURANCE:** You must insure the Property securing this Contract. You understand that you are free to insure your Property with whatever licensed company, agent, or broker you may choose; that you may do so at any time after the date of this loan; that you have not canceled any existing insurance on your Property if you owned it before this loan; and that this loan cannot be denied you simply because you did not purchase your insurance through us. YOU MAY NOT NEED TO PURCHASE PROPERTY INSURANCE, AND YOU MAY HAVE OTHER INSURANCE WHICH WE WILL ACCEPT WHICH COVERS THE PROPERTY SECURING THIS LOAN. YOU SHOULD EXAMINE ANY OTHER INSURANCE WHICH YOU HAVE IN ORDER TO DETERMINE IF THIS COVERAGE IS NECESSARY. The collision coverage deductible may not exceed \$ 500.00. If you get insurance from or through us you will pay \$ N/A for N/A of coverage.

This premium is calculated as follows:

☐ \$ N/A Deductible, Collision Coverage \$ N/A  
☐ \$ N/A Deductible, Comprehensive Cov. \$ N/A  
☐ Fire-Theft and Combined Add'l. Coverage \$ N/A  
☐ N/A \$ N/A

**Liability Insurance:** coverage for bodily injury and property damage caused to others is not included in this Contract unless checked and indicated.

☐ **SINGLE-INTEREST INSURANCE:** You must purchase single-interest insurance as part of this sale transaction. You may purchase the coverage from a company of your choice, reasonably acceptable to us. If you buy the coverage from or through us, you

will pay \$ N/A for N/A of coverage.

**ASSIGNMENT:** This Contract and Security Agreement is assigned to **Commerce Bank** the Assignee, phone 816-34-2245. This assignment is made under the terms of a separate agreement and under the terms of the ASSIGNMENT BY SELLER on page 2. ☐ This assignment is made with recourse.  
 Seller: By **COX & COHEA CHEVROLET-BUICK INC** Date **06/03/2006**

#### ITEMIZATION OF AMOUNT FINANCED

Vehicle Price (incl. sales tax of \$ N/A) \$ 18658.76  
 Service Contract, Paid to: **GMPP** \$ 1288.00  
**Cash Price \$ 19938.76**

Manufacturer's Rebate \$ 1988.00  
 Cash Down Payment \$ N/A  
 Deferred Down Payment \$ N/A

a. Total Cash/Rebate Down \$ 1988.00  
 b. Trade-In Allowance \$ 6670.76  
 c. Less: Amount owing \$ 10003.52  
 Paid to: **1ST COMMUNITY CREDIT U**  
 d. Net Trade-In (b. minus c.) \$ -3332.76  
 e. Net Cash/Trade-In (a. plus d.) \$ -1344.76

**Down Payment (e.; disclose as \$0 if negative)** \$ 0.00  
**Unpaid Balance of Cash Price** \$ 19938.76

Paid to Public Officials - Filing Fees \$ 2.50  
 Insurance Premiums \$ N/A  
 Amount to Finance line e. (if e. is negative) \$ 1344.76

To: **GAP INSURANCE** \$ 499.00  
 To: \$ N/A  
 To: \$ N/A  
 To: \$ N/A  
 To: \$ N/A

**Total Other Charges/Amounts Pd. to Others** \$ 1846.26  
 Less: Prepaid Finance Charges \$ N/A  
**Amount Financed** \$ 21785.02

\*We may retain or receive a portion of this amount.

☒ **SERVICE CONTRACT:** With your purchase of the Vehicle, you agree to purchase a Service Contract to cover 75,000 miles

This Service Contract will be in effect for 60 months

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

**NOTICE TO THE BUYER**  
 DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. UNDER THE LAW, YOU HAVE THE RIGHT TO PAY OFF IN ADVANCE THE FULL AMOUNT DUE AND TO OBTAIN A PARTIAL REFUND OF THE FINANCE CHARGE.

**BY SIGNING BELOW BUYER AGREES TO THE TERMS ON PAGES 1 AND 2 OF THIS CONTRACT AND ACKNOWLEDGES RECEIPT OF A COPY OF THIS CONTRACT.**

Buyer: [Redacted] Date **06/03/2006**  
 Signature [Redacted]  
 Signature [Redacted]  
 Seller: By **COX & COHEA CHEVROLET-BUICK INC**

## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1 6 1 1 1 5 8 6 6 7 [REDACTED]

## 1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
Cash - Adjusted Price	\$ 988.00	DXP - 06-32A14B
Cash - Consumer Cash	\$ 500.00	CSR - 06-32A14
Cash - Bonus Cash	\$ 500.00	BCT - 06-32A14B
Total Incentive Amount Received		<b>1988.00</b>

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

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

## - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

- a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 06/03/06. I acknowledge receipt of incentive(s) as described in Item \_\_\_\_\_ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? \_\_\_\_\_ Yes ☒ No

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

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

Purchaser/Lessee Signature: [REDACTED]

Date: 06/03/06

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

Authorized Dealer Signature: [REDACTED]  
Dealership Name: \_\_\_\_\_COX-COHEA CHEVROLET BUICK CO. INC. Dealer Code: 01751Date: 06/03/06

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

**COX & COHEA CHEVROLET-BUICK, INC.**

851 W. PEARCE BLVD. • P.O. BOX 366

WINTZVILLE, MISSOURI 63385

(36) 27-6268 • (636) 332-0007

DEAL 24862

CUST 54553

SOLD TO

ADDRESS

CITY-STATE

DATE

WARRENTON MO

PHONE

06/03/06

MAKE

N DEL

N or U

SERIAL #

06 CHEVROLET COHEA TUDOR NEW 1610M15B667

SALESMAN

RANGBUI, ROBB R

KEY NOS.

COST

ACCT #

SALE

KEY

SERVICE

18658.76

1280.00

## DISCLAIMER OF WARRANTIES

THE SELLER, COX & COHEA CHEVROLET-BUICK, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND COX & COHEA CHEVROLET-BUICK, INC. 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, COX & COHEA CHEVROLET-BUICK, INC. IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.

DEPOSIT

CASH ON DELIVERY

MANUFACTURER'S REBATE

PAYMENTS

1988.00

MONTHS

COMMERCE BANK

FIN CONTRACT

398.94

PAY OFF BALANCE

21782.52

16003.52

RECONDITIONING  
USED

MILEAGE NEW V.

TRADE IN

12

83764

USED VEHICLE TRADED

02 PONTIAC

GREEN PRIX 162WP52K62F

F422A

6570.76

24000

434



**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.

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$18,658.76
MSRP (from BARS Invoice)	\$19,640.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$-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

<b><u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB</u></b>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$18,658.76
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	\$1,988.00

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

Privileged and Confidential Information

Case Assessment By: Pat Alarcon		Siebel/CARS Request <input type="checkbox"/> 71-522155726	
Customer Name: [REDACTED]			
Veh year: 2006	Make: Chevrolet	Model: Cobalt	Current mileage: 32,000
Veh ID <input type="checkbox"/> 1G1AM15B667 [REDACTED]	In Service Date: 6/3/06	Purchased: 6/3/06 NEW	If used:
What is the customer seeking? Repurchase			

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.  <input type="checkbox"/> Rental provided.
10/24/06	366430	13,528	<input type="checkbox"/>	Cust sts brakes pulsate when braking at hwy speed. Replaced front and rear brake rotors for cust satisfaction. Goodwill Cox and Cohea.  <input type="checkbox"/> 5 day rental
10/3/06	365630	11,814	13 <input type="checkbox"/> 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 <input type="checkbox"/> R front brake rotors and resurface.

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering column**

**Date:** RO ☐ **Mileage:** **Days Out:** **Description of Repair:**

10/24/06	366430	13,528	23 <input type="checkbox"/> 5R	Cust sts air bag light has been on intermittently. Intermittent fault code. Replaced SIR coil for cust satisfaction. Goodwill Cox and Cohea.
10/3/06	365630	11,814	<input type="checkbox"/>	Cust sts pop in steering when turning right. Replaced steering column.  <input type="checkbox"/> 1 day loaner.
8/26/06	364204	7,980	<input type="checkbox"/>	Cust sts knocking noise when sitting at idle (noise from under hood). Per TAC <input type="checkbox"/> 1260886 program PCM.

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Miscellaneous**

**Date:** RO ☐ **Mileage:** **Days Out:** **Description of Repair:**

10/11/06	365952	11,900	2 <input type="checkbox"/> 1R	Cust sts wipers do not activate after last repair. Reconnect windshield wiper connector.  <input type="checkbox"/> 1 day loaner.
10/3/06	365630	11,814	<input type="checkbox"/>	Cust sts passenger front inside door trim is loose. Front door arm rest switch mounting R <input type="checkbox"/> 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:

Date:

Revised by c.mallett 09/07/06

Privileged and Confidential Information

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

**VEHICLE MEETS PRESUMPTION LEMON LAW?**      **YES:** ☒      **NO:** ☐

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

**AVM and/or DEALER RECOMMENDATION(s):** DVM authorized a trade repurchase with full usage being charged.

**CRM RECOMMENDATION** ☐ **RATIONALE (EXPLAIN):** Trade was offered. Cust asked about getting extra warranty on brakes. CRS offered cust a 5/100 ccl on brakes. Cust has not returned calls to advise whether or not she will accept.

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

**Team Manager Approval:**

**Date:**

# Cox & Cohea Chevrolet-Buick, Inc.



GENUINE CHEVROLET

851 W. Pearce Blvd. • P.O. Box 366 • Wentzville, Missouri 63385-0366

Telephone (636) 327-6268 (636) 332-0007



BUICK

## FACSIMILE TRANSMITTAL

DATE 5-24-07

# of pages including this cover sheet: 13

TO: PAT - GENERAL MOTORS

PHONE: # \_\_\_\_\_

FROM: [REDACTED] ACCOUNTING

Phone # (636) 327-6268 or (636) 332-0007

Fax # (636) 332-6099

COMMENTS: RE: [REDACTED]

LET ME KNOW IF YOU NEED ANY

FURTHER INFORMATION [REDACTED]

3 5 4 6 3 1

Cox &amp; Cohea Chevrolet-Buick, Inc.

851 W. Pearce Blvd. \* P.O. Box 366

Wentzville, MO 63385

(636) 327-6268 \* (636) 332-0007

\*ACCOUNTING\*

PAGE 1

OME:

BUS:

SERVICE ADVISOR: 114 BARBARA ROHAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
LUE	06	CHEVROLET COBALT	1G1AM15B66		2/6	
SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
IS		17:00	28DEC05		95.00	CASH
R.O. OPENED	READY	OPTIONS: STK:F422 DLR:1 ENG:LE5 TRN:MX0				

4:52 28DEC05	1:37 30DEC05	LINE	OPCODE	TECH	TY	E A/HRS	S/HRS	SALE	COMP	LIST	NET	TOTAL
NEW VEHICLE IN PECTION PAID												
CAUSE: PDI												
Z7010 NEW VEHICLE INSPECTION-PAID												
109	WPDI	1.30	1.30			12146					121.46	121.46
FC: 99	AR#:	COUNT: 0										
CLAIM TYPE:												
AUTH CODE:												
MG												

JAN - 5 2006

PDI RELATED FLUID ADDS												
CAUSE: PDI FLUID												
Z6999 PDI RELATED FLUID ADDS												
109	WC4	0.00	0.00			0					0.00	0.00
FC: 99	AR#:	COUNT: 0										
CLAIM TYPE: I												
AUTH CODE:												
MG												

PDI RELATED FLUID ADDS												
CAUSE: PDI FLUID												
Z6999 PDI RELATED FLUID ADDS												
109	WC4	0.00	0.00			0					0.00	0.00
FC: 99	AR#:	COUNT: 0										
CLAIM TYPE: I												
AUTH CODE:												
MG												

ACCOUNT	SALE	CONTROL	ACCOUNT	SALE	CONTROL
	12146			0	
	12146	*****	753226	0	*****

SAL COMP TOTALS 12146 0

ACCOUNTING COPY

## STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
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

34553

3 6 4 2 0 4

Cox &amp; Cohea Chevrolet-Buick, Inc.

851 W. Pearce Blvd. • P.O. Box 366

Wentzville, MO 63383

(636) 327-6268 • (636) 332-0007

www.coxandcohea.com

\*ACCOUNTING\*

DUPLICATE 1  
PAGE 1

ARRENTON, MO

OME: [REDACTED] BUS:

SERVICE ADVISOR: 112 JEFFREY CRAIG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	06	CHEVROLET COBALT	1G1AM15B667 [REDACTED]		7980/7980	T1266	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	IN V. DATE
03JUN06 IS			17:00 28AUG06		97.00	CASH	28AUG06
R.O. OPENED		READY	OPTIONS: STK:F422 DLR:1 ENG:LE5 TRN:MX0 1)GMFP MAJOR GUARD 60/75 0 DED 2)EXP 03JUN11/75042 MILES				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	SALE	COMP	LIST	NET	TOTAL
1			STEERING WHEEL VIBRATES WHEN BRAKES ARE APPLIED							
CAUSE: WARPED										
H0127 R&R FRONT BRAKE ROTRS AND RESURFACE										
100			WC4	1.80	1.80				174.60	174.60
FC: 4N PAR# COUNT: 0										
CLAIM TYPE:										
AUTH CODE:										
OR										

B CUSTOMER STATE: RIGHT FRONT DOOR PANEL PART IS LOOSE										
OP ORDER PART										
100			CP	0.00	0.00				0.00	0.00
C CS KNOCKING NOISE WHEN SITTING AT IDLE (NOISE FROM UNDERHOOD)										
CAUSE: PER TECH ASSIST CASE#1260886										
100			WC4	1.00	1.00				97.00	97.00

FC: 11032										
PART#:										
COUNT: 0										
CLAIM YPI:										
AUTH CODE:										
NM										
0 TPARTS										
9700 TLABOR										

ACCOUNT	SALE	CONTROL	ACCOUNT	SALE	CONTROL
[REDACTED]	2716	[REDACTED]	[REDACTED]	0	[REDACTED]
[REDACTED]	2716	*****	[REDACTED]	0	*****

AUG 28 2006

B

SALE &amp; COMP TOTALS

27160

0

ACCOUNTING COPY

## STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
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

34553

3 6 5 0 2 4

Cox &amp; Cohea Chevrolet-Buick, Inc.

851 W. Pearce Blvd. • P.O. Box 366

Wentzville, MO 63385

(636) 327-6268 • (636) 332-0007

www.coxandcohea.com

\*ACCOUNTING\*

PAGE 1

ARRENTON, MO

OME: [REDACTED] BUS:

SERVICE ADVISOR: 123 JOHN T HOLLINGSHEAD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	06	CHEVROLET COBALT	1G1AM15B667	[REDACTED]	10050/10050	T1861
N. SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
03JUN06	IS		WAIT 18SEP06		97.00	CASH
R.O. OPENED		READY	OPTIONS:	STK:F422 DLR:1	ENG:LE5 TRN:MX0 1)GMFP	18SEP06
			MAJOR GUARD 60/75 0 DED 2)EXP 03JUN11/75042 MILES			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	SALE	COMP	LIST	NET	TOTAL
1			INSTALL SOP DOOR PULL POCKET ESCUTCHIONS							
2			CAUSE: REPLACED BOTH FRONT DOOR BEZELS							
3			C9741 FRONT DOOR TRIM PULL CAP LEFT & RIGHT-REPLACE							
4			100 W04 0.20 0.20			1940			19.40	19.40
5			1 15890405 F-BEZEL			280	0	3.50	2.80	2.80
6			1 15876605 F-BEZEL			280	0	3.50	2.80	2.80
7			FC: 2K							
8			PART#: 15890405							
9			COUNT: 2							
10			CLAIM TYPE:							
11			AUTH CODE:							
12			ON							

560 TPARTS

1940 TLABOR

ACCOUNT	SALE	CONTROL	ACCOUNT	SALE	CONTROL
[REDACTED]	1940	[REDACTED]	[REDACTED]	560	[REDACTED]
[REDACTED]	2500	*****	[REDACTED]		

SEP 18 2006

SALE, &amp; COMP TOTALS

2500 0

ACCOUNTING COPY

## STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
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



54.53

3 6 5 9 5 2

Cox &amp; Cohea Chevrolet-Buick, Inc.

851 W. Pearce Blvd. · P.O. Box 366

Wentzville, MO 63385

(636) 327-6268 · (636) 332-0007

www.coxandcohea.com

\*ACCOUNTING\*

PAGE 1

WARRENTON MO

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 120 MICHAEL S COSTA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	06	CHEVROLET COBALT	1G1AM15B667	[REDACTED]	11900/11900	
IN SERVICE DATE	PROD. L.	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
03JUN06 IS			17:00 13OCT06		97.00	CASH
R.O. OPENED	READY	OPTIONS: STK:F422 DLR:1 ENG:LE5 TRN:MX0 1)GMPP MAJOR GUARD 60/75 0 DED 2)EXP 03JUN11/75042 MILES				

12:52 11OCT06	1:29 12OCT06	TYPE A/HRS	S/HRS	SALE	COMP	LIST	NET	TOTAL
LINE OPCODE TECH	S WIPERS DO NOT ACTIVATE AFTER LAST REPAIR							
A CUSTOMER STAT	T WINDSHIELD WIPER CONNECTOR							
NC RECONNE	10	IM	0.00	0.00			0.00	0.00
B** ONE DAY REM	FOR LOANER CAR							
Z7901 ONE	12	IM	0.00	0.00			0.00	0.00
SUBL ENTERPRISE	10	IM			3500		35.00	35.00
FC: 98								

ACCOUNT	SALE	CONTROL	ACCOUNT	SALE	CONTROL
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3500	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	3500	[REDACTED]

OCT 12 2006

B

SALE &amp; COMP TOTALS

3500 0

## STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE



DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
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

ACCOUNTING COPY

54553

3 6 6 4 3 0

Cox &amp; Cohea Chevrolet-Buick, Inc.

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

\*ACCOUNTING\*

DUPLICATE 3  
 PAGE 1

ARRENTON MO

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 120 MICHAEL S COSTA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	06	CHEVROLET COBALT	1G1AM15B667	[REDACTED]	13528/13528	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
03JUN06 IS			17:00 30OCT06		97.00	CASH
R.O. OPENED		READY	OPTIONS: STK:F422 DLR:1 ENG:LE5 TRN:MX0 1)GMP			
			MAJOR GUARD 60/75 0 DED 2)EXP 03JUN11/75042 MILES			

LINE	OPCODE	TECH	TYPE A/HRS	S/HRS	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATEMENT: SIR BAG LIGHT HAS BEEN ON INTERMITTANTLY									
46 INTERMITTANT FAULT CODE/REPLACED SIR COIL FOR									
CUSTOMER SATISFACTION/GOOD WILL COX AND									
COHEA CHEVY-BUICK									
			IMTX	1.50	1.50		3750	37.50	37.50
			1 159237	70 COIL			3679	0 51.63	36.79
MISC SHELL/WENTZVILLE TIRE FUEL									
			IMTX				615	6.15	6.15
B CUSTOMER STATEMENT: BRAKES PULSATE WHEN BRAKING AT HIGHWAY SPEED									
H0127 REPLACED FRONT AND REAR BRAKE ROTORS FOR									
CUSTOMER SATISFACTION/GOOD WILL COX AND									
COHEA CHEVY-BUICK									
			IMTX	2.00	2.00		5000	50.00	50.00
			2 22705	56 ROTOR			13118	0 104.94	65.59
			2 15856	55 ROTOR			19556	0 156.44	97.78
C** 5 DAYS RENTAL REMB									
			27905	5 DAYS RENTAL REMB				0.00	0.00
			IMTX	0.00	0.00		0		
SUBL ENTERPRISE RENTAL INV#60412									
			IMTX				17498	174.98	174.98

ACCOUNT	SALE	CONTROL	ACCOUNT	SALE	CONTROL
[REDACTED]	879		[REDACTED]	36353	
[REDACTED]	61		[REDACTED]	17498	
[REDACTED]	289		[REDACTED]	66166	*****
				48608	
				17498	

NOV 15 2006

NOV 15 2006

ACCOUNTING COPY

SALE COMP TOTALS

63216 0

## STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

## DESCRIPTION

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

54553

3 6 5 6 3 0

Cox &amp; Cohea Chevrolet-Buick, Inc.

851 W. Pearce Blvd. • P.O. Box 366

Wentzville, MO 63335

(636) 327-6268 • (636) 332-0007

www.coxandcohea.com

\*ACCOUNTING\*

DUPLICATE 2

PAGE 1

WARRENTON, MO

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 116 GREGORY W SMITH

SERVICE ADVISOR: 116 GREGORY W SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	06	CHEVROLET COBALT	1G1AM15B667		11814/12170	T9315	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JUN06 IS			17:00 04OCT06		97.00	CASH	15NOV06
R.O. OPENED		READY	OPTIONS: STK:F422 DLR:1 ENG:LE5 TRN:MX0 1)GMPP MAJOR GUARD 60/75 0 DED 2)EXP 03JUN11/75042 MILES				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATE		PASSENGER FRONT INSIDE DOOR TRIM IS LOOSE C3300 PLATT, FRONT DOOR ARMREST SWITCH MOUNTING - R&R (R) REPLACE RIGHT 100 IMTX 0.20 0.20 [REDACTED] 1000 10.00 10.00 1 22720 99 PLUG [REDACTED] 925 0 12.98 9.25 9.25							
B	CUSTOMER STATE		S BRAKES PULSATE, HISTORY OF REPAIR TECH #100 CAUSE: OUT OF BALANCE/RESURFACED H0042 RESURFACED BOTH FRONT AND REAR BRAKE ROTORS 10 WC4 1.60 1.60 [REDACTED] 15520 155.20 155.20 FC: 3M PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: 04							

04		0 TPARTS	
		15520 TLABOR	
C CUSTOMER STATE		S POP IN STEERING WHEN TURNING RIGHT	
CAUSE: REPLACED STEERING COLUMN			
E7680 ELECTRONIC STEERING COLUMN			
10	WC4 2.50 2.50	24250	242.50 242.50
1 15800 40	SHAFT KIT	10779	0 135.06 107.79 107.79
1 15782 90	LINK	5019	0 62.90 50.19 50.19
1 10394 24	COLUMN KI	61890	0 775.56 618.90 618.90
PC: 2E			
PART#: 10894224			
COUNT: 3			
CLAIM TYPE:			
AUTH CODE: E			
NP			

NP										77688 TPARTS	
										24250 TLABOR	
D ONE DAY REM FOR LOANER CAR											
CAUSE: COMPLETE )											
27903 THREE DAYS FACTORY RENTAL											
100 WC4 0.00 0.00 0 0.00 0.00											
TOTALS											

ACCOUNTING COPY

## STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE



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

ACCOUNTING COPY

545,53

**3 6 5 6 3 0**

**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](http://www.coxandcohea.com)

**\*ACCOUNTING\***

DUPLICATE 2  
PAGE 2

SERVICE ADVISOR: 116 GREGORY W SMITH

WARRENTON, MO

HOME [REDACTED] BUS:

COLOR	YEAR	CH	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	06	C1	FILLET COBALT	1G1AM15B667		11814/12170	T9315	
N SERVICE DATE	PROD. DATE	SW	ARR. EXP.	PROMISED	PQ NO.	RATE	PAYMENT	INV. DATE
3JUN06	IS			17:00	04OCT06	97.00	CASH	15NOV06
R.O. OPENED			READY	OPTIONS: STK:F422 DLR:1 ENG:LE5 TRN:MX0 1)GMPP MAJOR GUARD 60/75 0 DED 2)EXP 03JUN11/75042 MILES				

LINE	OPCODE	TECH	FYI	E A/HRS S/HRS	SALE	COMP	LIST	NET	TOTAL
	FC:	98	AR	#:	COUNT:	0			
	CLAIM T	PE:							
	AUTH CO	E:							
	MJ								

0 TEARTS  
0 TLABOR


DESCRIPTION	QTY	UNIT	PRICE	TOTAL	TAX	TOTAL TAX
UBI ENTERPRISE						
DAYS AT 35.24						
WC4			111.01	111.01		111.01
FC: 98						
GREASE, OIL AND FILTER CHANGE						
1 GREASE, OIL AND FILTER CHANGE						
100 IMTX 0.50 0.50			10.00	10.00		10.00
1 125791 3 1 1 FILTER			5.60	5.60		5.60
5 OIL MT 1 OIL			2.19	2.19		2.19
			10.95	10.95		10.95

ACCOUNT	SALE	CONTROL	ACCOUNT	SALE	CONTROL
[REDACTED]	2000	[REDACTED]	[REDACTED]	1485	[REDACTED]
	39770			77688	
	11101			1095	
	205			4785	*****
	128559	*****			

NOV 15 2006

██████████, SALE	& COMP TOTALS	██████████	133139	0
------------------	---------------	------------	--------	---

# ACCOUNTING COPY

STATEMENT OF DISCLAIMER		DESCRIPTION	TOTALS
<p>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.</p> <p>CUSTOMER SIGNATURE</p> <p></p>	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**

1/04 1300 22500 0 \*\*\*\*\*

SALE	& COMP TOTALS	46291	0
------	---------------	-------	---

**ACCOUNTING COPY**

STATEMENT OF DISCLAIMER		DESCRIPTION	TOTALS
<p>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.</p> <p>CUSTOMER SIGNATURE</p>		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**

## CDR File Information

Vehicle Identification Number	1G1AK55F567 [REDACTED]
Investigator	Neal Matheson
Case Number	PAR71-524491710
Investigation Date	Monday, June 18 2007
Crash Date	Thursday, May 31 2007
Filename	1G1AK55F567 [REDACTED].CDR
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

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

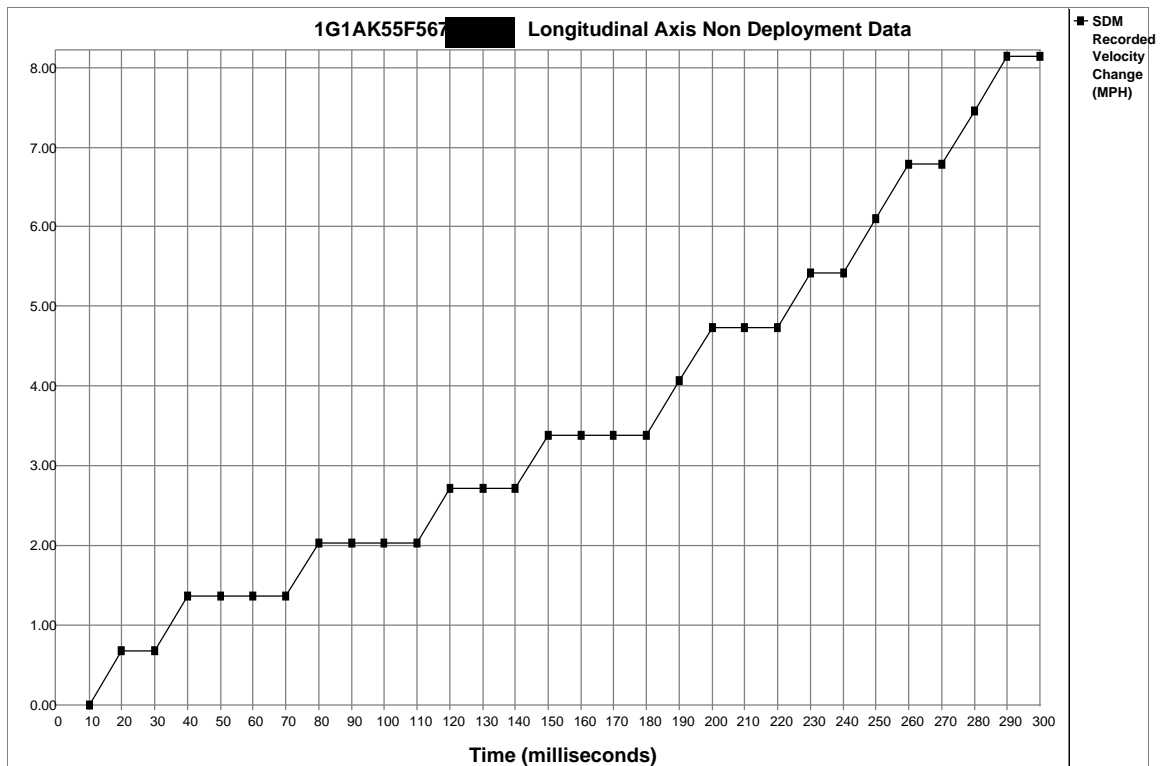
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	75	74	72	69	31
Engine Speed (RPM)	2624	2560	2496	2240	1024
Percent Throttle	18	18	18	17	15
Accelerator Pedal Position (percent)	0	0	0	0	0
Antilock Brake System Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Lateral Acceleration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

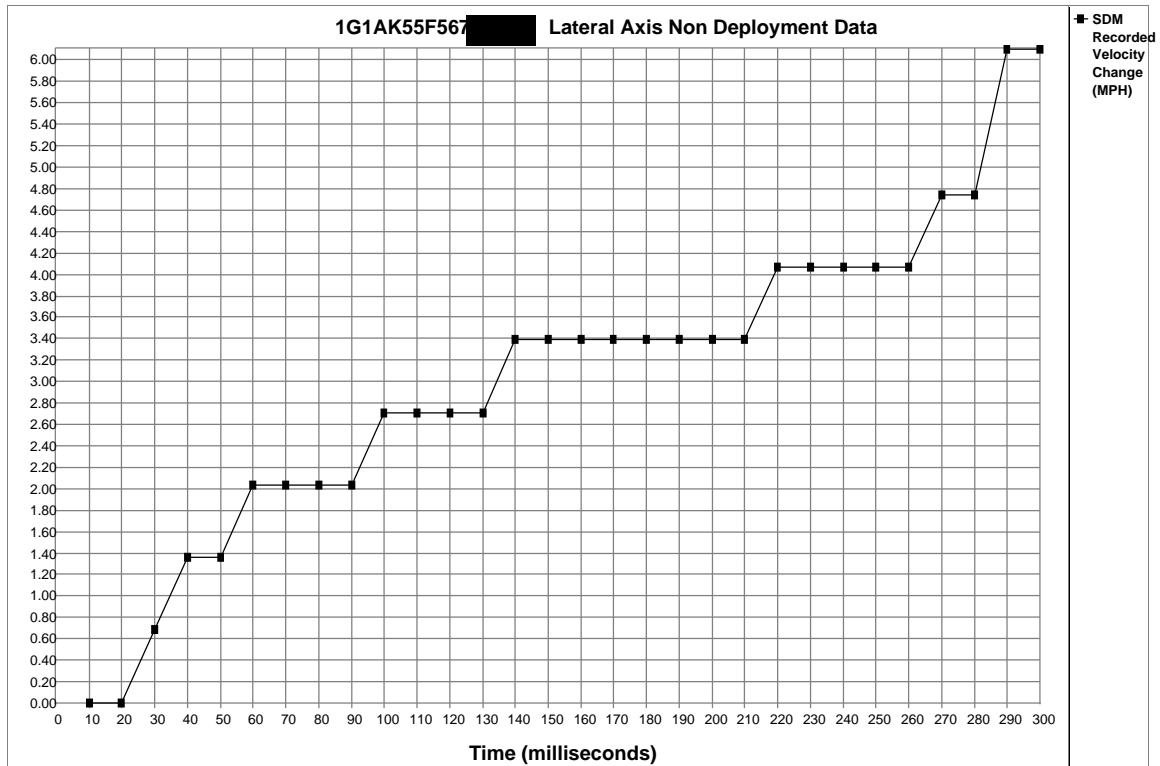
## System Status At Non-Deployment

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 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

```
$01 00 00 00 00 58 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 90 11
$07 00 09 00 00 00 00 00
$08 E5 88 00 00 00 00 00
$09 00 AB A8 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 05 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F A2 00 00 00 00 00 00
$10 47 31 41 4B 35 35 46
$11 35 36 37 37 30 38 38
$12 33 30 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 04 03 03 03 00 00 00
$18 03 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 00 00 67 00 7A 00
$1C 3F 00 00 02 00 1A 00
$1D 00 00 00 00 00 00 00
$1E 4F 00 00 4F 00 01 00
$1F 31 C1 00 00 00 23 00
$20 40 00 00 00 00 00 00
$21 FF FF 00 00 50 00 00
$22 00 92 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 05 80 00 00
$2F 00 FE 0E BA 05 00 00
$30 9D 00 00 00 00 00 00
$31 00 00 00 00 00 00 00
$32 00 00 00 00 00 00 00
$33 26 2C 2D 2D 2D 00 00
$34 10 23 27 28 29 00 00
$35 32 6F 74 77 79 00 00
$36 00 00 00 00 00 00 00
$37 00 00 00 04 04 00 E2
$38 A0 00 00 00 03 C0 00
$39 00 00 00 00 00 80 00
$3A 00 00 00 00 00 80 00
$3B 03 06 0C 00 00 00 00
$3C 00 00 00 00 00 00 C0
$3D 31 41 4B 35 35 46 00
$3E 36 70 88 30 00 00 00
$3F 00 00 90 00 00 00 00
$40 20 A5 00 00 00 00 00
$41 00 00 00 00 00 00 00
$42 00 FF F0 05 7A 00 00
$43 FE 0E B5 00 00 00 00
```

\$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 05 00  
\$4D 05 06 05 07 05 07 00  
\$4E 06 07 06 08 06 08 00  
\$4F 06 09 06 0A 07 0A 00  
\$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 FF 00  
\$6C FF FF FF FF FF FF 00  
\$6D FF FF FF FF FF FF 00  
\$6E FF FF FF FF FF FF 00  
\$6F FF FF FF FF FF FF 00  
\$70 FF FF FF FF FF FF 00  
\$71 FF FF FF FF FF FF 00  
\$72 FF FF FF FF FF FF 00  
\$73 FF FF FF FF FF FF 00  
\$74 FF FF FF FF FF FF 00  
\$75 FF FF FF FF FF FF 00  
\$76 FF FF FF FF FF FF 00  
\$77 FF FF FF FF FF FF 00  
\$78 F0 00 00 F0 00 00 00  
\$79 81 FF FF FF 00 00 00  
\$7A 82 FF FF 00 00 00 00  
\$7B FF FF FF FF FF FF 00

\$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01  
\$02 01 02 03 04  
\$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01  
\$04 01 02 03 04  
\$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$06 FF FF FF FF  
\$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$08 FF FF FF FF  
\$0D 41 48 32 39 35 31 52 35 32 35 32 31 33 48 4B 43  
\$0E 01 5A 4B 31  
\$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30  
\$10 01 02 03 04  
\$13 42 52 30 31 33 34 56 31 05 32 39 32 43 37 4C 37  
\$14 01 5A 74 02  
\$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$18 FF FF FF FF  
\$21 33 19 2A B4 E6 87 91 9A  
\$22 90 11  
\$23 31 41 FA FA FA FA FA  
\$24 31 41 FA FA FA FA FA  
\$25 32 41 FA FA FA FA FA  
\$26 32 41 FA FA FA FA FA  
\$40 00 00  
\$41 3F 00 00 02 00 1A  
\$42 F0 C4  
\$43 00 00 8E 80  
\$44 C6 00 00 FC C0 C0

```
$45 07 01 07 01 05 01
$46 FF 1A 1A 64 64
$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 39 30 31 31 32 31 32 50 56 45 20 20 20 20
$B7 50 AA 04 0F 03
$B8 41 57 68 09 19
$C1 30 46 30 33
$CA 30 46 30 33
$CB 01 5A D1 33
$CC 01 5A D1 33
$D1 00 00
$DB 00 00
$DC 00 00
```

## Comments

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

May 26, 2011

[REDACTED]  
Mesa, AZ [REDACTED]

Service request: 71-524491710

Vehicle Identification Number: 1G1AK55F567 [REDACTED]

Customer Relationship Specialist: Shelia McGhee

Dear [REDACTED]

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

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

Customer's Name: [REDACTED]  
Vehicle Brand: Chevrolet  
File ☐ 71-524491710

Inspection Date: 06/18/2007  
Model: 2006, COBALT  
VIN: 1G1AK55F567 [REDACTED]

Mileage at Inspection: 29341

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 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, [REDACTED], is a well known local News Anchor, FOX TV Ch. 10, Phoenix AZ. <MyFoxPhoenix.com>  
The driver was his 19 year old daughter, [REDACTED]

No injuries are being alleged.

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: ☒ 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? ☒ 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, [REDACTED] 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.

{



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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File ☐ **71-524491710**

Inspection Date: **06/18/2007**  
Model: **2006, COBALT**  
VIN: **1G1AK55F567** [REDACTED]

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities ):  
**Female, 19 yrs., 5'4", 115#, no disabilities.**

If there was a collision:

Describe extent of any injuries to the Driver: **No injuries**

{

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

What was the exact location of the incident. **Highway 202, westbound, near the Country Club Exit.**

**Driving conditions at the time of the incident:**

Weather conditions & Visibility: **Clear, unlimited** Approximate Temp (°F): **100 deg.**

Road Surface: ☐ Concrete ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt

Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {

Shoulder ☒ Curb ☐: ☐ Concrete ☐ Asphalt ☒ Gravel ☐ Crushed rock ☐ Dirt

Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {

Posted Speed Limit **65 mph.**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **None**

**Length of Drive Prior to incident:**

Total Time (hrs. & mins.): **45 minutes** Distance (miles): **45 mi.**

Estimate of vehicle speed: **65** mph Source of est. **Driver**

Estimated vehicle speed at impact: **Unknown** mph Source of est. **Driver**

**(Do Not report speed information from the Vetronix data here)**

If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.

<b>Steering</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe {</b> _____
<b>Suspension</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe {</b> _____
<b>Brakes</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe {</b> _____
<b>Engine</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe {</b> _____
<b>Electrical</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe {</b> _____

**Were any warning lights illuminated or driver information center messages displayed?** ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **Driver states there were no warning lights, noises, vibrations, or other indications.**

Describe any evasive action: ☒ Turning ☒ Braking ☐ Accelerating ☐ Other: { \_\_\_\_\_

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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File ☐ **71-524491710**

Inspection Date: **06/18/2007**  
Model: **2006, COBALT**  
VIN: **1G1AK55F567** [REDACTED]

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?: ☒ 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 ☒ 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? ☒ 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? ☒ No ☐ Yes If yes, describe: { \_\_\_\_\_ }

Prior collision repair? ☒ No ☐ Yes If yes, describe: { \_\_\_\_\_ }

Repaired by whom? (name, address, phone) **NA**

Prior chassis system service, repair, or replacement? ☒ No ☐ Yes If yes, describe what was done: { \_\_\_\_\_ }

Prior electrical system components serviced, repaired, or replaced by whom? ( name, address, phone number)

**None**

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☒ 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:**

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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File # **71-524491710**

Inspection Date: **06/18/2007**  
Model: **2006, COBALT**  
VIN: **1G1AK55F567** [REDACTED]

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)

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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File # **71-524491710**

Inspection Date: **06/18/2007**  
Model: **2006, COBALT**  
VIN: **1G1AK55F567** [REDACTED]

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.**

**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**

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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File # **71-524491710**

Inspection Date: **06/18/2007**  
Model: **2006, COBALT**  
VIN: **1G1AK55F567** [REDACTED]

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

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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File # **71-524491710**

Inspection Date: **06/18/2007**  
Model: **2006, COBALT**  
VIN: **1G1AK55F567** [REDACTED]

Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars, trailing arms properly attached and undamaged. LR	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: <b>U2015 Theft Deterrent system, and B3950 left turn signal.</b>
Electrical (normal, other)	<b>All systems appear normal except rear lights.</b> <b>All fuses in the Power Distribution Center were verified to have continuity.</b>
Warning lights/messages displayed? Describe and obtain codes using a Tech II	<b>No warning lights are displayed.</b> <b>All lights function with bulb check. See photo # 16.</b>
Anything components missing?	<b>No missing items were noted.</b>
Other	<b>None</b>

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.

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

Customer's Name: [REDACTED]  
 Vehicle Brand: **Chevrolet**  
 File # **71-524491710**

Inspection Date: **06/18/2007**  
 Model: **2006, COBALT**  
 VIN: **1G1AK55F567** [REDACTED]

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

**TIRE AND WHEEL INSPECTION**

1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch	
LF	<b><u>Sumi/OHTSU</u></b>	<b><u>Negotiator</u></b> <b><u>NH60</u></b>	<b><u>P195/60R15</u></b>	<b><u>32</u></b>	<b><u>7</u></b>	<b><u>7TCB 3MC2 3306</u></b>
RF	<b><u>Sumi/OHTSU</u></b>	<b><u>Negotiator</u></b> <b><u>NH60</u></b>	<b><u>P195/60R15</u></b>	<b><u>31</u></b>	<b><u>7</u></b>	<b><u>7TCB 3MC2 3306</u></b>
LR	<b><u>Continental</u></b>	<b><u>Touring</u></b> <b><u>Contact AS</u></b>	<b><u>P195/60R15</u></b>	<b><u>Flat</u></b>	<b><u>7</u></b>	<b><u>ACV9 BLC</u></b>
RR	<b><u>Sumi/OHTSU</u></b>	<b><u>Negotiator</u></b> <b><u>NH60</u></b>	<b><u>P195/60R15</u></b>	<b><u>33</u></b>	<b><u>8</u></b>	<b><u>7TCB 3MC2 3306</u></b>

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

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF, RR and LR).

**LF 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 from 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)

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<b><u>P195/60R15</u></b>	<b><u>30</u></b>	<b><u>30</u></b>
SPARE TIRE	<b><u>P195/60R15</u></b>	<b><u>30</u></b>	<b><u>30</u></b>

**Section 7 SITE INSPECTION**

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

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



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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File # **71-524491710**

Inspection Date: **06/18/2007**  
Model: **2006, COBALT**  
VIN: **1G1AK55F567** [REDACTED]

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

- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

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

**Comments:**

The cable barrier is in the median of the three lane divided 202 freeway. The barrier has since been repaired and the exact site is unknown, and traffic is heavy, consequently, no site inspection was made. See photos, # 51 & 52 for a representative image of the area.

{  
 {  
 {  
 {

**Section 8 COMMENT OVERFLOW**

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

None

{  
 {  
 {  
 {

**Section 9 OTHER REPORT INFORMATION**

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

**Attachments: (Check all that apply)**

- X **Photographs** 52 images w/ Photo Log.
- X **Data Downloads** Vetronix download.
- X **Other Records** Body Shop repair estimate.



## CDR File Information

Vehicle Identification Number	1G1AK55F567 [REDACTED]
Investigator	Neal Matheson
Case Number	PAR71-524491710
Investigation Date	Monday, June 18 2007
Crash Date	Thursday, May 31 2007
Filename	1G1AK55F567 [REDACTED].CDR
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

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

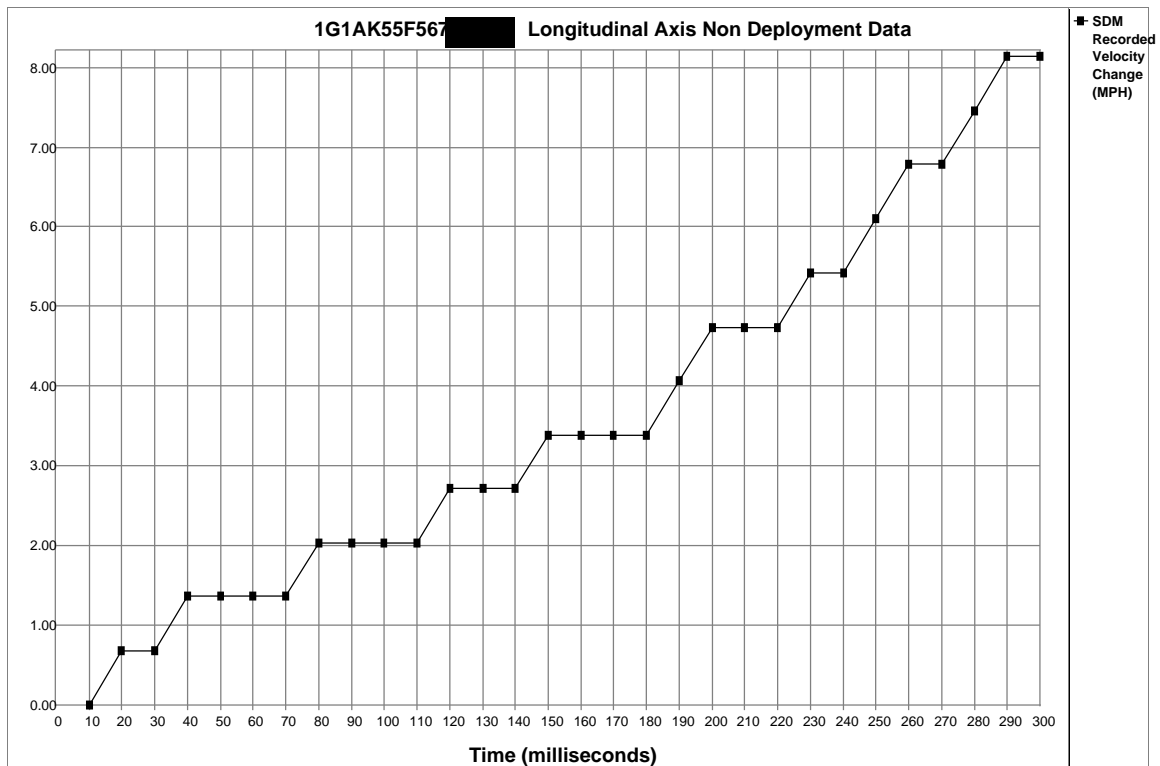
## Pre-crash data

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/s <sup>2</sup> )(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0

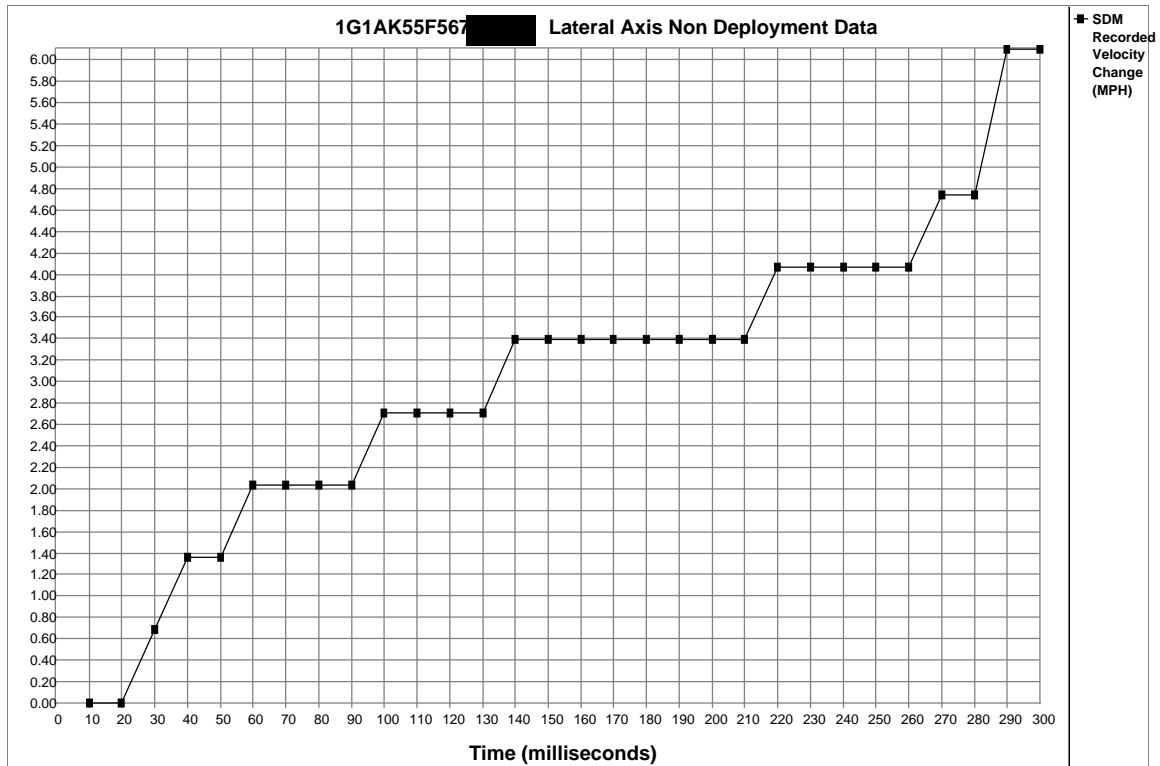
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid

## System Status At Non-Deployment

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 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

```
$01 00 00 00 00 58 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 90 11
$07 00 09 00 00 00 00 00
$08 E5 88 00 00 00 00 00
$09 00 AB A8 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 05 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F A2 00 00 00 00 00 00
$10 47 31 41 4B 35 35 46
$11 35 36 37 37 30 38 38
$12 33 30 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 04 03 03 03 00 00 00
$18 03 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 00 00 67 00 7A 00
$1C 3F 00 00 02 00 1A 00
$1D 00 00 00 00 00 00 00
$1E 4F 00 00 4F 00 01 00
$1F 31 C1 00 00 00 23 00
$20 40 00 00 00 00 00 00
$21 FF FF 00 00 50 00 00
$22 00 92 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 05 80 00 00
$2F 00 FE 0E BA 05 00 00
$30 9D 00 00 00 00 00 00
$31 00 00 00 00 00 00 00
$32 00 00 00 00 00 00 00
$33 26 2C 2D 2D 2D 00 00
$34 10 23 27 28 29 00 00
$35 32 6F 74 77 79 00 00
$36 00 00 00 00 00 00 00
$37 00 00 00 04 04 00 E2
$38 A0 00 00 00 03 C0 00
$39 00 00 00 00 00 80 00
$3A 00 00 00 00 00 80 00
$3B 03 06 0C 00 00 00 00
$3C 00 00 00 00 00 00 C0
$3D 31 41 4B 35 35 46 00
$3E 36 70 88 30 00 00 00
$3F 00 00 90 00 00 00 00
$40 20 A5 00 00 00 00 00
$41 00 00 00 00 00 00 00
$42 00 FF F0 05 7A 00 00
$43 FE 0E B5 00 00 00 00
```

\$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 05 00  
\$4D 05 06 05 07 05 07 00  
\$4E 06 07 06 08 06 08 00  
\$4F 06 09 06 0A 07 0A 00  
\$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 FF 00  
\$6C FF FF FF FF FF FF 00  
\$6D FF FF FF FF FF FF 00  
\$6E FF FF FF FF FF FF 00  
\$6F FF FF FF FF FF FF 00  
\$70 FF FF FF FF FF FF 00  
\$71 FF FF FF FF FF FF 00  
\$72 FF FF FF FF FF FF 00  
\$73 FF FF FF FF FF FF 00  
\$74 FF FF FF FF FF FF 00  
\$75 FF FF FF FF FF FF 00  
\$76 FF FF FF FF FF FF 00  
\$77 FF FF FF FF FF FF 00  
\$78 F0 00 00 F0 00 00 00  
\$79 81 FF FF FF 00 00 00  
\$7A 82 FF FF 00 00 00 00  
\$7B FF FF FF FF FF FF 00

\$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01  
\$02 01 02 03 04  
\$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01  
\$04 01 02 03 04  
\$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$06 FF FF FF FF  
\$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$08 FF FF FF FF  
\$0D 41 48 32 39 35 31 52 35 32 35 32 31 33 48 4B 43  
\$0E 01 5A 4B 31  
\$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30  
\$10 01 02 03 04  
\$13 42 52 30 31 33 34 56 31 05 32 39 32 43 37 4C 37  
\$14 01 5A 74 02  
\$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$18 FF FF FF FF  
\$21 33 19 2A B4 E6 87 91 9A  
\$22 90 11  
\$23 31 41 FA FA FA FA FA  
\$24 31 41 FA FA FA FA FA  
\$25 32 41 FA FA FA FA FA  
\$26 32 41 FA FA FA FA FA  
\$40 00 00  
\$41 3F 00 00 02 00 1A  
\$42 F0 C4  
\$43 00 00 8E 80  
\$44 C6 00 00 FC C0 C0



```
$45 07 01 07 01 05 01
$46 FF 1A 1A 64 64
$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 39 30 31 31 32 31 32 50 56 45 20 20 20 20
$B7 50 AA 04 0F 03
$B8 41 57 68 09 19
$C1 30 46 30 33
$CA 30 46 30 33
$CB 01 5A D1 33
$CC 01 5A D1 33
$D1 00 00
$DB 00 00
$DC 00 00
```

## 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: [REDACTED]  
Vehicle Brand: Chevrolet  
File # 71-524491710

Inspection Date: 06/18/2007  
Model: 2006 Cobalt  
VIN: 1G1AK55F567 [REDACTED]

Inspector Neal Matheson

Number of Rolls \_\_\_\_\_

Roll Number

<u>Neg.#</u>	<u>Description</u>
0	_____
1.	<u>VIN – Door Label.</u>
2.	<u>Vehicle – Front.</u>
3.	<u>Vehicle – LF, site line view.</u>
4.	<u>Vehicle – Left side.</u>
5.	<u>Vehicle – LR, site line view.</u>
6.	<u>Vehicle – Rear.</u>
7.	<u>Vehicle – RR, site line view.</u>
8.	<u>Vehicle – Right side.</u>
9.	<u>Vehicle – RF, site line view</u>
10.	<u>Vehicle – LR quarter.</u>
11.	<u>Vehicle – LR corner, view from rear, note barrier cable indentation across rear of trunk.</u>
12.	<u>Tire/ Wheel – LF, note bent wheel, stones between wheel cover and wheel.</u>
13.	<u>Antenna – SIRIUS radio external antenna at top of windscreen.</u>
14.	<u>Panel – Control, note: aftermarket radio, IPOD interface cord, debris on passenger floor.</u>
15.	<u>Cluster – Instrument w/ odometer</u>
16.	<u>Cluster – Instrument w/ bulb check.</u>
17.	<u>Vehicle – Rear, view from left side, note bumper supt. bar, no visible bend, cable impression on trunk rear.</u>
18.	<u>Compartment – Engine.</u>
19.	<u>Compartment – Passenger, view from driver door.</u>
20.	<u>Compartment – Rear passenger.</u>
21.	<u>Floor – Driver side.</u>
22.	<u>Floor – Passenger side.</u>
23.	<u>Box – Fuse Power Distribution Center.</u>
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.	<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.	<u>Suspension, RR, Note leaking shock absorber.</u>
34.	<u>Steering – LF, Knuckle, tie rod.</u>
35.	<u>Steering – RF Knuckle, tie rod.</u>
36.	<u>Gear – Steering rack &amp; pinion.</u>
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 outboard.</u>
42.	<u>Tire/Wheel – LR. Note slash inboard at arrow.</u>
43.	<u>Tire/Wheel – LF,. Note bent wheel, stones lodged between wheel &amp; cover.</u>
44.	<u>Tech II Screen 1– DTC info. Codes stored = body module, theft deterrent module.</u>
45.	<u>Tech II screen 2 – DTC info. Codes stored = none.</u>

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 06/18/2007

Vehicle Brand: Chevrolet

Model: 2006 Cobalt

File # 71-524491710

VIN: 1G1AK55F567 [REDACTED]

- 46     Tech II screen 3 – DTC info. Codes stored =
- 47     Tech II screen – Theft deterrent code U2015, lost com.. w/ engine control system.
- 48     Tech II screen – Body control module code B3950, left turn signal
- 49     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 85072  
PHONE 602-225-3740 FAX 866-746-1478

\*\*\* ESTIMATE \*\*\*

06/01/2007

**Owner**

Owner: [REDACTED]  
Address: [REDACTED]  
City State Zip: MESA, AZ [REDACTED]

**Control Information**

Claim #: [REDACTED]  
Loss Date/Time: 05/30/2007  
Deductible: \$500.00

Insured Policy #: [REDACTED]  
Loss Type: Collision

Ins. Company: American Family Insurance  
Insured: [REDACTED]  
Address: [REDACTED]

(480)841-2020

**Inspection**

Inspection Date: 05/31/2007 06:36 PM  
Inspection Location: Brown and Brown Col Center  
Address: 162 E First Ave  
City State Zip: Mesa, 85210  
Primary Impact: Left Rear Corner  
Driveable: No  
Assigned Date/Time:  
First Contact Date/Time:

Inspection Type: Field  
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 Name: TAMI FARNSWORTH  
Address: PO BOX 52048  
City State Zip: Phoenix, AZ 85034  
Email: TFARNSWO@AMFAM.COM

Appraiser License #: [REDACTED]  
Work/Day: (480)856-3082  
FAX: (480)718-5299

**Repairer**

Repairer: BROWN AND BROWN CHEVROL  
Address: 145 E. MAIN STREET

Contact:  
Work/Day: (480)833-3456  
FAX: (480)827-3428

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

2008 Chevrolet Cobalt LS 4 DR Sedan

Claim #:

06/01/2007

## Vehicle

2008 Chevrolet Cobalt LS 4 DR Sedan

4cyl Gasoline 2.2

4 Speed Automatic

Lic. Plate: NONE  
 Lic. Expire:  
 Prod Date:  
 Veh Insp:  
 Condition:  
 Ext. Color: BLACK  
 Ext. Refinish: Two-Stage  
 Ext. Paint Code: 8555

Lic State: AZ  
 VIN: 1G1AK55F567  
 Mileage: 29,341  
 Mileage Type: Actual  
 Code: U2383A  
 Int. Color:  
 Int. Refinish:  
 Int. Trim Code:

## Options

Air Conditioning	Center Console	Cruise Control
Dual Airbags	Intermittent Wipers	Power Brakes
Power Steering	Rear Window Defroster	Rem Trunk-L/Gate Release
Tachometer	Theft Deterrent System	Tilt Steering Wheel
Tinted Glass	Trip Computer	Velour/Cloth Seats
Compact Disc Player		

## Damages

Line	Op	Guide	MC	Description	MFR/Part No.	Price	ADJ%	B%	Hours	R
1	E	29		Muffler Assembly	15283437 GM Part	\$486.09			0.4	ME
2	E	903		Wheel,Rear LT	9595085 GM Part	\$91.33			0.2	SM
3	L	903		Wheel,Rear LT	Refinish				0.6	RF
					0.5 Surface					
					0.1 Two-stage					
4	E	913		Cover,Front Wheel LT	9595091 GM Part	\$29.87				SM
5	E	915		Cover,Rear Wheel LT	9595091 GM Part	\$29.87				SM
6	EU	391	07	Panel Assy,Body Side LT	RECYCLED PART	\$275.00*	+25		0.0*	SM
				>> Precision qt #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 & I Assembly				2.8	SM
10	ET	389		Panel,Quarter LT	Partial Replace Labor				9.6	SM
11	L	389	13	Panel,Quarter LT	Refinish				4.1	RF
					2.5 Surface					
					0.5 Edge					
					0.6 Two-stage setup					
					0.5 Two-stage					
12	E	409		Shield,Quarter Panel LT	15241182 GM Part	\$22.81			INC	SM
13	EU	479		Deck Lid Assembly	RECYCLED PART	\$200.00*	+25		0.6	SM
				>> Precision qt #84553P						
14	L	479		Lid,Rear Deck	Refinish				3.5	RF
					2.1 Surface					
					1.0 Edge					
					0.4 Two-stage					
15	RI	496		Pnl,Lid Inner Trim	R & I Assembly				INC	SM
16	E	493		N/Plate,Deck Lid	15844047 GM Part	\$10.29			0.2	SM
17	E	498		Emblem,Deck Lid	22732490 GM Part	\$20.54			0.2	SM
18	RI	504		Cyl,Deck Lid Lock	R & I Assembly				INC	SM
19	E	490		Hinge,Deck Lid LT	15824370 GM Part	\$31.52			0.2	SM
20	L	490		Hinge,Deck Lid LT	Refinish				0.3	RF
					0.3 Surface					

06/01/2007 10:36 AM

Page 2 of 4

2006 Chevrolet Cobalt LS 4 DR Sedan

Claim #:

06/01/2007

Line	Op	Guide	MC	Description	MFR/Part No.	Price	ADJ%	B%	Hours	R
21	E	491		Hinge,Deck Lid RT	15824371 GM Part	\$31.52			0.2	SM
22	L	491		Hinge,Deck Lid RT	Refinish				0.3	RF
					0.3 Surface					
23	RI	482		W/Strip,Deck Lid	R & I Assembly				0.5	SM
24	E	509		Panel,Rear Body	15246335 GM Part	\$144.81			0.7	SM
25	L	509		Panel,Rear Body	Refinish				1.3	RF
					1.3 Surface					
26	EU	533		Taillamp Assembly LT	RECYCLED PART	\$45.00*	+25		INC	SM
				>> Precision qt #84553P						
27	EU	534		Taillamp Assembly RT	RECYCLED PART	\$45.00*	+25		INC	SM
				>> Precision qt #84553P						
28	RI	541		Lamp,High Mounted Stop	R & I Assembly				0.2	SM
29	EU	569		Cover,Rear Bumper	RECYCLED PART	\$375.00*	+25		0.3	SM
				>> Precision qt #84553P						
30	L	569		Cover,Rear Bumper	Refinish				3.1	RF
					2.6 Surface					
					0.5 Two-stage					
31	E	691	01	Beam,Rear Axle	15232763 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	I			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	Sublet Repair	\$3.00*				SM*
39	EC			W/SHIELD INSTALL KIT	Replace Economy	\$25.00*				SM*
40	SB			4 WHEEL ALIGN	Sublet Repair	\$69.95*				SM*
41	SB			LR WHEEL/MNT & BALANC	Sublet Repair	\$15.00*				SM*

41 Items

## MC Message

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

## Estimate Total &amp; Entries

Gross Parts	\$1,847.05	
Other Parts	\$986.00	
Paint Materials	\$343.20	
Line Item Markup	\$235.00	
Parts & Material Total		\$3,411.25
Tax on Parts & Material	@ 8.050%	\$274.81

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$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 Hours	\$2,481.60
Sublet Repairs		\$87.95
Towing		\$82.75
Gross Total		\$6,338.16
Less: Deductible		\$500.00-

06/01/2007 10:38 AM

Page 3 of 4

2006 Chevrolet Cobalt LS 4 DR Sedan

Claim #:

06/01/2007

Net Total

\$5,838.16

Alternate Parts C/00/00/00/00 CUM 00/00/00/00/00 Zip Code: 85034 Phoenix Metro  
Recycled Parts Y/M/O Zip Code: 85034 INV DATE: 05/31/2007

Audatex Estimating 5.0.026 ES 06/01/2007 10:36 AM REL 5.0.026 DT 06/01/2007 DB 06/14/2007

Copyright (C) 2007 Audatex North America, Inc.

2.1 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'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 ON 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 = Partial Replace Price	PM = Replace PXN Reman/Rebld	UM = Replace Reman/Rebuilt
L = Refinish	PC = Replace PXN Reconditioned	UC = Replace Reconditioned
TT = Two-Tone	SB = Sublet Repair	N = Additional Labor
BR = Blend Refinish	I = Repair	IT = Partial Repair
CG = Chippguard	RI = R & I Assembly	P = Check
AA = Appearance Allowance	RP = Related Prior Damage	



This report contains proprietary information of Audatex and may not be disclosed to any third party (other than the Insured, claimant and others on a need to know basis in order to effectuate the claims process) without Audatex's prior written consent.

Copyright (C) 2007 Audatex North America, Inc.

Audatex Estimating is a trademark of Audatex North America, Inc.



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

Customer's Name: [REDACTED]  
Vehicle Brand: Chevrolet  
File ☐ 71-524491710

Inspection Date: 06/18/2007  
Model: 2006, COBALT  
VIN: 1G1AK55F567 [REDACTED]

Mileage at Inspection: 29341

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 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, [REDACTED], is a well known local News Anchor, FOX TV Ch. 10, Phoenix AZ. <MyFoxPhoenix.com>  
The driver was his 19 year old daughter, [REDACTED]

No injuries are being alleged.

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: ☒ 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? ☒ 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, [REDACTED] 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.

{

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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File ☐ **71-524491710**

Inspection Date: **06/18/2007**  
Model: **2006, COBALT**  
VIN: **1G1AK55F56** [REDACTED]

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities ):  
**Female, 19 yrs., 5'4", 115#, no disabilities.**

If there was a collision:

Describe extent of any injuries to the Driver: **No injuries**

{

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

What was the exact location of the incident. **Highway 202, westbound, near the Country Club Exit.**

**Driving conditions at the time of the incident:**

Weather conditions & Visibility: **Clear, unlimited** Approximate Temp (°F): **100 deg.**

Road Surface: ☐ Concrete ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt  
 Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {  
 Shoulder ☒ Curb ☐: ☐ Concrete ☐ Asphalt ☒ Gravel ☐ Crushed rock ☐ Dirt  
 Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {

Posted Speed Limit **65 mph.**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **None**

**Length of Drive Prior to incident:**

Total Time (hrs. & mins.): **45 minutes** Distance (miles): **45 mi.**

Estimate of vehicle speed: **65** mph Source of est. **Driver**

Estimated vehicle speed at impact: **Unknown** mph Source of est. **Driver**

**(Do Not report speed information from the Vetronix data here)**

**If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.**

<b>Steering</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe {</b> _____
<b>Suspension</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe {</b> _____
<b>Brakes</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe {</b> _____
<b>Engine</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe {</b> _____
<b>Electrical</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe {</b> _____

**Were any warning lights illuminated or driver information center messages displayed?** ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **Driver states there were no warning lights, noises, vibrations, or other indications.**

Describe any evasive action: ☒ Turning ☒ Braking ☐ Accelerating ☐ Other: { \_\_\_\_\_

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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File ☐ **71-524491710**

Inspection Date: **06/18/2007**  
Model: **2006, COBALT**  
VIN: **1G1AK55F567** [REDACTED]

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?: ☒ 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 ☒ 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? ☒ 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? ☒ No ☐ Yes If yes, describe: { \_\_\_\_\_ }

Prior collision repair? ☒ No ☐ Yes If yes, describe: { \_\_\_\_\_ }

Repaired by whom? (name, address, phone) **NA**

Prior chassis system service, repair, or replacement? ☒ No ☐ Yes If yes, describe what was done: { \_\_\_\_\_ }

Prior electrical system components serviced, repaired, or replaced by whom? ( name, address, phone number)

**None**

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☒ 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:**

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

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

Inspection Date: 06/18/2007  
Model: 2006, COBALT  
VIN: 1G1AK55F567 [REDACTED]

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)

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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File # **71-524491710**

Inspection Date: **06/18/2007**  
Model: **2006, COBALT**  
VIN: **1G1AK55F567** [REDACTED]

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.**

**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**

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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File # **71-524491710**

Inspection Date: **06/18/2007**  
Model: **2006, COBALT**  
VIN: **1G1AK55F567** [REDACTED]

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

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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File # **71-524491710**

Inspection Date: **06/18/2007**  
Model: **2006, COBALT**  
VIN: **1G1AK55F567** [REDACTED]

Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars, trailing arms properly attached and undamaged. LR	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: <b>U2015 Theft Deterrent system, and B3950 left turn signal.</b>
Electrical (normal, other)	<b>All systems appear normal except rear lights. All fuses in the Power Distribution Center were verified to have continuity.</b>
Warning lights/messages displayed? Describe and obtain codes using a Tech II	<b>No warning lights are displayed. All lights function with bulb check. See photo # 16.</b>
Anything components missing?	<b>No missing items were noted.</b>
Other	<b>None</b>

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.

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

Customer's Name: [REDACTED]  
 Vehicle Brand: **Chevrolet**  
 File # **71-524491710**

Inspection Date: **06/18/2007**  
 Model: **2006, COBALT**  
 VIN: **1G1AK55F567** [REDACTED]

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

**TIRE AND WHEEL INSPECTION**

1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch	
LF	<b><u>Sumi/OHTSU</u></b>	<b><u>Negotiator</u></b> <b><u>NH60</u></b>	<b><u>P195/60R15</u></b>	<b><u>32</u></b>	<b><u>7</u></b>	<b><u>7TCB 3MC2 3306</u></b>
RF	<b><u>Sumi/OHTSU</u></b>	<b><u>Negotiator</u></b> <b><u>NH60</u></b>	<b><u>P195/60R15</u></b>	<b><u>31</u></b>	<b><u>7</u></b>	<b><u>7TCB 3MC2 3306</u></b>
LR	<b><u>Continental</u></b>	<b><u>Touring</u></b> <b><u>Contact AS</u></b>	<b><u>P195/60R15</u></b>	<b><u>Flat</u></b>	<b><u>7</u></b>	<b><u>ACV9 BLC</u></b>
RR	<b><u>Sumi/OHTSU</u></b>	<b><u>Negotiator</u></b> <b><u>NH60</u></b>	<b><u>P195/60R15</u></b>	<b><u>33</u></b>	<b><u>8</u></b>	<b><u>7TCB 3MC2 3306</u></b>

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

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF, RR and LR).

**LF 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 from 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)

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<b><u>P195/60R15</u></b>	<b><u>30</u></b>	<b><u>30</u></b>
SPARE TIRE	<b><u>P195/60R15</u></b>	<b><u>30</u></b>	<b><u>30</u></b>

**Section 7 SITE INSPECTION**

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

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





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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File # **71-524491710**

Inspection Date: **06/18/2007**  
Model: **2006, COBALT**  
VIN: **1G1AK55F567** [REDACTED]

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

- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

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

**Comments:**

The cable barrier is in the median of the three lane divided 202 freeway. The barrier has since been repaired and the exact site is unknown, and traffic is heavy, consequently, no site inspection was made. See photos, # 51 & 52 for a representative image of the area.

{  
 {  
 {  
 {

**Section 8 COMMENT OVERFLOW**

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

None

{  
 {  
 {  
 {

**Section 9 OTHER REPORT INFORMATION**

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

**Attachments: (Check all that apply)**

- X **Photographs** 52 images w/ Photo Log.
- X **Data Downloads** Vetronix download.
- X **Other Records** Body Shop repair estimate.



The GM logo is located in the top left corner of the label. It consists of the letters "GM" in a bold, sans-serif font, with a horizontal line underneath the "M". The logo is set against a black rectangular background.

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

























Priorit  
(480)







NEGOTIATOR

LF

GOODYEAR

more calyx heels







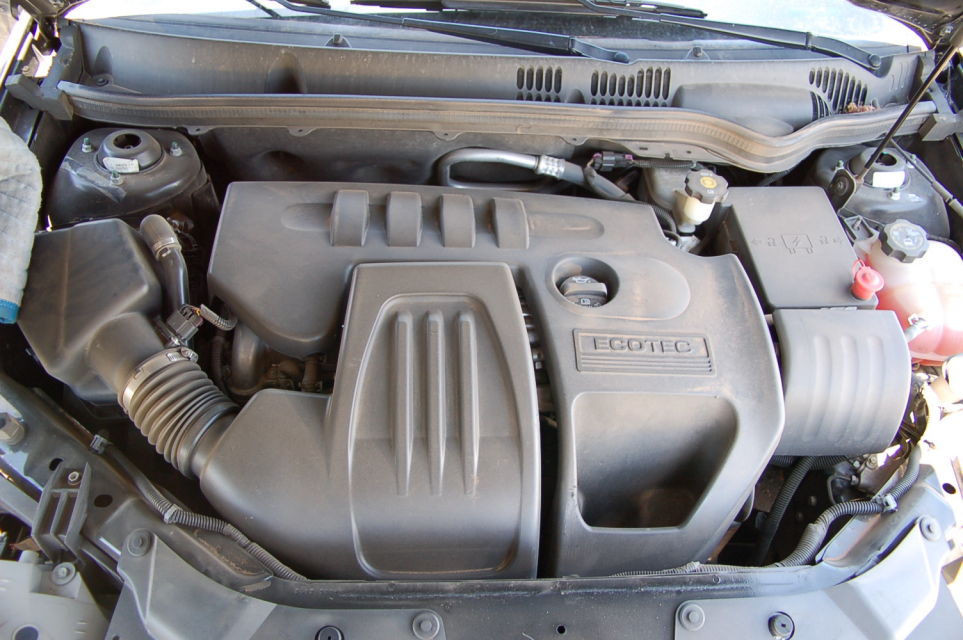




























EPS  
60A

40A

AIR PMP

AIR PMP

TRUNK/OUTLET

100A  
S BAND/UNSTAR

15A  
LTR

5A  
MIRRS

20A  
HTD SEATS

10A  
CNSTR VENT

15A  
A/C CLTCH

15A  
AIR SCL

10A  
AIR SOL

10A  
ABS2

10A  
PRK/NEUT

15A  
ECH/TRANS

10A  
BACK UP

10A  
RUN/CRNK

10A  
A/C CLTCH

10A  
IF IGN

10A  
A/C CLTCH

15A  
AIR SCL

10A  
AIR SOL

10A  
ABS2

10A  
PRK/NEUT

15A  
ECH/TRANS

10A  
BACK UP

10A  
RUN/CRNK

ABS  
55A

40A

AIR PMP

FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

15A  
FUEL PMP

BCH3  
30A

BCH2  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

BCH3  
30A

BCH2  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

BCH3  
30A

BCH2  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

BCH3  
30A

BCH2  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

BCH3  
30A

BCH2  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

BCH3  
30A

BCH2  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

RDG  
40A

&lt;

1039 4220



\*DU42202051020\*

NO. 5X205442  
KOYO STEERING SYSTEMS OF USA, INC.

**Koyo**



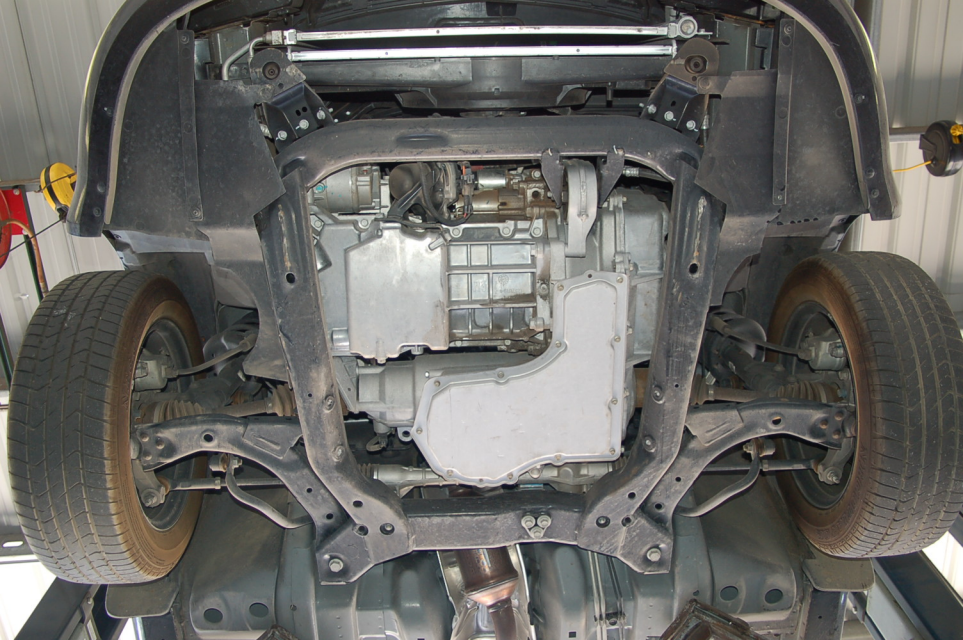
MADE IN JAPAN

**DENSO**

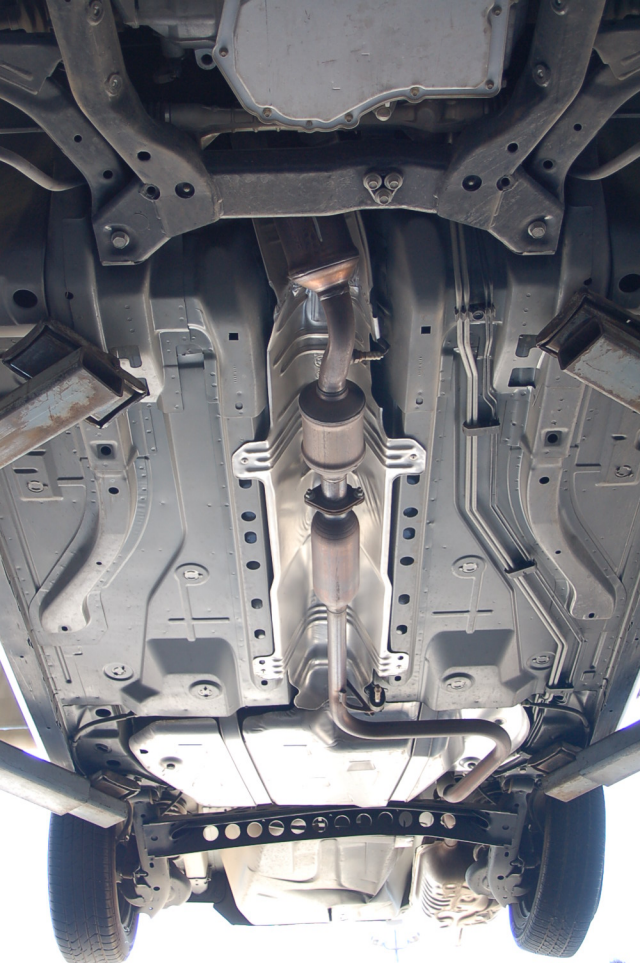
112900-0624  
12V

**Koyo 991-23184**

SEQ# 108318  
PART# 10394220









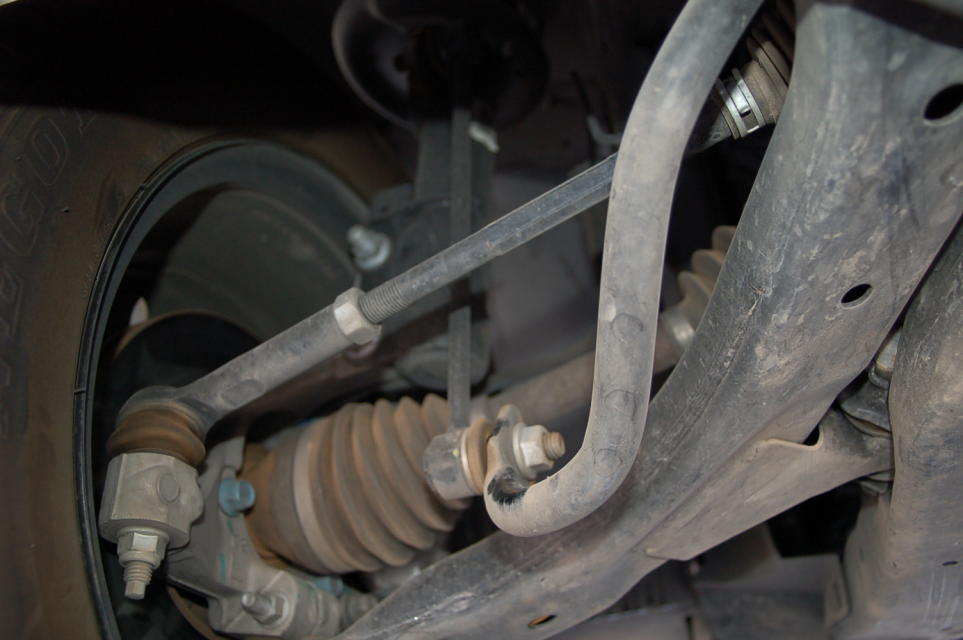
39





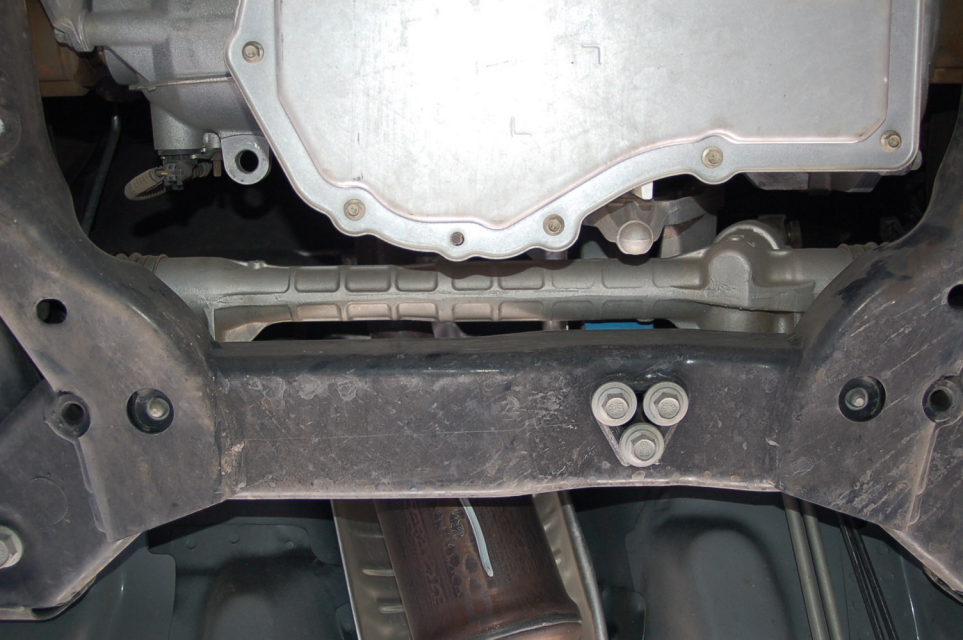












LE

RF

RR









VEHICLE SHOULD HAVE TIRE PLACED IN VEHICLE  
TIRE SHOULD MOUNT TIRES.  
METER TO PIN OIL METER?



## DTC Information

ECU Name	Status	
Digital Radio Receiver	No Comm.	▲
EBCM	No Comm.	
PCM	No Comm.	
Radio	No Comm.	
Body Control Module	1	
Theft Deterrent Module	1	
	1 / 9	▼

Digital Radio Receiver

DLC Pin : 1

Restart

View All  
DTCs

## DTC Information

ECU Name	Status	
Instrument Panel Cluster	0	▲
PSCM	0	
Supplemental Inflatable R	0	
Digital Radio Receiver	No Comm.	
EBCM	No Comm.	▼
PCM	No Comm.	
	3 / 9	
PCM		

DLC Pin : 2

Restart

View All  
DTCs

# DTC Information

ECU Name

Status

Radio

No Comm.

Body Control Module

1

Theft Deterrent Module

1

Instrument Panel Cluster

0

PSCM

0

Supplemental Inflatable R

0

9 / 9

Supplemental Inflatable Restraint

DLC Pin : 1

Restart

View All  
DTCs

# DTCs Sorted By Priority ▲

Theft Deterrent Module

U2105

Symptom 00

Lost Communications With Engine Control System

Last Test:

Passed

This Ignition:

Passed

Since Cleared:

Passed

1 / 2 ▼

Clear  
DTCs



# DTCs Sorted By Priority

Body Control Module

B3950

Symptom 05

Left Rear Turn Signal Circuit Short to  
Battery or Open

Last Test: Not Run

This Ignition: Not Run

Since Clear: Passed  
History

2 / 2

Clear  
DTCs

## Data

Battery Voltage	13.2 Volts
Ignition Voltage	13.7 Volts
Vehicle Speed	0 mph
Motor Voltage +	8.5 Volts
Motor Voltage -	12.7 Volts
Steering 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
Steering Calibration	1

1 / 7

Battery Voltage

Select  
Items

Quick  
Snapshot

More





Center St

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 06/18/2007  
Model: 2006 Cobalt  
VIN: 1G1AK55F5677 [REDACTED]

Inspector Neal Matheson

Number of Rolls       

Roll Number

<u>Neg.#</u>	<u>Description</u>
0	<u>      </u>
1.	<u>VIN – Door Label.</u>
2.	<u>Vehicle – Front.</u>
3.	<u>Vehicle – LF, site line view.</u>
4.	<u>Vehicle – Left side.</u>
5.	<u>Vehicle – LR, site line view.</u>
6.	<u>Vehicle – Rear.</u>
7.	<u>Vehicle – RR, site line view.</u>
8.	<u>Vehicle – Right side.</u>
9.	<u>Vehicle – RF, site line view</u>
10.	<u>Vehicle – LR quarter.</u>
11.	<u>Vehicle – LR corner, view from rear, note barrier cable indentation across rear of trunk.</u>
12.	<u>Tire/ Wheel – LF, note bent wheel, stones between wheel cover and wheel.</u>
13.	<u>Antenna – SIRIUS radio external antenna at top of windscreen.</u>
14.	<u>Panel – Control, note: aftermarket radio, IPOD interface cord, debris on passenger floor.</u>
15.	<u>Cluster – Instrument w/ odometer</u>
16.	<u>Cluster – Instrument w/ bulb check.</u>
17.	<u>Vehicle – Rear, view from left side, note bumper supt. bar, no visible bend, cable impression on trunk rear.</u>
18.	<u>Compartment – Engine.</u>
19.	<u>Compartment – Passenger, view from driver door.</u>
20.	<u>Compartment – Rear passenger.</u>
21.	<u>Floor – Driver side.</u>
22.	<u>Floor – Passenger side.</u>
23.	<u>Box – Fuse Power Distribution Center.</u>
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.	<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.	<u>Suspension, RR, Note leaking shock absorber.</u>
34.	<u>Steering – LF, Knuckle, tie rod.</u>
35.	<u>Steering – RF Knuckle, tie rod.</u>
36.	<u>Gear – Steering rack &amp; pinion.</u>
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 outboard.</u>
42.	<u>Tire/Wheel – LR. Note slash inboard at arrow.</u>
43.	<u>Tire/Wheel – LF,. Note bent wheel, stones lodged between wheel &amp; cover.</u>
44.	<u>Tech II Screen 1– DTC info. Codes stored = body module, theft deterrent module.</u>
45.	<u>Tech II screen 2 – DTC info. Codes stored = none.</u>

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 06/18/2007

Vehicle Brand: Chevrolet

Model: 2006 Cobalt

File # 71-524491710

VIN: 1G1AK55F567 [REDACTED]

- 46     Tech II screen 3 – DTC info. Codes stored =
- 47     Tech II screen – Theft deterrent code U2015, lost com.. w/ engine control system.
- 48     Tech II screen – Body control module code B3950, left turn signal
- 49     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 85072  
PHONE 602-225-3740 FAX 866-746-1478

\*\*\* ESTIMATE \*\*\*

06/01/2007

**Owner**

Owner: [REDACTED]  
Address: [REDACTED]  
City State Zip: MESA, AZ [REDACTED]

**Control Information**

Claim #: [REDACTED]  
Loss Date/Time: 05/30/2007  
Deductible: \$500.00

Insured Policy #: [REDACTED]  
Loss Type: Collision

Ins. Company: American Family Insurance  
Insured: [REDACTED]  
Address: [REDACTED]

(480)841-2020

**Inspection**

Inspection Date: 05/31/2007 06:36 PM  
Inspection Location: Brown and Brown Col Center  
Address: 162 E First Ave  
City State Zip: Mesa, 85210  
Primary Impact: Left Rear Corner  
Driveable: No  
Assigned Date/Time:  
First Contact Date/Time:

Inspection Type: Field  
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 Name: TAMI FARNSWORTH  
Address: PO BOX 52048  
City State Zip: Phoenix, AZ 85034  
Email: TFARNSWO@AMFAM.COM

Appraiser License #: [REDACTED]  
Work/Day: (480)856-3082  
FAX: (480)718-5299

**Repairer**

Repairer: BROWN AND BROWN CHEVROL  
Address: 145 E. MAIN STREET

Contact:  
Work/Day: (480)833-3456  
FAX: (480)827-3428

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



2008 Chevrolet Cobalt LS 4 DR Sedan

Claim #:

06/01/2007

## Vehicle

2008 Chevrolet Cobalt LS 4 DR Sedan

4cyl Gasoline 2.2

4 Speed Automatic

Lic. Plate: NONE  
 Lic. Expire:  
 Prod Date:  
 Veh Insp:  
 Condition:  
 Ext. Color: BLACK  
 Ext. Refinish: Two-Stage  
 Ext. Paint Code: 8555

Lic State: AZ  
 VIN: 1G1AK55F567  
 Mileage: 29,341  
 Mileage Type: Actual  
 Code: U2383A  
 Int. Color:  
 Int. Refinish:  
 Int. Trim Code:

## Options

Air Conditioning  
 Dual Airbags  
 Power Steering  
 Tachometer  
 Tinted Glass

Center Console  
 Intermittent Wipers  
 Rear Window Defroster  
 Theft Deterrent System  
 Trip Computer

Cruise Control  
 Power Brakes  
 Rem Trunk-L/Gate Release  
 Tilt Steering Wheel  
 Velour/Cloth Seats

Compact Disc Player

## Damages

Line	Op	Guide	MC	Description	MFR/Part No.	Price	ADJ%	B%	Hours	R
1	E	29		Muffler Assembly	15283437 GM Part	\$486.09			0.4	ME
2	E	903		Wheel,Rear LT	9595085 GM Part	\$91.33			0.2	SM
3	L	903		Wheel,Rear LT	Refinish				0.6	RF
					0.5 Surface					
					0.1 Two-stage					
4	E	913		Cover,Front Wheel LT	9595091 GM Part	\$29.87				SM
5	E	915		Cover,Rear Wheel LT	9595091 GM Part	\$29.87				SM
6	EU	391	07	Panel Assy,Body Side LT	RECYCLED PART	\$275.00*	+25		0.0*	SM
				>> Precision qt #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 & I Assembly				2.8	SM
10	ET	389		Panel,Quarter LT	Partial Replace Labor				9.6	SM
11	L	389	13	Panel,Quarter LT	Refinish				4.1	RF
					2.5 Surface					
					0.5 Edge					
					0.6 Two-stage setup					
					0.5 Two-stage					
12	E	409		Shield,Quarter Panel LT	15241192 GM Part	\$22.81			INC	SM
13	EU	479		Deck Lid Assembly	RECYCLED PART	\$200.00*	+25		0.6	SM
				>> Precision qt #84553P						
14	L	479		Lid,Rear Deck	Refinish				3.5	RF
					2.1 Surface					
					1.0 Edge					
					0.4 Two-stage					
15	RI	496		Plt,Lid Inner Trim	R & I Assembly				INC	SM
16	E	493		N/Plate,Deck Lid	15844047 GM Part	\$10.29			0.2	SM
17	E	498		Emblem,Deck Lid	22732490 GM Part	\$20.54			0.2	SM
18	RI	504		Cyl,Deck Lid Lock	R & I Assembly				INC	SM
19	E	490		Hinge,Deck Lid LT	15824370 GM Part	\$31.52			0.2	SM
20	L	490		Hinge,Deck Lid LT	Refinish				0.3	RF
					0.3 Surface					

06/01/2007 10:36 AM

Page 2 of 4

2006 Chevrolet Cobalt LS 4 DR Sedan

Claim #:

06/01/2007

Line	Op	Guide	MC	Description	MFR/Part No.	Price	ADJ%	B%	Hours	R
21	E	491		Hinge,Deck Lid RT	15824371 GM Part	\$31.52			0.2	SM
22	L	491		Hinge,Deck Lid RT	Refinish				0.3	RF
					0.3 Surface					
23	RI	482		W/Strip,Deck Lid	R & I Assembly				0.5	SM
24	E	509		Panel,Rear Body	15246335 GM Part	\$144.81			0.7	SM
25	L	509		Panel,Rear Body	Refinish				1.3	RF
					1.3 Surface					
26	EU	533		Taillamp Assembly LT	RECYCLED PART	\$45.00*	+25		INC	SM
				>> Precision qt #84553P						
27	EU	534		Taillamp Assembly RT	RECYCLED PART	\$45.00*	+25		INC	SM
				>> Precision qt #84553P						
28	RI	541		Lamp,High Mounted Stop	R & I Assembly				0.2	SM
29	EU	569		Cover,Rear Bumper	RECYCLED PART	\$375.00*	+25		0.3	SM
				>> Precision qt #84553P						
30	L	569		Cover,Rear Bumper	Refinish				3.1	RF
					2.6 Surface					
					0.5 Two-stage					
31	E	691	01	Beam,Rear Axle	15232763 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	I			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	Sublet Repair	\$3.00*				SM*
39	EC			W/SHIELD INSTALL KIT	Replace Economy	\$25.00*				SM*
40	SB			4 WHEEL ALIGN	Sublet Repair	\$69.95*				SM*
41	SB			LR WHEEL/MNT & BALANC	Sublet Repair	\$15.00*				SM*

41 Items

## MC Message

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

## Estimate Total &amp; Entries

Gross Parts	\$1,847.05	
Other Parts	\$986.00	
Paint Materials	\$343.20	
Line Item Markup	\$235.00	
Parts & Material Total		\$3,411.25
Tax on Parts & Material	@ 8.050%	\$274.81

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$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 Hours	\$2,481.60
Sublet Repairs		\$87.95
Towing		\$82.75
Gross Total		\$6,338.16
Less: Deductible		\$500.00-

06/01/2007 10:38 AM

Page 3 of 4

2006 Chevrolet Cobalt LS 4 DR Sedan

Claim #:

06/01/2007

Net Total

\$5,838.16

Alternate Parts C/00/00/00/00 CUM 00/00/00/00/00 Zip Code: 85034 Phoenix Metro  
Recycled Parts Y/M/O Zip Code: 85034 INV DATE: 05/31/2007

Audatex Estimating 5.0.026 ES 06/01/2007 10:36 AM REL 5.0.026 DT 06/01/2007 DB 06/14/2007

Copyright (C) 2007 Audatex North America, Inc.

2.1 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'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 ON 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 = Partial Replace Price	PM = Replace PXN Reman/Rebld	UM = Replace Reman/Rebuilt
L = Refinish	PC = Replace PXN Reconditioned	UC = Replace Reconditioned
TT = Two-Tone	SB = Sublet Repair	N = Additional Labor
BR = Blend Refinish	I = Repair	IT = Partial Repair
CG = Chippguard	RI = R & I Assembly	P = Check
AA = Appearance Allowance	RP = Related Prior Damage	



This report contains proprietary information of Audatex and may not be disclosed to any third party (other than the Insured, claimant and others on a need to know basis in order to effectuate the claims process) without Audatex's prior written consent.

Copyright (C) 2007 Audatex North America, Inc.

Audatex Estimating is a trademark of Audatex North America, Inc.



## ~~Dissatisfied Customer~~

\_\_\_\_\_

**Please provide us with your preferred email address:**

**Scott Lawson, General Director  
Customer and Relationship Services**

## About Your Service Consultant/Advisor (continued)

- |   | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied     |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? .....                       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## About Service Delivery

- |   | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied     |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: |                                     |                          |                          |                          |                          |
| - The time it took to complete the transaction?.....              | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle?.....                          | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned?.....                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. Were ALL of your service concerns corrected on this service visit?.....

Yes ☐ No ☒

IF NO, why not? (check all that apply)

- ☐ Condition explained - repair not necessary  
☒ Work performed did not correct the problem  
☒ Service Department could not duplicate problem  
☐ Service Department was too busy

- ☐ Parts not available  
☐ I declined repair  
☐ Other (please specify) \_\_\_\_\_  
☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit? .....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

14. Were you given a copy of the completed repair order/invoice? .....

Yes ☒ No ☐

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? .....

Yes ☒ No ☐ Don't Know/ Not Sure ☐

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Gordon Chevrolet? .....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not

17. Would you recommend this dealership for service? .....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Overall, how satisfied are you with your 2005 Cobalt?.....

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

19. Are you... ☐ Male ☒ Female

20. Your age... ☒ Under 25 ☐ 25 - 34 ☐ 35 - 44 ☐ 45 - 54 ☐ 55 - 64 ☐ 65 or older

21. May we include your name when providing this survey information to your dealership?

Yes ☒ No ☐

22. Do you have any other comments/recommendations about Gordon Chevrolet?

*This car is presently filed with the BBB under Lemon Law since the problems were never able to be repaired. Patty in Service was very nice and tried to help in every way possible. However, Skip, the mgr. treated me as if I didn't know what I was talking about - like I was a child!*

*If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020*

**Thank You!!**

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:  
**CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054**





**GMC**

**HUMMER®**

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: [REDACTED]  
Siebel Request: 71-530002985  
2005 Chevrolet Cobalt  
VIN 1G1AL14F457 [REDACTED]

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

Tampa, FL

**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 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 \$16,781.23. Your responsibilities are outlined below. This offer was calculated by using the following figures.

Total Repurchase Amount	\$16,781.23
Down Payment	\$1,600.00
Payments	\$7,002.84
Less Usage	\$3,839.80
Less Incentives	\$1,000.00
Less Extended Service Contract	\$390.00
Less Payoff of Original Vehicle-Good until 09/15/07	\$13,408.19
<b>Total Amount to Customer</b>	<b>\$3,373.04</b>

**\*\*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 866-882-6625 or 1-877-437-4377 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).



**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: [REDACTED]

Year of Vehicle: 2005

Make: Chevrolet

Model: Cobalt

Current Mileage: 25000

Vehicle ID No.: 1G1AL14F457 [REDACTED]

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:   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:

Date:   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: ☒

**ADR File Checklist**

**SR Number: 71-530002985**

**BBB Case: CHV0745436**

**Customer:** [REDACTED]

**VIN: 1G1AL14F457** [REDACTED]

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

**In Service: 5/16/2005 Mileage: 25,000**

**Received Date: 06/19**

**Day 15 Date: 07/04**

**Goes Active: 06/19**

**Primary Concern: Lights on dash go on, steering locks up**

☒ **Case Scan / Acknowledgement (24 hrs) 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 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**

**NOTES:**



**Case Number:** 32339

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

**Created Date:** 08/03/2007

**Vehicle Info**

\*VIN: 1G1AL14F457 [REDACTED]

Year: 2005

**Vehicle Comments & TAC Explanation:**

N/A

**MSRP:** 18665.0

**Make:** Chevrolet

**\*TAC #:** N/A

**Model:** Cobalt

**\*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**

Joint Owners

\* Names(s) on Title:

\* Primary Owner:

\* Address

\* City

\* Day Phone:

\* E-mail:

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**

**City**

**Day Phone:**

Po Box 2182

Greeley

800-200-4622

\* **Company:** GMAC

**Account #:**

**State** CO

**Fax:**

**ZIP Code:** 80632

**E-mail:**

**Original Selling Dealer**

\* **Dealer #:** 114787

**Region:** 30

\* **Phone:** (727) 862-9473

\* **Contact Name:** Bob Apel

**Dealer Name:** CASTRIOTA CHEVROLET

**District:** 1352

**Fax:** (727) 868-5284

\* **Contact Title:** Service manager **E-Mail:**

**Repurchasing Dealer:**

\* **Dealer #:** 114796

**Region:** 30

\* **Phone:** (813) 969-2600

\* **Contact Name:** Skip Greaney

**Dealer Name:** GORDON CHEVROLET

**District:** 1352

**Fax:** (813) 963-3735

\* **Contact Title:** Service Director **E-Mail:**

**Repair**

\* **Contact Name:** Skip Greaney

\* **Contact Title:** Service Director

**Vehicle Location:**

-

**Repurchase**

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

**Transaction****Details:**

<b>Siebel Request #:</b>	71-530002985	<b>* Disposition:</b>	Auction
<b>State:</b>	FL	<b>* Type:</b>	Straight Repurchase
<b>Source:</b>	ADR BBB Mediated		
<b>Replacement VIN:</b>			-
<b>Order #:</b>			
<b>MSRP:</b>	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**

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<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



CHEVROLET PONTIAC BUICK ~~Cadillac~~ GMC Oldsmobile SATURN ~~Hummer~~

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

Dealer Confirmation Letter-Straight

Subject: 2005 Chevrolet Cobalt  
Customer: [REDACTED]  
VIN: 1G1AL14F457 [REDACTED]  
Ref SR: 71-530002985 V-32339

Dear Art Smith:

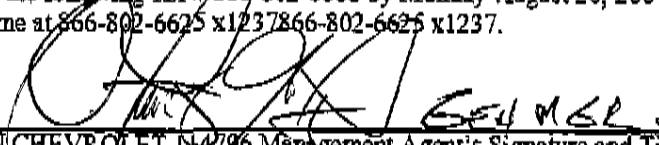
General Motors will issue a check in the amount of \$9,979.04 made payable to Edward Sfeir and Jenna G Sfeir. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of \$13,408.19 to GMAC. Please be sure to return the repurchase documents to General Motors RVDC immediately 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.

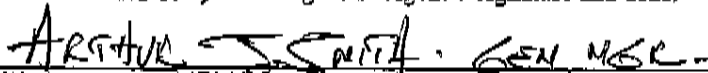
Thank you for your cooperation.

Sincerely,

General Motors RVDC  
2717 Schust Rd  
Saginaw, MI 48603

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax #866-802-6668 by Monday August 20, 2007. If you have any questions you may reach me at 866-802-6625 x1237/866-802-6625 x1237.

  
GORDON CHEVROLET 114796 Management Agent's Signature and Title.

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



VIN: 1G1AL14F4 57 [REDACTED] 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: [REDACTED]

TRD DOE: 05/13/05

SRVC IN: TAMPA

FL [REDACTED]

SRVC OUT: CANC SRVC IN:

BFSO ORD DT: BFSO CUST:

PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 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:

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

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

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

ACTV TYPE: 6



**GMC**

**HUMMER®**

GENERAL MOTORS BUSINESS RESOURCE CENTER

**VIA FAX ONLY**

June 20, 2007

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

Re: [REDACTED]  
Siebel Request: 71-530002985  
2005 Chevrolet Cobalt  
VIN 1G1AL14F457 [REDACTED]

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



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

Customer XXXXXXXXXX

Request # 71-530002985

BBB # CHV0745436

<b>PURCHASE PRICE:</b> <i>(From dealer Bill of Sale) -- (Selling Price)</i>	(+)17,784.00
<b>MSRP:</b> <i>(From BARS Invoice)</i>	(-) 18,665.00
<b>DIFFERENCE:</b>	(=)-881.00

<b>TRADE ALLOWANCE:</b> (from dealer Bill of Sale)	(+) 0
<i>Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file.</i>	
<b>NADA Retail Value for:</b>	
VEHICLE:	
ACCESSORIES:	(-)0
MILEAGE ADJUSTMENT:	
<b>OVER ALLOWANCE:</b> <i>(Trade more than NADA)</i>	(=) 0

<b>PAYOFF:</b> <i>(If dealer added negative equity into contract, do not subtract)</i>	(=) 0
--	-------

<b>PURCHASE PRICE</b> <i>(From dealer Bill of Sale) – (before tax, tag, etc.)</i>	(+) 17,784.00
<b>GM CARD POINTS:</b>	DO NOT INCLUDE
<b>INCENTIVES (from BARS):</b> <i>(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)</i> 1: 2: 3: <b>TOTAL INCENTIVES</b> <i>(Not included in Purchase Price)</i>	(-)1,000.00
<b>OVERALLOWANCE:</b> <i>(From above)</i>	(-)0
<b>NEGATIVE EQUITY:</b> <i>(If NOT shown in contract))</i>	(-)0

<b>Actual price of Vehicle that should be presented to BBB for ATA</b>	(=) 16,784.00
--	---------------

CASE ASSESSMENT BY: Lindsey Warzocha

Siebel/CARS Request No: 71-530002985

Customer Name: [REDACTED]

Year of Vehicle: 2005

Make: Chevrolet

Model: Cobalt

Current Mileage: 25000

Vehicle ID No.: 1G1AL14F457 [REDACTED]

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:   Days Out:   RO#:   Description of Repair:


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

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


OTHER SYMPTOM/CONCERN:

[illegible][illegible]

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

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: ☐ 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 repairs or reimbursement**

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

**CRM RECOMMENDATION & RATIONALE (EXPLAIN):**

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



B03210

IDENTIFICATION NUMBER <b>1G1AL14F457</b>	YR <b>2005</b>	MAKE <b>CHEV</b>	MODEL	BODY <b>2D</b>	WT-L-BHP <b>2773</b>	VESSEL REGIS. NO	TITLE NUMBER
---	-------------------	---------------------	-------	-------------------	-------------------------	------------------	--------------

REGISTERED OWNER

DATE OF ISSUE

VAULT NOMINEE (FOR GMAC OR COLT REG DLR)  
P O BOX 8111  
COCKEYSVILLE MD 21030

05/20/2005

LIEN RELEASE

INTEREST IN THE ABOVE DESCRIBED VEHICLE IS  
HEREBY RELEASED

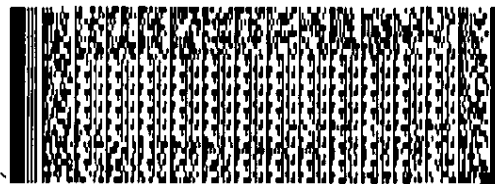
BY \_\_\_\_\_

TITLE \_\_\_\_\_ DATE \_\_\_\_\_

MAIL TO:

05/16/2005

GMAC  
PO BOX 8111  
COCKEYSVILLE MD 21030



# CERTIFICATE OF TITLE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 319.23/328.03, FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE  
OR VESSEL DESCRIBED BELOW IS VESTED IN THE OWNER(S) NAMED HEREIN, THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED  
FOR SAID MOTOR VEHICLE OR VESSEL

IDENTIFICATION NUMBER <b>1G1AL14F457</b>	YR <b>2005</b>	MAKE <b>CHEV</b>	MODEL	BODY <b>2D</b>	WT-L-BHP <b>2773</b>	VESSEL REGIS. NO.	TITLE NUMBER
PREV STATE <b>N</b>	COLOR <b>BLK</b>	PRIMARY BRAND	SECONDARY BRAND	NO OF BRANDS	USE	PREV ISSUE DATE	
ODOMETER STATUS OR VESSEL MANUFACTURER OR OH USE <b>110 MILES 05/16/2005 ACTUAL</b>				HULL MATERIAL	PROP	DATE OF ISSUE <b>05/20/2005</b>	

REGISTERED OWNER  
VAULT NOMINEE (FOR GMAC OR COLT REG DLR)  
P O BOX 8111  
COCKEYSVILLE MD 21030

LIEN RELEASE

INTEREST IN THE ABOVE DESCRIBED VEHICLE IS  
HEREBY RELEASED

BY \_\_\_\_\_

TITLE \_\_\_\_\_ DATE \_\_\_\_\_

1ST LIENHOLDER

05/16/2005

GMAC  
PO BOX 8111  
COCKEYSVILLE MD 21030

DIVISION OF MOTOR VEHICLES

TALLAHASSEE

FLORIDA

DEPARTMENT OF HIGHWAY SAFETY  
AND MOTOR VEHICLES

*Carl A. Ford*  
CARL A. FORD  
DIRECTOR

Control Number **72245935**

*Fred O. Dickinson III*  
FRED O. DICKINSON, III  
EXECUTIVE DIRECTOR

TRANSFER OF TITLE BY SELLER (This section must be completed at the time of sale.)  
ODOMETER CERTIFICATION - Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to  
complete or providing a false statement may result in fines and/or imprisonment.

This title is warranted 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 transferred to:

Purchaser: \_\_\_\_\_ Address: \_\_\_\_\_

I/We state that this ☐ 5 or ☐ 6 digit odometer now reads ☐☐☐☐☐☐ (no tenths)

miles, date read \_\_\_\_\_ and to the best of my knowledge  
that it reflects the actual mileage of the vehicle described herein, unless  
one of the odometer statement blocks is checked.

CAUTION  
DO NOT CHECK  
BOX IF ACTUAL  
MILEAGE

Selling Price: \$ \_\_\_\_\_ Date Sold \_\_\_\_\_  
1. I hereby certify that to the best of my knowledge the odometer reading reflects the  
amount of mileage in excess of its mechanical limits.  
2. I hereby certify that the odometer reading is not the actual mileage.  
WARNING - ODOMETER DISCREPANCY.

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

Signature of  
Purchaser \_\_\_\_\_  
Signature of  
Co-Purchaser \_\_\_\_\_  
Signature of  
Seller \_\_\_\_\_  
Signature of  
Co-Seller \_\_\_\_\_  
(When Applicable)  
Selling Dealer's License Number. \_\_\_\_\_

Printed Name of  
Purchaser \_\_\_\_\_  
Printed Name of  
Co-Purchaser \_\_\_\_\_  
Printed Name of  
Seller \_\_\_\_\_  
Printed Name of  
Co-Seller \_\_\_\_\_

Tax No. \_\_\_\_\_ Tax Collected \$ \_\_\_\_\_

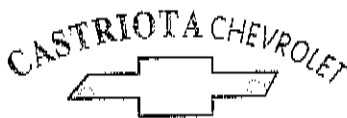
Auction Name \_\_\_\_\_ License Number. \_\_\_\_\_

STATE OF FLORIDA

VOID IF ALTERED

LIEN SATISFACTION

VOID IF ALTERED



12930 US HWY 19 - HUDSON, FL 34667

## facsimile transmittal

To: Lindsey Fax: 727-819-5389  
From: Bob Apel Date: 6/20/07  
Re: Lemon Law Case Pages (including cover): 5

Lindsey

Here is the paper work you requested  
Hope I got it all for you.

Thanks

Bob Apel  
Service MGR

**SFE**

STANDARDS FOR EXCELLENCE



*Mark of Excellence*

Make your performance count.

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 remain confidential and may be subject to applicable attorney/client and/or work product privileges. If you are not the intended recipient 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.

CHEVROLET FINANCIAL SERVICES, INC.

12930 U. S. Highway 19 • P.O. Box 5428

HUDSON, FLORIDA 34667

Phone: (727) 819-5300

1-800-IS-CHEVY

# CONTRACT TO PURCHASE

DATE 05/16/2005

CITY TAMPA, HILLSBOROUGH, FL		STATE FL	ZIP 33610	STOCK # 110113	FINANCIAL INSTITUTION
TYPE NEW	YEAR 2005	MAKE CHEVROLET	MODEL COBALT	COLOR BLACK	VEHICLE ID # 1014F457
				SALES # 233119	SALESMAN # 1014F457
				DEAL # 233119	SALESMAN # 1014F457

#1		#2	
YEAR N.A.	MILEAGE	YEAR N.A.	MILEAGE
MAKE	BODY	MAKE	BODY
MODEL	COLOR	MODEL	COLOR
VIN NO.		VIN NO.	
PAY OFF		PAY OFF	
LIENHOLDER		LIENHOLDER	



PRICE OF VEHICLE	
DEALER INSTALLED OPTIONS	
TOTAL DEALER INSTALLED OPTIONS	N.A.
VEHICLE PRICE PLUS OPTIONS	17,784.00
LESS TRADE-IN ALLOWANCE	N.A.
NET DIFFERENCE	17,784.00
PRE-DELIVERY SERVICE CHARGE	399.00
This charge represents costs and profit to the seller/dealer for items such as inspecting, cleaning and adjusting new and used vehicles and preparing documents related to the sale.	
FLORIDA BATTERY FEE	5.00
FLORIDA TIRE FEE	62.00
FL DMV WAR ENF ACT	12,251.50
TAXABLE VEHICLE PRICE	12,251.50
TAG/TITLE FEE- DEPOSIT	150.00
"ESTIMATED"	77.11
STATE SALES TAX	N.A.
COUNTY SALES TAX	15,478.61
SUBTOTAL	16,478.61
PAYOFF BALANCE	N.A.
* CUSTOMER ACKNOWLEDGES THAT THE PAYOFF BALANCE IS AN ESTIMATE. IF ACTUAL PAYOFF IS HIGHER, THE CUSTOMER AGREES TO PAY DIFFERENCE. IF LOWER, THE CUSTOMER WILL BE REIMBURSED.	N.A.
SUBTOTAL	16,478.61
MOTOR VEHICLE SERVICE AGREEMENT	500.00
MOTOR VEHICLE SERVICE AGREEMENT TAX	N.A.
TOTAL	16,978.61
DEPOSIT	500.00
REBATE/INCENTIVE	1,000.00
BALANCE DUE AT DELIVERY	17,269.61
<input type="checkbox"/> CASH <input type="checkbox"/> FINANCE	

## AN AMERICAN REVOLUTION

The value of any motor vehicle traded in as a part of the consideration for this purchase, is subject to final determination at the time the newly purchased vehicle is delivered by Dealer. The trade in motor vehicle shall be reappraised at delivery, and the value at this time shall determine the final trade in allowance on this purchase. The balance due at delivery will be adjusted for any differences from the original estimate.

In the event this purchase cannot be finalized within fifteen days of this date, I understand that my car is subject for reappraisal.

Purchaser: I hereby acknowledge that I have read each paragraph on front and back of this agreement, that I understand each paragraph, that I accept all the provisions, have received a completed copy of this document.

I acknowledge that I have inspected the purchased vehicle myself, or through a third party or have declined such inspection opportunity. I agree to purchase this vehicle.

PURCHASER	DATE 05/16/2005
CO-PURCHASER	DATE 05/16/2005
SALES MANAGER	DATE 05/16/2005

USED CAR BUYERS GUIDE: The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

Purchaser's Signature

# General Motors Car and Truck Divisions

## CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: \_\_\_\_\_  
 VIN: 1G1AL14F457 \_\_\_\_\_ (or see attached list\*)

### CUSTOMER INCENTIVE(S)

#### 1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
1000	\$ 1000	152
	\$	
	\$	
	\$	
	\$	
Total Incentive Amount Received	\$ 1000	

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

- a. I elect to receive SMARTLEASE  
 in lieu of OTHER INCENTIVES  
 or
- b. I elect to receive \_\_\_\_\_

### --- CUSTOMER AND DEALER ACKNOWLEDGMENT ---

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 1/1/. I acknowledge receipt of incentive(s) as described in Item # 1 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: \_\_\_\_\_ Date: 1/1/

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # 1 have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature] Date: 1/1/  
 Dealership Name: CADILLAC-CHEVROLET Dealer Code: 26243

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

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File  
 Copy #1 - Dealer Copy Copy #2 - Customer 99GMACK/GM-3795 (9/99)



*Agnes*

New ☒ Used ☒ Prior Demo ☐ Part PEP ☐ GM Employee ☐ Low Mileage Lease ☐  
Monthly ☐ Single ☐ Term (Months) \_\_\_\_\_ Effective Rate (to be completed by GMAC) \_\_\_\_\_

### Mileage Factors

Extra Mileage Calculation	Allowed Mileage
---------------------------	-----------------

16. Starting Odometer Mileage

- |        |        |
|--------|--------|
| 48,000 | 48,000 |
|--------|--------|

- ÷ S N/A

- |     |     |     |     |
|-----|-----|-----|-----|
| † S | N/A | † S | N/A |
|-----|-----|-----|-----|

- |   |     |  |
|---|-----|--|
| + | N/A |  |
| - | N/A |  |
| = | N/A |  |

- 20531.50

- = \$ 18665.00

## Residual Value

- S. N.

- [illegible]

- 18665.00

- |  |       |     |             |       |
|--|-------|-----|-------------|-------|
| Times Residual Percentage (New Vehicle Only) |       |     |             |       |
| Base   | 49.00 | % + | Low Mileage | 49.00 |

- = 9145.8

- \$N\$
- 
- 
- 
- \$—\$

- 1 —

- $$= \$ \underline{9145.8}$$

**Monthly Payments/Single Periodic Payment (If ID/ WA, Complete R14 - R18 Instead)**

- \$ 18183.00

- + \$ 595.00

- + \$ 390.00  
 + \$ 11.00

- 11/11/2019 11:53 AM

- 48 NY

- at Signing or Delivery

- 00  
 + \$ 399.00

- = \$ 19168.0

- |    |       |                |
|----|-------|----------------|
| \$ | 35.05 |                |
| +  | \$    | N/A            |
| +  | \$    | 1000.00        |
|    |       | → - \$ 1035.05 |

- = 18132.9

- \$ 251.7

- A. Service Charge \_\_\_\_\_ % + \$ NA  
 B. Total Base Monthly/Single Periodic Payment = \$ 251.7

- |                          |         |   |    |       |
|--------------------------|---------|---|----|-------|
| A. Monthly Sales/Use Tax | 7.0000% | + | \$ | 17.60 |
| B. Personal Property Tax | %       | + | \$ | 0.00  |
| C. Other (describe) :    | %       | + | \$ | 0.00  |

- = \$ 269.3

- 12928.3

### Depreciation and Other Amortized Amounts

- \$ 18132.9

- \$ 9145.8

- = \$ 8987.

## Rent Charge

- \$ 251.

- x 48

- = \$ 12082.

- \$ 8987.

- = \$ 3095.

## 37. Capitalized Cost Reduction

A. Cash (Line 14A) \$ 35.05  
 B. Trade-In Allocation (Line 6D) - \$ N/A  
 C. Capitalized Cost Reduction Allowance + \$ 1000.00  
 D. College Graduate Allowance + \$ N/A  
 E. GM Card Rebate Allocation + \$ N/A  
 F. Other (describe) N/A + \$ N/A  
 G. Other (describe) N/A + \$ N/A

38. Total Capitalized Cost Reduction (equal to Line 14D) → = \$ 1035.05

39. First Monthly/Single Periodic Payment (Line 27) - \$ 269.34

40. Refundable Security Deposit - \$ N/A

## 41. Additional Amounts

A. Title Fees \$ 150.00  
 B. License Fees + \$ N/A  
 C. Registration Fees + \$ N/A  
 D. GMAC Administrative Fee + \$ N/A  
 E. Selective Due Date Fee + \$ N/A  
 F. Sales/Use Tax + \$ 77.11  
 G. Offset if Negative Trade Equity (equal to Line 6B) + \$ N/A  
 H. Total + \$ 227.11

42. Other (describe) MYLEA/FLA FEES +/- \$ 68.50

43. Total Amount Due at Lease Signing or Delivery = \$ 1600.00

## Purchase Option at End of Lease Term

44. Residual Value (Line 24) = \$ 9145.85

45. Purchase Option Increment + \$ N/A

46. Purchase Option at End of Lease Term = \$ 9145.85

47. Adjusted Capitalized Cost (Line 15) \$ 18132.95

## 48. Less Cash Adjustments

A. First Monthly/ Single Periodic Payment (Line 39) \$ 269.34  
 B. Refundable Security Deposit (Line 40) - \$ N/A  
 C. Total → - \$ 269.34

49. A. Other (describe) -/- \$ N/A  
 B. Other (describe) -/- \$ N/A

50. Less GMAC Administrative Fee (Line 8 or 41D) - \$ 595.00

51. Amount Due Dealer = \$ 17268.61

## New Vehicle Beginning Mileage Adjustment if Over 500 Miles

## Mileage and Term Parameters:

	Current Series	Prior Model Year
Maximum Term (months)	60	48
Standard Beginning Mileage	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 Only	Lessee may either reduce monthly mileage over lease term or purchase existing miles. If purchasing beginning miles, enter the difference of Lines 17 and Line 16B on Line 52A.
501 - 25,000	Prior PEP/GM Employee Only	Lessee may either reduce monthly mileage over lease term or purchase existing miles. If purchasing beginning miles, enter the difference of Line 17 and Line 16B on Line 52A.

## 52. Beginning Mileage Adjustment

A. Actual Odometer Mileage N/A  
 B. Times Beginning Mileage Adjustment Rate x \$ N/A  
 C. Residual Adjustment Attributed to Beginning Mileage (enter on Line 23A) = \$ N/A

Salesperson GMAC

Submitted to GMAC

Time

05/16/2005

Date

Approved By

Time

Date

Application Number

Vehicle Description:

Year 2005

Make CHEVROLET

Model CORAL T

VIN

1G1AL14E457

Administrative Message #

Security Deposit Waiver:

No ☐Yes ☒

If Yes, Customer Rate Increase?

No ☐Yes ☒

→

Loyalty Program?

No ☐Yes ☐

If Yes, Authorization #:

Other Reason for Security Deposit Waiver (describe)

MEMO: Program Lease Factor:

Rate Decrement:

Single Payment Lease Decrement:

Dealer Lease Factor:

Security Deposit Waiver:

Federally Tax Exempt:

Other Increment:

Total Lease Factor:

5.6000

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

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

# Gordon Chevrolet Service

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

**To:** LINDSEY . 866-893-7514

**From:** SKIP GREANEY

**Subject:** [REDACTED]

**Number of pages: (includes cover)** 16

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

4/21/07 DT



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

Adv: JAYE DEBRA BARD		Tag: 1949	License: FL	VIN: 1G1AL14F4 57	Page: 1	Invoice: W14529		
Invoice to				Driver/Owner Information				
TAMPA, FL				TAMPA, FL				
Home: Cell:				Home: Cell:				
For Office Use				Vehicle Information				
Odometer in: 11391 Out: 11392		Dist: 1G1 WAR C W Final		05 CHEVROLET COBALT LS 2DR CPE BLACK				
Begin: 04/10/06		Done: 04/12/06		Invoiced: 04/12/06 07:32 JM		Inservice: 05/16/05		
Customer Concern								
Concern	44	ALL VALUABLES REMOVED FROM VEHICLE & SHOP CHARGES DISCLAIMER			Operation	Tech	Hours	Amount
Cause		0			NC	348	.0	.00
Correction		NO CHARGE						
		CON CODE : 0						
		FAIL CODE : 0						
Type: W					Subtotal			
Concern	51	C/S BRAKE LIGHT IS ON DISPLAY // FLASHES ON			Operation	Tech	Hours	Amount
Cause		TEST DRIVE BRAKE LITE ON DASH			NC	316	.0	.00
Correction		DID NOT COME ON, MASTER CYL FLUID LEVEL OK, NO SIGNS OF BRAKE						
Comment		FLUID LEAK, NO CODES IN ABS OR PARK BRAKE SYST						
		CON CODE : WA						
		FAIL CODE : 0						
Type: W					Subtotal			
Concern	52	C/S WASHER FLUID WILL NOT COME OUT OF SPRAYERS			Operation	Tech	Hours	Amount
Cause		CLEAN OUT WASHER FLUID LINES			NC	316	.0	.00
Correction		NO CHARGE						
		CON CODE : OJ						
		FAIL CODE : 0						
Type: W					Subtotal			
Concern	53	C/S SCREW MISSING FROM PASS FRONT WHEEL WELL			Operation	Tech	Hours	Amount
Cause		INSTALL RETAINER IN RT WHL WELL			NC	316	.0	.00
Correction		NO CHARGE						

\*SHOP MATERIAL - THIS 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 \$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, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW FIRE 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.



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

Adv: JAYE DEBRA BARD		Tag: 1949	License: FL	VIN: 1G1AL14F4 57	Page: 2	Invoice:
Invoice to: STEVE JENSEN		Driver/Owner: STEVE JENSEN				
Invoiced: 04/12/06 07:32:42 JM		05 CHEVROLET COBALT LS 2DR CPE BLACK				
Type: W	CON CODE : VQ		FAIL CODE : 0		Subtotal	
Concern	54	C/S WS AROUND DRIVERS FRONT DOOR IS LOOSE AT TOP RIGHT			Operation	Tech
Cause		WEATHER STRIP NORMAL AROUND LT			NC	316
Correction		DR SAME AS OTHER COBALT			Hours	.0
		CON CODE : ON			Amount	.00
Type: W			FAIL CODE : 0		Subtotal	
Summary of Charges for Invoice #14529				Payment Distribution for Invoice #14529		
TOTAL CHARGE .00				TAC WARRANTY .00		
				TOTAL CHARGE .00		
<p>If you have any questions - please see JAYE DEBRA BARD</p> <p>PLEASE FILL OUT CHEVROLET SERVICE SURVEY AND RETURN TO GORDON CHEVROLET AND THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE!</p> <p style="text-align: right;">Last Page</p>						

\*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, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE 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.



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

Adv: JAYE DEBRA BARD		Tag: 1949	License: FL	VIN: 1G1AL14F4 57	Page: 1	Invoice:	
Invoice to				Driver/Owner Information			
TAMPA, FL Home: Cell:				TAMPA, FL Home: Cell:			
For Office Use				Vehicle Information			
Odometer in: 11391 Out: 11392		Dist: 1G1 CUS C W Final		05 CHEVROLET COBALT LS 2DR CPE BLACK			
Begin: 04/10/06 Done: 04/10/06		Invoiced: 04/10/06 17:02 JM		Inservice: 05/16/05			
Customer Concern							
Concern	01	SERVICE 3000 MILE SERVICE-----)---\$28.25 OR \$31.40 WITH 7 QTS. OF OIL			Operation	Tech	
Correction		INCLUDES OIL AND FILTER CHANGE AND CHASSIS LUBRICATION ALSO			01	316	
		CHECK FLUID LEVELS PER FACTORY RECOMMENDATION				*	
		DOES NOT APPLY TO DIESEL OR SYNTHETIC OIL CHANGES.			Amount	12.99	
Parts		Part Number	PO#	Note	Description	Quantity	Sell
		000 012579143			FILTER	18	5.29
		000 88901748X		GOO	10-30 BULK OIL	5	1.58
							7.90
							Subtotal
							5.29
							7.90
							12.99
							TOTAL CHARGE FOR CONCERN
							26.18
Type: C		Line Flags: NOS					
Summary of Charges for Invoice C14529				Payment Distribution for Invoice C14529			
PARTS		5.29		TOTAL CHARGE		28.01	
GAS-OIL-GREASE		7.90		CASH DUE		28.01	
LAB-MECHANICAL		12.99					
SUB-TOTAL		26.18					
SALES TAX - STATE		1.57					
SALES TAX - COUNTY		.26					
TOTAL CHARGE		28.01					
Attention: The following Invoices also exist WAR - WARRANTY If you have any questions - please see JAYE DEBRA BARD THANK YOU FROM SKIP GREANEY AND THE ENTIRE GORDON CHEVROLET SERVICE TEAM FOR ALLOWING US TO SERVICE YOUR VEHICLE! (*) INDICATES LIFETIME							

\*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, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE 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.



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

Adv: PATRICIA A KING		Tag: 2037	License: FL	VIN: 1G1AL14F4 57	Page: 1	Invoice:
Invoice to				Driver/Owner Information		
TAMPA, FL Cell: Home:				TAMPA, FL Cell: Home:		
For Office Use				Vehicle Information		
Odometer in: 15796 Out: 15801		Dist: 1G1 WAR W Final		05 CHEVROLET COBALT LS 2DR CPE BLACK		
Begin: 08/31/06		Done: 09/06/06		Invoiced: 09/06/06 08:15 DT		Inservice: 05/16/05
Customer Concern						
Concern Cause Correction	44	ALL VALUABLES REMOVED FROM VEHICLE & SHOP CHARGES DISCLAIMER 0 NO CHARGE CON CODE : 0 FAIL CODE : 0			Operation	Tech Hours Amount
Type: W					NC	334 .0 .00
					Subtotal	
Concern Cause Correction Comment	51	CUSTOMER STATES SERVICE ENGINE SOON LIGHT COMING ON MODULE OUT OF CALIBRATION REPROGRAM PCM SCAN PCM WITH TECH TWO AND CHEKL FOR CODES CON CODE : WG FAIL CODE : 3L			Operation	Tech Hours Amount
Type: W					J6354	334 .7 54.10
					Subtotal	
					LAB-MECHANICAL 54.10	
					TOTAL CHARGE FOR CONCERN 54.10	
Concern Cause Correction Comment	52	CUSTOMER STATES WHEN PUTTING INTO REVERSE STEERING LOCKS UP TIRES UNDER INFLATED AIR UP TIRES TO 35PSI TIRES ONLY HAD 12PSI IN ALL FOUR TIRES CON CODE : OA FAIL CODE : 2L			Operation	Tech Hours Amount
Type: W					NC	334 .0 .00
					Subtotal	
Concern	53	CUSTOMER STATES DASH LIGHT FLASH			Operation	Tech Hours Amount

\*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, WIRE, ETC.  
STATE FEE: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE 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.



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

Adv: PATRICIA A KING	Tag: 2037	License: FL	VIN: 1G1AL14P4 57	Page: 2	Invoice:
Invoice to: STELL JENNA		Driver/Owner: STELL JENNA			
Invoiced: 09/06/06 08:15:11 DT		05 CHEVROLET COBALT LS 2DR CPE BLACK			
Cause	0			CN	334 .0 .00
Correction	COULD NOT DUPLICATE CUSTOMER CONCERN CON CODE : 07		FAIL CODE : 0		
Type: W			Subtotal		
Concern	54	CUSTOMER STATES TRACTION LIGHT BEEPS		Operation	Tech Hours Amount
Cause	SEE LINE 51		NC		334 .0 .00
Correction	NO CHARGE CON CODE : 07		FAIL CODE : 0		
Type: W			Subtotal		
Summary of Charges for Invoice W20610			Payment Distribution for Invoice W20610		
LAB-MECHANICAL		54.10	TOTAL CHARGE		54.10
TOTAL CHARGE		54.10	FAC WARRANTY		54.10
<p>If you have any questions - please see PATRICIA A KING PLEASE FILL OUT CHEVROLET SERVICE SURVEY AND RETURN TO GORDON CHEVROLET AND THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE!</p> <p style="text-align: right;">Last Page</p>					

\*SHOP MATERIAL - THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. A TOKEN 18% 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, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE 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.





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

Adv: PATRICIA A KING		Tag: 2932	License: FL	VIN: 1G1AL14F4 57	Page: 1	Invoice:		
Invoice to:				Driver/Owner Information				
TAMPA, FL Cell: Home:				TAMPA, FL Cell: Home:				
For Office Use				Vehicle Information				
Odometer in: 18611 Out: 18616		Dist: 1G1 WAR W Final		05 CHEVROLET COBALT LS 2DR CPE BLACK				
Begin: 11/28/06 Done: 11/30/06		Invoiced: 11/30/06 15:08 DT		Inservice: 05/16/05				
Customer Concern								
Concern	44	ALL VALUABLES REMOVED FROM VEHICLE & SHOP CHARGES DISCLAIMER			Operation	Tech	Amount	
Cause		0			NC	326	.00	
Correction		NO CHARGE						
		CON CODE : 0						
		FAIL CODE : 0						
Type: W					Subtotal			
Concern	51	CUSTOMER STATES VEH STALLING OUT			Operation	Tech	Units	Amount
Cause		DIAG SCAN TEST CHECK ALL CONTROL MODULE NO CODES, ROAD TEST 13 MILES			NC	334	.0	.00
Correction		UNABLE TO DUPLICATE ANY COMPLAINTS						
		NO CHARGE						
		CON CODE : PU						
		FAIL CODE : 0						
Type: W					Subtotal			
Concern	52	CUSTOMER STATES TRATION CONTROL LIGHT COMING ON			Operation	Tech	Units	Amount
Cause		SEE LINE 51			NC	334	.0	.00
Correction		NO CHARGE						
		CON CODE : WT						
		FAIL CODE : 0						
Type: W					Subtotal			
Concern	53	CUSTOMER STATES POWER STEERING LIGHT COMING ON			Operation	Tech	Units	Amount
Cause		SEE LINE 51			NC	334	.0	.00
Correction		NO CHARGE						

"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 \$28.00 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, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE 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.



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

Adv: PATRICIA A KING	Tag: 2932	License: FL	VIN: 1G1AL14F457	Page: 2	Invoice:
Invoice to: SPEIR, JENNA			Driver/Owner: SPEIR, JENNA		
Invoiced: 11/30/06 15:08:44 DT			05 CHEVROLET COBALT LS 2DR CPE BLACK		
Type: W	CON CODE : AV FAIL CODE : 0		Subtotal		
Concern 54 Cause Correction	CUSTOMER STATES POWER STEERING STIFF SEE LINE 51 NO CHARGE CON CODE : OA FAIL CODE : 0		Operation NC	Tech 334	Units .0
Type: W			Amount ..00 Subtotal		
Concern 55 Cause Correction	CUSTOMER STATES GAGES JUMPING/IRRATIC SEE LINE 51 NO CHARGE CON CODE : AV FAIL CODE : 0		Operation NC	Tech 334	Units .0
Type: W			Amount ..00 Subtotal		
Concern 56 Cause Correction	CUSTOMER STATES AC NOT COLD. WONT COME ON AT ALL AT TIMES . CANT GET AC LIGHT ON CONTROL 0 NO CHARGE CON CODE : OJ FAIL CODE : 0		Operation NC	Tech 334	Units .0
Type: W			Amount ..00 Subtotal		
Summary of Charges for Invoice #24447			Payment Distribution for Invoice #24447		
TOTAL CHARGE .00			FAC WARRANTY .00		
			TOTAL CHARGE .00		
If you have any questions - please see PATRICIA A KING PLEASE FILL OUT CHEVROLET SERVICE SURVEY AND RETURN TO GORDON CHEVROLET AND THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE!					
Last Page					

\*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, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE 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.



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 - 8:00 PM  
SAT 8:00 AM - 1:00 PM

Adv: PATRICIA A KING		Tag: 2065	License: FL	VIN: 1G1AL14F4 57	Page: 1	Invoice:		
Invoice To		Driver/Operator Information						
TAMPA, FL		TAMPA, FL						
Cell: Home:		Cell: Home:						
For Office Use		Vehicle Information						
Odometer In: 18822	Out: 18934	Dist: 1G1 WAR C W	Final	05 CHEVROLET COBALT LS 2DR CPE BLACK				
Begin: 12/06/06	Done: 12/13/06	Invoked: 12/13/06 10:26 DT	Inservice: 05/16/05					
Customer Concern								
Concern	44	ALL VALUABLES REMOVED FROM VEHICLE & SHOP CHARGES DISCLAIMER			Operation	Tech	Amount	
Cause	0				NC	326	.00	
Correction	NO CHARGE	CON CODE : 0						
Type: W		FAIL CODE : 0			Subtotal			
Concern	+49	GORDON CHEVROLET- TAMPA RENTAL VEHICLE			Operation	Tech	Amount	
Cause	1 DAY GORDON RENTAL RA 234124				NC	326	.00	
Correction	NO CHARGE	CON CODE : 0						
Type: W		FAIL CODE : 0			Subtotal			
Concern	51	CUSTOMER STATES TRACTION LIGHT CAME ON.			Operation	Tech	Units	Amount
Cause	SCAN SYST NO CODES, CHECK ELECT CIRCUITS FOR ALL MODULES ABLE TO				NC	334	.0	.00
Correction	COMMUNICATE WITH ALL MODULES	CON CODE : WT						
Type: W		FAIL CODE : 0			Subtotal			
Concern	52	CUSTOMER STATES DISPALYS POWER STEERING & LOST POWER STEERING			Operation	Tech	Units	Amount
Cause	MAY HAVE PROBLEM WITH PHONE CHARGER DRAWING VOLTAGE FROM B+ CIRCUIT				NC	334	.0	.00
Correction	ACCESSORY OUTLET ON SAME CIRCUIT	CON CODE : WT						
Type: W		FAIL CODE : 0			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 (9.403.718) AND A \$1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE (9.403.7185)

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.

WARRANTY-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.  
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: FL	VIN: 1G1AL14F4 57	Page: 2	Invoice: W24775
Invoice to: STATE, JENNA			Driver/Owner: STATE, JENNA			
Invoiced: 12/13/06 10:26:38 DT			05 CHEVROLET COBALT LS 2DR CPE BLACK			
Type: W	CON CODE : 07		FAIL CODE : 0		Subtotal	
Concern 53	CUSTOMER STATES OUTSIDE TEMP NOT CHANGING REGULARLY		Operation		Tech	Units
Cause	SEE LINE 51 & 52		NC		334	.0
Correction	NO CHARGE					.00
Type: W	CON CODE : 07		FAIL CODE : 0		Subtotal	
Summary of Charges for Invoice W24775			Payment Distribution for Invoice W24775			
TOTAL CHARGE .00			FAC WARRANTY .00			
			TOTAL CHARGE .00			
<p>If you have any questions - please see PATRICIA A KING</p> <p>PLEASE FILL OUT CHEVROLET SERVICE SURVEY AND RETURN TO GORDON CHEVROLET AND THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE!</p> <p style="text-align: right;">Last Page</p>						

\*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, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE 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.



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

Adv: PATRICIA A KING		Tag: 2240	License: FL	1G1AL14F4 57	Page: 1	Invoice: W32092
Invoice to:				Driver/Owner Information		
TAMPA, FL Cell: Home:				TAMPA, FL Cell: Home:		
For Office Use				Vehicle Information		
Odometer in: 23000 Out: 23006		Dist: 1G1 W/R C W Final		05 CHEVROLET COBALT LS 2DR CPE BLACK		
Begin: 06/02/07		Done: 06/14/07		Inservice: 05/16/05		Sold: 06/02/07
Customer Concern						
Concern 49	GORDON CHEVROLET- TAMPA RENTAL VEHICLE				Operation	Tech Amount
Cause	050207 060407				Z7902	346 .00
Correction	2-DAYS RENTAL///RA 259600///\$74.00///KL1TD66697B					
Comment	SERVICE, NEW VEHICLE OR PRE-OWNED VEHICLE BY GORDON RENTAL					
Parts	Part Number	PO#	Note	Description	Quantity	Sell
			RENT	2-DAYS RENTAL	1	
	CON CODE : MJ					
	AUTH : G					
	FAIL CODE : 98					
Type: W	Line Flags: NOS				Subtotal	
					MISCELLANEOUS	74.00
					TOTAL CHARGE FOR CONCERN	74.00
Concern 51	CUSTOMER STATES TRACTION LIGHT IS ON				Operation	Tech Units Amount
Cause	BRCM OPEN				H2505	334 .9 72.15
Correction	REPLACE ELECTRONIC BRAKE AND TRACTION CONTROLL MODULE					
Comment	SCAN PCM WITH TECH TWO AND CHECK FOR CODES					
Parts	Part Number	PO#	Note	Description	Quantity	Sell
	000 015867087			MODULE	1	246.09 246.09
	Parts: Count 1					
	CON CODE : AV					
	FAIL CODE : 6F					
Type: W					Subtotal	
					PARTS	344.53
					LAB-MECHANICAL	72.15
					TOTAL CHARGE FOR CONCERN	416.68
Concern 52	CUSTOMER STATES GAUGES ARE JUMPING				Operation	Tech Units Amount

\*SHOP MATERIAL - THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. A TYPICAL 16% 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, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW VEHICLE 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.



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

Adv: PATRICIA A KING	Tag: 2240	License: FL	1G1AL14F4 57	Page: 2	Invoice: W32092
Invoice to: SPEER, JENNA			Driver/Owner: SPEER, JENNA		
Invoiced: 06/14/07 14:20:57 DT			05 CHEVROLET COBALT LS 2DR CPE BLACK		
Cause	SEE LINE 51	NC	334	.0	.00
Correction	NO CHARGE				
	CON CODE : 0				
	FAIL CODE : 0				
Type: W					Subtotal
Concern	53 CUSTOMER STATES STEERING WHEEL NOT TURN	Operation	Tech	Units	Amount
Cause	0	NC	372	.0	.00
Correction	NO CHARGE				
	CON CODE : AV				
	FAIL CODE : 0				
Type: W					Subtotal
Concern	54 CUSTOMER STATES BATTERY LIGHT IS ON	Operation	Tech	Units	Amount
Cause	SEE LINE 51	NC	334	.0	.00
Correction	NO CHARGE				
	CON CODE : AV				
	FAIL CODE : 0				
Type: W					Subtotal
Summary of Charges for Invoice W32092			Payment Distribution for Invoice W32092		
PARTS	344.53	TOTAL CHARGE	490.68		
LAB-MECHANICAL	72.15				
MISCELLANEOUS	74.00	FAC WARRANTY	490.68		
TOTAL CHARGE	490.68				
Attention: Other Repair Orders on this vehicle:					
RO: 32457 Opened: 06/12/07 CUS - 06/14/07 ( F ) WAR - 06/13/07 ( P )					
If you have any questions - please see PATRICIA A KING					
PLEASE FILL OUT CHEVROLET SERVICE SURVEY AND RETURN TO GORDON					
CHEVROLET AND THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE!					

\*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, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (A.403.718) AND A \$1.00 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE. (A.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.



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

Adv: PATRICIA A KING	Tax: 1660	License: FL	1G1AL14F4 57	Page: 1	Invoice: C32092
Invoice to			Driver/Owner Information		
TAMPA, FL			TAMPA, FL		
Cell: Home:			Cell: Home:		
For Office Use			Vehicle Information		
Odometer in: 23000 Out: 23006			Dist: 161 CUS C W Final		
Begin: 06/02/07 Done: 06/05/07			Inservice: 05/16/05 Sold: 06/02/07		
Customer Concern					
Concern 48	\$7.00 VEHICLE USAGE AND MAINTENANCE CHARGE			Operation 48	Tech 346
Correction	VEHICLE USAGE CHARGE FOR GORDON CHEVROLET RENTAL OR LOANER			Amount .00	
Comment	\$7.00 VEHICLE USAGE CHARGE			Quantity 1	Sell 7.00
Parts	Part Number	PO#	Note	Description	Amount
			RENT	VEHICLE USAGE	7.00
Type: C	Line Flags: NOS			Subtotal 7.00	
Summary of Charges for Invoice C32092			Payment Distribution for Invoice C32092		
MISCELLANEOUS 7.00			TOTAL CHARGE 7.49		
SUB-TOTAL 7.00			CASH DUE 7.49		
SALES TAX - STATE .42					
SALES TAX - COUNTY .07					
TOTAL CHARGE 7.49					
<p>Attention: The following Invoices also exist WAR - WARRANTY</p> <p>If you have any questions - please see PATRICIA A KING</p> <p>THANK YOU FROM SKIP GREANEY AND THE ENTIRE GORDON CHEVROLET SERVICE TEAM FOR ALLOWING US TO SERVICE YOUR VEHICLE! (*) INDICATES LIFETIME SERVICE GUARANTEE PART ON ALL CUSTOMER PAY REPAIRS.</p>					

\*SHOP MATERIAL - THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. A TYPICAL 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, WIRE, ETC.

STATE FEES: 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 REMANUFACTURED BATTERY SOLD IN THE STATE (s.403.7105)

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.

WARRANTY-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.  
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: 2240	License: FL	1G1AL14F4 57	Page: 1	Invoice: W32457		
Invoice to			Driver/Owner Information					
TAMPA, FL Cell: Home			TAMPA, FL Cell: Home					
For Office Use			Vehicle Information					
Odometer in: 24833 Out: 24870		Dist: 1G1 WAR C W		Quote		05 CHEVROLET COBALT LS 2DR CPE BLACK		
Begin: 06/12/07		Done: 06/20/07		Invoiced: 06/21/07 17:06 DT		Inservice: 05/16/05 Sold: 06/02/07		
Quote after Final Bill								
Concern	44	ALL VALUABLES REMOVED FROM VEHICLE & SHOP CHARGES DISCLAIMER			Operation	Tech	Amount	
Cause		0			NC	334	.00	
Correction		NO CHARGE						
		CON CODE : 0						
		FAIL CODE : 0						
Type: W					Subtotal			
Concern	49	GORDON CHEVROLET- TAMPA RENTAL VEHICLE			Operation	Tech	Amount	
Cause		061107 061207			49	346	.00	
Correction		1-DAY RENTAL///RA 252356///\$37.00///KL1TD566262						
Comment		SERVICE, NEW VEHICLE OR PRE-OWNED VEHICLE BY GORDON RENTAL						
		CON CODE : MJ						
		FAIL CODE : 99						
Type: W		Line Flags: NOS			Subtotal			
Concern	51	CUSTOMER STATES TRACTION LIGHT COMING ON//////////SEE VH			Operation	Tech	Units	Amount
Cause		OPERATES AS DESIGNED			CN	334	.0	.00
Correction		COULD NOT DUPLICATE CUSTOMER CONCERN						
Comment		SCAN ABS WITH TECH TWO AND CHECK FOR CODES (NONE)						
		CON CODE : WT						
		FAIL CODE : 92						
Type: W					Subtotal			
Concern	52	CUSTOMER STATES AB LIGHT COMING ON			Operation	Tech	Units	Amount
Cause		SEE LINE 51			NC	334	.0	.00

\*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, WIRE, ETC.

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 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.





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

Adv: PATRICIA A KING		Tag: 2240	License: FL	1G1AL14F4 57	Page: 2	Invoice:
Invoice to: SPEIR, JENNA			Driver/Owner: SPEIR, JENNA			
Invoiced: 06/21/07 17:06:31 DT			05 CHEVROLET COBALT LS 2DR CPE BLACK			
Correction	NO CHARGE		CON CODE : WA		FAIL CODE : 0	
Type: W					Subtotal	
Summary of Charges for Invoice W32457			Payment Distribution for Invoice W32457			
TOTAL CHARGE .00			FAC WARRANTY .00 TOTAL CHARGE .00			
Attention: Other Repair Orders on this vehicle: RO: 32092 Opened: 06/02/07 CUS - 06/05/07 ( * ) WAR - 06/14/07 ( * ) If you have any questions - please see PATRICIA A KING PLEASE FILL OUT CHEVROLET SERVICE SURVEY AND RETURN TO GORDON CHEVROLET AND THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE!						

Last Page

\*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, WIRE, ETC.

STATE FEES: 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 REMANUFACTURED BATTERY SOLD IN THE STATE. (S.403.7185)

CUSTOMER  
SIGNATURE X

DEALERSHIP WARRANTIES 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.



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

Adv: PATRICIA A KING	Tag: 2240	License: FL	1G1AL14F4 57	Page: 1	Invoice: C32457
<b>Invoice to</b>			<b>Driver/Owner Information</b>		
TAMPA, FL Cell: Home:			TAMPA, FL Cell: Home:		
<b>For Office Use</b>			<b>Vehicle Information</b>		
Odometer in: 24833 Out: 24870		Dist: 1G1 CUS C W		Quote	
Begin: 06/12/07		Done: 06/14/07		Invoiced: 06/21/07 17:06 DT	
Inservico: 05/16/05		Sold: 06/02/07			
<b>Quote after Final Bill</b>			<b>Reprinted 1 times</b>		
Concern 48	\$7.00 VEHICLE USAGE AND MAINTENANCE CHARGE			Operation	Tech
Correction	VEHICLE USAGE CHARGE FOR GORDON CHEVROLET RENTAL OR LOANER			48	346
Comment	\$7.00 VEHICLE USAGE CHARGE			Amount	
Parts	Part Number	PO#	Note	Description	Quantity
			RENT	VEHICLE USAGE	1
					7.00
					7.00
Type: C	Line Flags: NOS			Subtotal	
				7.00	
				TOTAL CHARGE FOR CONCERN	
				7.00	
<b>Summary of Charges for Invoice C32457</b>			<b>Payment Distribution for Invoice C32457</b>		
MISCELLANEOUS 7.00			TOTAL CHARGE 7.49		
SUB-TOTAL 7.00			CASH DUE 7.49		
SALES TAX - STATE .42					
SALES TAX - COUNTY .07					
TOTAL CHARGE 7.49					
Attention: Other Repair Orders on this vehicle:					
RO: 32092 Opened: 06/02/07 CUS - 06/05/07 ( * ) WAR - 06/14/07 ( * )					
If you have any questions - please see PATRICIA A KING					
THANK YOU FROM SKIP GREANEY AND THE ENTIRE GORDON CHEVROLET SERVICE					
TEAM FOR ALLOWING US TO SERVICE YOUR VEHICLE! (*) INDICATES LIFETIME					
SERVICE GUARANTEE PART ON ALL CUSTOMER PAY REPAIRS.					
Last Page					

\*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, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE 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.

## STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number  
71-530002985Customer Name  
[REDACTED]

Worksheet Filled Out By:

J. Robertson

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:

1G1AL14F457 [REDACTED]

Date:

August 15, 2007

USAGE FORMULAS		STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE				
1	<b>To calculate usage:</b>	1	Base Price	\$0.00	1	Down Pmt / Cap Cost Reduction	\$1,600.00	includes fir 26 @ \$269
2	Use ONLY one of the 4 methods in this column or	2	Conversion / Upfit cost	\$0.00	2	Pmts (includes 1st month if lease)	\$7,002.84	
3	follow applicable lemon law formula for your state	3	Reg./Lic./Title Fees	\$0.00	3	Reg./Lic./Title Fees (leases only)	\$0.00	
4		4	State Fees	\$0.00	4	Tax (leases only)	\$0.00	
5	<b>A. USAGE USING L.L. FORMULA</b>	5	Aftermarket Items	\$0.00	5	Aftermarket Items	\$0.00	
6	Base Price/Total Repurch Price	\$0.00	6	Sales Tax	\$0.00	6	Other-Explain	\$0.00
7	Mileage	0	7	Finance Charges	\$0.00	7	Other-Explain	\$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	\$0.00	8	Other-Explain	\$0.00
9	Usage	\$0.00	9	Other-Explain	\$0.00	9	Other-Explain	\$0.00
10			10	<b>Total Purchase Price</b>	<b>\$0.00</b>	10	<b>Total Additions</b>	<b>\$8,602.84</b>
11	<b>B. USAGE - NEGOTIATED</b>	\$3,839.80	11			11		
12			12	<b>* Usage/Depreciation</b>	<b>\$3,839.80</b>	12	<b>* Usage/Depreciation</b>	<b>\$3,839.80</b>
13			13	Damage	\$0.00	13	Damage	\$0.00
14	<b>C. USAGE USING CENTS/MILE</b>		14	Late charges	\$0.00	14	Late charges	\$0.00
15	Mileage	0	15	Over-Allowance	\$0.00	15	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	\$1,000.00
18			18	Other-Explain	\$0.00	18	Sec. Dep. (leases) if reimbursing above	\$0.00
19			19	Other-Explain	\$0.00	19	Extended Service Contract	\$390.00
20	<b>D. USAGE-CALIFORNIA ONLY</b>		20	Other-Explain	\$0.00	20	Gap Insurance	\$0.00
21	Base price section-Used when <b>NOT</b> financed.		21	Other-Explain	\$0.00	21	Over Mileage Penalty	\$0.00
22	<b>"Actual Price Paid" (Base)</b>	<b>\$0.00</b>	22	<b>Total Deductions</b>	<b>\$3,839.80</b>	22	<b>Total Deductions</b>	<b>\$5,229.80</b>
23	Mileage	0	23			23		
24	Usage	\$0.00	24	<b>Repurchase Subtotal</b>	<b>-\$3,839.80</b>	24	<b>Total Refund to Customer</b>	<b>\$3,373.04</b>
25	<b>OR</b>		25	Loan Payoff good thru xx/xx/xx	\$0.00	25	Dir Buyout (lease) or Loan Payoff	\$13,408.19
26	Payment/Lease-Used <b>when</b> financed.		26	<b>Total Refund to Customer</b>	<b>-\$3,839.80</b>	26	(GMAC=DL quote) good thru 09/15/07	
27	<b>"Actual Price Paid" (Pmt/Lease)</b>	<b>\$21,011.03</b>	27	Attorney's Fees	\$0.00	27	Attorney's Fees	\$0.00
28	Mileage	0	28	<b>Total Repurchase</b>	<b>-\$3,839.80</b>	28	<b>Total Repurchase</b>	<b>\$16,781.23</b>
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	\$0.00	29	NADA (Legal Only)	\$0.00
30	Usage	\$0.00	30	<b>Estimated Auction Value</b>	<b>\$0.00</b>	30	<b>Estimated Auction Value</b>	<b>\$0.00</b>
31			31	<b>Projected Loss</b>	<b>-\$3,839.80</b>	31	<b>Projected Loss</b>	<b>\$16,781.23</b>
	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)	\$ 1,000.00
	DIFFERENCE	\$ (482.00)		DIFFERENCE	#VALUE!		OVERALLOWANCE	\$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	\$ 17,183.00
				TRADE ALLOWANCE	N/A			
				ACV OF TRADE	\$ -		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	#VALUE!		Include GM card points	
				ACV=actual cash value				

[illegible]

2005 COBALT 2-DOOR LS COUPE		CHEVROLET MOTOR DIVISION
41U BLACK	/L4G	GENERAL MOTORS CORPORATION
19C EBONY SPORT CLOTH		100 RENAISSANCE CENTER
ORDER NO. JCBQCC/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1 AL14 F4 5		VEHICLE INVOICE 1AD63970940
*****		*****13*26184S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
1AL37 COBALT 2-DOOR LS COUPE	15920.00	14885.20 INVOICE 04/22/05
ASF AIRBAGS, SIDE HEAD-CURTAIN	395.00	355.50 SHIPPED 04/22/05
DT4 ASHTRAY AND LIGHTER	15.00	13.50 EXP I/T 05/05/05
FE9 50-STATE EMISSIONS	N/C	N/C INT COM 05/05/05
L61 2.2L DOHC 4 CYL ENGINE	0.00	0.00 PRC EFF 04/22/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	765.00 KEYS G0453 G0453
U2K XM SATELLITE RADIO-OVER 130	325.00	292.50 WFP-S MTH OPT-2
CHNLS OF DIGITAL ENTERTAINMENT.		BANK: GMAC - 029
SERVICE FEE EXTRA 1ST.3MOS.INCL		CHG-TO 26-184
1SB 1SB SPORT PACKAGE INCLUDES:	595.00	535.50
*WHITE FACED SPORT GAUGES		SHIP WT: 2773
*LEATHER WRAPPED SHIFT LEVER		HP: 18.4
*LEATHER WRAPPED STEERING WHEEL		GMS: 16944.20
*SPORT FASCIA W/FOG LAMPS		SUPPLR: 17703.31
*REAR SPOILER		MRM: 18665.00
*16" ALUMINUM WHEELS		DAN: 19000
*205/55R16 TIRES		MEMO 830.00
*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				
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.

LOTT-MATHER CHEVROLET	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:** 1G1AL14F457 [REDACTED]

**Year:** 2005

**Vehicle Comments & TAC Explanation:**  
N/A

**MSRP:** 18665.0  
**Make:** Chevrolet

**\*TAC #:** N/A  
**Model:** Cobalt

**\*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:** Joint Owners

**\* Names(s) on Title:** [REDACTED]

**\* Primary Owner:** [REDACTED]

**\* Address:** [REDACTED]

**\* City:** Tampa

**\* Day Phone:** [REDACTED]

**\* E-mail:** [REDACTED]

**\* Title State:** FL

**\* Secondary Owner:** [REDACTED]

**\* State:** FL

**\* Home Phone:** [REDACTED]

**\* Fax Phone:** [REDACTED]

**\* ZIP Code:** [REDACTED]

**\* Cell Phone:** [REDACTED]

**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:** CO

**Fax:**

**ZIP Code:** 80632

**E-mail:**

**Original Selling Dealer**

**\* Dealer #:** 114787

**Region:** 30

**\* Phone:** (727) 862-9473

**\* Contact Name:** Bob Apel

**Dealer Name:** CASTRIOTA CHEVROLET

**District:** 1352

**Fax:** (727) 868-5284

**\* Contact Title:** Service manager **E-Mail:**

**Repurchasing Dealer:**

**\* Dealer #:** 114796

**Region:** 30

**\* Phone:** (813) 969-2600

**\* Contact Name:** Skip Greaney

**Dealer Name:** GORDON CHEVROLET

**District:** 1352

**Fax:** (813) 963-3735

**\* Contact Title:** Service Director **E-Mail:**

**Repair**

**\* Contact Name:** Skip Greaney

**\* Contact Title:** Service Director

**Vehicle Location:**

-

**Repurchase**

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

**Transaction****Details:**

Siebel Request #: 71-530002985 \* Disposition: Auction  
State: FL \* Type: Straight Repurchase  
Source: ADR BBB Mediated  
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**

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<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



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

Tampa, FL

RE: [REDACTED] 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):

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

\*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.



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

## ADR REPURCHASE CHECKLIST

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

- ☒ Cover sheet denoting a **Request #** and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
- ☒ PRA FORM (Voluntary Repurchase only)
- ☒ 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 #

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

Customer



Request # **71-530002985**

BBB # **CHV0745436**

<b>PURCHASE PRICE:</b> <i>(From dealer Bill of Sale) -- (Selling Price)</i>	<b>(+)17,784.00</b>
<b>MSRP:</b> <i>(From BARS Invoice)</i>	<b>(-) 18,665.00</b>
<b>DIFFERENCE:</b>	<b>(=) -881.00</b>

<b>TRADE ALLOWANCE:</b> <i>(from dealer Bill of Sale)</i>	<b>(+) 0</b>
<i>Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file.</i>	
<b>NADA Retail Value for:</b>	
VEHICLE:	
ACCESSORIES:	<b>(-)0</b>
MILEAGE ADJUSTMENT:	
<b>OVER ALLOWANCE:</b> <i>(Trade more than NADA)</i>	<b>(=) 0</b>

<b>PAYOFF:</b> <i>(If dealer added negative equity into contract, do not subtract)</i>	<b>(=) 0</b>
--	--------------

<b>PURCHASE PRICE</b> <i>(From dealer Bill of Sale) -- (before tax, tag, etc.)</i>	<b>(+) 17,784.00</b>
<b>GM CARD POINTS:</b>	<b>DO NOT INCLUDE</b>
<b>INCENTIVES (from BARS):</b> <i>(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)</i>	
1:	
2:	
3:	
<b>TOTAL INCENTIVES</b> <i>(Not included in Purchase Price)</i>	<b>(-)1,000.00</b>
<b>OVERALLOWANCE:</b> <i>(From above)</i>	<b>(-)0</b>
<b>NEGATIVE EQUITY:</b> <i>(If NOT shown in contract))</i>	<b>(-)0</b>

<b>Actual price of Vehicle that should be presented to BBB for ATA</b>	<b>(=) 16,784.00</b>
--	----------------------

## Customer Claim Form

Contract Date: 06/19/07

Start Date: 06/19/07

Case Number: CHV0745436

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

EDWARD SPEIR (co-signed)

TAMPA, FL

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: \_\_\_\_\_

Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes: \_\_\_\_\_

Transmission Type: Automatic Number of vehicles owned or leased by the business: \_\_\_\_\_

Make: Chevrolet Model: Cobalt Model Year: 2005 Current Mileage: 25000

Vehicle Identification Number: 1G1AL14F457 \_\_\_\_\_ 25341

Servicing Dealer/City/State : GORDON CHEVROLET,

Selling Dealer/City/State : Castriota CHEVROLET, Hudson, FL

Insurance Carrier : Auto Owners

Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No ☒ Date of accident: \_\_\_\_\_

Description of Damage : \_\_\_\_\_

### Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: \_\_\_\_\_ Mileage at purchase: \_\_\_\_\_

Lease Date: 05/16/05 Mileage at lease: 0

Purchased As : ☐ New ☐ Used ☐ Demo

Leased As : ☒ New ☐ Used ☐ Demo

Is the vehicle in your possession?

Is the vehicle in your possession? yes

Lienholder's Name: \_\_\_\_\_

Leasing Company's Name: GMAC

Address: \_\_\_\_\_

Address: PO Box 2182

City/St/Zip: \_\_\_\_\_

City/St/Zip: Greeley, Co. 80632

Phone: \_\_\_\_\_

Phone: (800) 444-4444

Lienholder Acct #: \_\_\_\_\_

Leasing Company's Acct #: 029-9077-50314

### Customer's Desired Outcome (Describe what you want done to resolve your concern)

Customer wants the manufacturer to let her out of her lease without any penalty to her. Also, a Refund of the deposit and lease payments previously paid.

Signature of Titled Owner(s)/Lessee(s): \_\_\_\_\_

Date 6/30/07

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

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

Customer Name: [REDACTED]

Case Number: CHV0745436

First Repair Attempt (any reported problem)

Date: 4/10/06

8391

Last Repair Attempt (last reported problem)

Date: 08/31/06

Mileage: 15796

Total Days out of Service: 15

Date: 8/24/07

Mileage: 25341

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. All lights on dashboard go on This happens <del>when</del> <sup>at</sup> different times, when the car is first started, or while driving (traction control, engine, brake, battery)	yes	Gordon Chevrolet	8/31/06	15796	1
		16414 N. Dale Mabry	11/28/06	18611	2
		Tampa FL 33618	12/26/06	18832	3
		(813) 967-2600	6/26/07	23000	3
2. Steering wheel locks up - while driving! First, it tightens up & makes it hard to turn the wheel. <b>SAFETY ISSUE</b>	yes		4/10/07	24833	2
		Same	6/24/07	25337	4
			6/19/07	DID NOT	
			R	RECEIVE INVOICE	
3. Beeping sound happens occasionally when lights on dash go on.	YES				
I have had the same concerns each time the car has been driven or towed to the dealership for service. While they have replaced modules, etc. they have been unable to solve the problems. This is a definite safety issue and I am afraid to drive this car!					

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

REG. TAX	REG. FEE	COUNTY FEE	TITLE FEE	SALES TAX	TITLE FEE
\$49.60	\$	\$3.00	\$	\$0.00	\$

PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL
X	09/01/06	\$0.00	\$	\$52.60

# FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 09/01/06

DL#: [REDACTED]  
 TAG#: CS45NH DECAL#: 12085500 EXP: 08/16/07  
 VIN: 1G1AL14F457 [REDACTED] TC: 93160129 YR/MK: 2005 CHEV

TAMPA, FL

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

## CASTRIOTA CHEVROLET, INC.

## GMAC SMARTLEASE® Worksheet

Dealership Name EDWARD SFEIR JENNA G SFEIR

Lessee Name \_\_\_\_\_

New ☒ Used ☐ Prior Demo ☐ PEP ☐ GM Employee ☐ Low Mileage Lease ☐  
Monthly ☐ Single ☐ Term (Months) \_\_\_\_\_ Effective Rate (to be completed by GMAC) \_\_\_\_\_

Maximum Agreed Upon Value of the Vehicle and Residualizable Amount		
(Lines 1,2,3 and 5 Apply Only to New Vehicles)	Agreed Upon Value	Residualizable Amount
1. MSRP from Factory Invoice	\$ 18665.00	\$ 18665.00
A. Times Markup Factor	x 110%	
B. Marked Up MSRP	= \$ 0531.50	
2. Preferred Equipment Group Discounts (PEG)		+ \$ N/A
3. Dealer Installed Options:		
A. Capitalized and Residualized	+ \$ N/A	+ \$ N/A
B. Capitalized Only	+ \$ N/A	
C. MSRP of Removed Equipment	- \$ N/A	- \$ N/A
D. Total of Dealer Installed Options	= \$ N/A	
4. Maximum Agreed Upon Value (Lines 1B + 3D if New Vehicle, Line R5 or R7 if Used.)	= \$ 20531.50	
5. Max. Residualizable Amount		= \$ 18665.00

Net Trade-In Value	
6. Gross Trade-In Value	\$ N/A
A. Less Payoff	- \$ N/A
B. Net Trade-In Value (Positive or Negative)	= \$ N/A
C. Less Amount Used Towards Fees/Taxes/1st Pmt/Sec Dep	- \$ N/A
D. Less Amount Allocated To Capitalized Cost Reduction	- \$ N/A
E. Amount Retained by Lessee	= \$ N/A

Capitalized Cost	
7. Agreed Upon Value of the Vehicle (Not to Exceed Line 4)	\$ 18183.00
8. GMAC Administrative Fee (if Capitalized)	+ \$ 595.00
9. A. Optional Service Contract (if Capitalized)	+ \$ 390.00
B. Optional Maintenance Contract (if Capitalized)	+ \$ N/A
10. Optional Life Insurance (if Capitalized)	+ \$ N/A
11. Optional Disability Insurance (if Capitalized)	+ \$ N/A
12. Other amounts Levied at Lease Inception Not Included in Amount Due at Signing or Delivery	
A. Title Fees	\$ N/A
B. License Fees	+ \$ 399.00
C. Registration Fees	+ \$ N/A
D. Sales/Use Tax	+ \$ N/A
E. Other Tax (describe)	+ \$ N/A
F. Other (describe)	+ \$ N/A
G. Total	→ + \$ 399.00
13. Gross Capitalized Cost	= \$ 19168.00
14. Less Capitalized Cost Reduction	
A. Cash	\$ 35.05
B. Trade-In Value Allocation (Line 8D)	+ \$ N/A
C. Other (describe) <u>REBATE AMOUNT</u>	+ \$ 1000.00
D. Total Capitalized Cost Reduction	→ - \$ 1035.05
15. Adjusted Capitalized Cost	= \$ 18132.95

Mileage Factors		
	Extra Mileage Calculation	Allowed Mileage
16. Starting Odometer Mileage		110
A. Expected Miles to be Driven for Term	48,000	
B. Standard or Low Mileage Allowance for Term	- 48,000	+ 48,000
C. Extra Mileage for Term	= N/A	+ N/A
D. Refundable Extra Mileage Cost (per mile)	x \$ N/A	
E. Total Refundable Extra Mileage Cost	= \$ N/A	
17. Total Allowed Lease End Odometer Mileage		= 48110
18. Annual Mileage ((Line 16A ÷ Term) x 12)		12,000

Residual Value	
19. Maximum Residualizable Amount (New Vehicles Only, Line 5)	\$ 18665.00
20. Times Residual Percentage (New Vehicle Only)	
Base 49.00 % + Low Mileage % =	x 49.00%
21. Base Residual Value (for Used Vehicles obtain from Line R10 if Certified, Line R12 if Non-Certified)	= \$ 9145.85
22. Less Total Cost for Refundable Extra Miles (Line 18E)	- \$ N/A
23. A. Beginning Mileage Adjustment (New Vehicles Only)	- \$ N/A
B. Other Factors Affecting Depreciation (describe)	- \$ N/A
24. Residual Value	= \$ 9145.85

Monthly Payments/Single Periodic Payment (If ID/ WA, Complete R14 - R18 Instead)	
25. Base Monthly/Single Periodic Payment	\$ 251.72
A. Service Charge	% + \$ N/A
B. Total Base Monthly/Single Periodic Payment	= \$ 251.72
26. Additions to Base Monthly/Single Periodic Payment	
A. Monthly Sales/Use Tax	7.0000% + \$ 17.62
B. Personal Property Tax	% + \$ N/A
C. Other (describe)	% + \$ N/A
27. Total Monthly/Single Periodic Payment	= \$ 269.34
28. Total of Monthly Payments (Line 27 x Term)	= \$ 12928.32

Depreciation and Other Amortized Amounts	
29. Adjusted Capitalized Cost (Line 15)	\$ 18132.95
30. Less Residual Value (Line 24)	- \$ 9145.85
31. Depreciation and Other Amortized Amounts	= \$ 8987.10

Rent Charge	
32. Total Base Monthly/Single Periodic Payment (Line 25B or Line R16)	\$ 251.72
33. Times Number of Periodic Payments	x 48
34. Total Base Monthly/Single Periodic Payments for Lease Term	= \$ 12082.56
35. Less Depreciation and Other Amortized Amounts (Line 31)	- \$ 8987.10
36. Total Rent Charge	= \$ 3095.46

## 37. Capitalized Cost Reduction

A. Cash (Line 14A) \$ 35.05  
 B. Trade-in Allocation (Line 6D) N/A  
 C. Capitalized Cost Reduction Allowance 1000.00  
 D. College Graduate Allowance N/A  
 E. GM Card Rebate Allocation N/A  
 F. Other (describe) N/A  
 G. Other (describe) N/A

38. Total Capitalized Cost Reduction (equal to Line 14D) → = \$ 1035.05

39. First Monthly/Single Periodic Payment (Line 27) - \$ 269.34

40. Refundable Security Deposit - \$ N/A

## 41. Additional Amounts

A. Title Fees \$ 150.00  
 B. License Fees N/A  
 C. Registration Fees N/A  
 D. GMAC Administrative Fee N/A  
 E. Selective Due Date Fee N/A  
 F. Sales/Use Tax 77.11  
 G. Offset if Negative Trade Equity (equal to Line 6B) N/A  
 H. Total + \$ 227.11

42. Other (describe) MVWEA/FLA FEES +/- \$ 68.50

43. Total Amount Due at Lease Signing or Delivery = \$ 1600.00

## Purchase Option at End of Lease Term

44. Residual Value (Line 24) = \$ 9145.86

45. Purchase Option Increment + \$ N/A

46. Purchase Option at End of Lease Term = \$ 9145.86

47. Adjusted Capitalized Cost (Line 15) \$ 18132.98

## 48. Less Cash Adjustments

A. First Monthly/Single Periodic Payment (Line 39) \$ 269.34  
 B. Refundable Security Deposit (Line 40) N/A  
 C. Total → - \$ 269.34

49. A. Other (describe) -/- \$ N/A

B. Other (describe) -/- \$ N/A

50. Less GMAC Administrative Fee (Line 8 or 41D) - \$ 595.00

51. Amount Due Dealer = \$ 17268.67

## New Vehicle Beginning Mileage Adjustment if Over 500 Miles

## Mileage and Term Parameters:

	Current Series	Prior Model Year
Maximum Term (months)	60	48
Standard Beginning Mileage	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 Only	Lessee may either reduce monthly mileage over lease term or purchase existing miles. If purchasing beginning miles, enter the difference of Lines 17 and Line 16B on Line 52A.
501 - 25,000	Prior PEP/GM Employee Only	Lessee may either reduce monthly mileage over lease term or purchase existing miles. If purchasing beginning miles, enter the difference of Line 17 and Line 16B on Line 52A.

## 52. Beginning Mileage Adjustment

A. Actual Odometer Mileage N/A  
 B. Times Beginning Mileage Adjustment Rate x \$ N/A  
 C. Residual Adjustment Attributed to Beginning Mileage (enter on Line 23A) = \$ N/A

Salesperson GMAC

Submitted to GMAC

Time

05/16/2005

Date

Approved By

Time

Date

Application Number

Vehicle Description:

Year 2005

Make CHEVROLET

Model CORAL T

VIN 1G1AL14F457

Administrative Message #

Security Deposit Waiver:

No ☐ Yes ☒If Yes, Customer Rate Increase? No ☐ Yes ☒ →

Loyalty Program?

No ☐ Yes ☐

If Yes, Authorization #:

Other Reason for Security Deposit Waiver (describe)

MEMO: Program Lease Factor:

Rate Decrement:

Single Payment Lease Decrement:

Dealer Lease Factor:

Security Deposit Waiver:

Federally Tax Exempt:

Other Increment:

Total Lease Factor:

5 6000

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

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



STANDARD CHEVROLET, INC.

12930 U. S. Highway 19 • P.O. Box 5428

HUDSON, FLORIDA 34667

Phone: (727) 819-5300

1-800-IS-CHEVY

# CONTRACT TO PURCHASE

DATE 05/16/2005	
CO [REDACTED]	SALESMAN [REDACTED] MICHAEL
DOB [REDACTED]	SALESMAN # [REDACTED]
CITY TAMPA, HILLSBOROUGH, FL	STOCK # 410113
FINANCIAL INSTITUTION	
TYPE NEW	YEAR 2005
MAKE CHEVROLET	MODEL COBALT
COLOR BLACK	VEHICLE ID. NO. 14F457
MILEAGE 10	

#1		TRADE-IN		#2	
YEAR [REDACTED]	MILEAGE [REDACTED]	YEAR [REDACTED]	MILEAGE [REDACTED]	YEAR [REDACTED]	MILEAGE [REDACTED]
MAKE [REDACTED]	BODY [REDACTED]	MAKE [REDACTED]	BODY [REDACTED]	MAKE [REDACTED]	BODY [REDACTED]
MODEL [REDACTED]	COLOR [REDACTED]	MODEL [REDACTED]	COLOR [REDACTED]	MODEL [REDACTED]	COLOR [REDACTED]
VIN NO. [REDACTED]		VIN NO. [REDACTED]		VIN NO. [REDACTED]	
PAY OFF [REDACTED]		PAY OFF [REDACTED]		PAY OFF [REDACTED]	
LIENHOLDER [REDACTED]		LIENHOLDER [REDACTED]		LIENHOLDER [REDACTED]	



PRICE OF VEHICLE	
DEALER INSTALLED OPTIONS	
TOTAL DEALER INSTALLED OPTIONS	N.A.
VEHICLE PRICE PLUS OPTIONS	17,784.00
LESS TRADE-IN ALLOWANCE	N.A.
NET DIFFERENCE	17,784.00
PRE-DELIVERY SERVICE CHARGE This charge represents costs and profit to the seller/dealer for items such as inspecting, cleaning and adjusting new and used vehicles and preparing documents related to the sale.	399.00
FLORIDA BATTERY FEE	5.00
FLORIDA TIRE FEE	52.00
FL DMV, WAR, ENF ACT	18,251.00
TAXABLE VEHICLE PRICE	18,251.00
TAG/TITLE FEE- DEPOSIT	150.00
"ESTIMATED"	77.11
STATE SALES TAX	N.A.
COUNTY SALES TAX	18,478.61
SUBTOTAL	18,478.61
PAYOFF BALANCE	
* CUSTOMER ACKNOWLEDGES THAT THE PAYOFF BALANCE IS AN ESTIMATE. IF ACTUAL PAYOFF IS HIGHER, THE CUSTOMER AGREES TO PAY DIFFERENCE. IF LOWER, THE CUSTOMER WILL BE REIMBURSED.	N.A.
SUBTOTAL	18,478.61
MOTOR VEHICLE SERVICE AGREEMENT	300.00
MOTOR VEHICLE SERVICE AGREEMENT TAX	N.A.
TOTAL	18,855.61
DEPOSIT	600.00
REBATE/INCENTIVE	1,000.00
BALANCE DUE AT DELIVERY	17,255.61
CASH	FINANCE

## AN AMERICAN REVOLUTION

The value of any motor vehicle traded in as a part of the consideration for this purchase, is subject to final determination at the time the newly purchased vehicle is delivered by Dealer. The trade in motor vehicle shall be reappraised at delivery, and the value at this time shall determine the final trade in allowance on this purchase. The balance due at delivery will be adjusted for any differences from the original estimate.

In the event this purchase cannot be finalized within fifteen days of this date, I understand that my car is subject for reappraisal.

Purchaser, I hereby acknowledge that I have read each paragraph on front and back of this agreement, that I understand each paragraph, that I accept all the provisions, have received a completed copy of this document.

I acknowledge that I have inspected the purchased vehicle myself, or through a third party or have declined such inspection opportunity. I agree to purchase this vehicle.

PURCHASER	DATE 05/16/2005
CO-PURCHASER	DATE 05/16/2005
SALES MANAGER	DATE 05/16/2005

USED CAR BUYERS GUIDE: The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

Purchaser's Signature

# General Motors Car and Truck Divisions

## CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]  
 VIN: 1G1AL14F457 (or see attached list\*)

### CUSTOMER INCENTIVE(S)

#### 1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
<u>Star (Driver)</u>	\$ <u>1000</u>	<u>TSC</u>
	\$	
	\$	
	\$	
	\$	
	\$	
Total Incentive Amount Received	\$ <u>1000</u>	

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

- a. I elect to receive SM RELEASE  
 in lieu of OTHER INCENTIVES  
 or
- b. I elect to receive

### --- CUSTOMER AND DEALER ACKNOWLEDGMENT ---

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

Purchaser/Lessee Signature: [REDACTED] Date:   /  /  

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

Authorized Dealer Signature: [Signature] Date:   /  /    
 Dealership Name: CADILLAC-CHEVROLET Dealer Code: 26243

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

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File  
 Copy #1 - Dealer Copy      Copy #2 - Customer      99GMACK/GM-3795 (9/99)

2005 COBALT 2-DOOR LS COUPE

41U BLACK

19C EBONY SPORT CLOTH

ORDER NO. JCBQCC/TRE

STOCK NO.

VIN 1G1 AL14 F4 57

/L4G

CHEVROLET MOTOR DIVISION

GENERAL MOTORS CORPORATION

100 RENAISSANCE CENTER

DETROIT MI 48243-1114

VEHICLE INVOICE 1AD63970940

\*\*\*\*\*13\*26184S

MODEL & FACTORY OPTIONS

MSRP

INV AMT

RETAIL - STOCK

1AL37 COBALT 2-DOOR LS COUPE

15920.00

14885.20

INVOICE 04/22/05

ASF AIRBAGS, SIDE HEAD-CURTAIN

395.00

355.50

SHIPPED 04/22/05

DT4 ASHTRAY AND LIGHTER

15.00

13.50

EXP I/T 05/05/05

FE9 50-STATE EMISSIONS

N/C

N/C

INT COM 05/05/05

L61 2.2L DOHC 4 CYL ENGINE

0.00

0.00

PRC EFF 04/22/05

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

850.00

765.00

KEYS G0453 G0453

U2K XM SATELLITE RADIO-OVER 130

325.00

292.50

WFP-S MTH OPT-2

CHNLS OF DIGITAL ENTERTAINMENT.

BANK: GMAC - 029

SERVICE FEE EXTRA 1ST.3MOS.INCL

CHG-TO 26-184

1SB 1SB SPORT PACKAGE INCLUDES:

595.00

535.50

SHIP WT: 2773

\*WHITE FACED SPORT GAUGES

HP: 18.4

\*LEATHER WRAPPED SHIFT LEVER

GMS: 16944.20

\*LEATHER WRAPPED STEERING WHEEL

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

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.

LOTT-MATHER CHEVROLET

REMIT TO GMAC NO. 029

VIN 1G1AL14F457

\$ 17774.20 INV 1AD63970940

DUE 05/05/05 DEALER 26-184

**ADR File Checklist**

**SR Number:** 71-530002985

**BBB Case:** CHV0745436

**Customer:** [REDACTED]

**VIN:** 1G1AL14F457 [REDACTED]

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

**In Service:** 5/16/2005 **Mileage:** 25,000

**Received Date:** 06/19

**Day 15 Date:** 07/04

**Goes Active:** 06/19

**Primary Concern:** Lights on dash go on, steering locks up

☒ **Case Scan / Acknowledgement (24 hrs) 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 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

**NOTES:**

CASE ASSESSMENT BY: Lindsey Warzocha  
Siebel/CARS Request No: 71-530002985  
**Customer Name:** [REDACTED]  
**Year of Vehicle:** 2005  
**Make:** Chevrolet  
**Model:** Cobalt  
**Current Mileage:** 25000  
**Vehicle ID No.:** 1G1AL14F457 [REDACTED]  
**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:	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:**

Date:	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: ☒

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: ☒



**GMC**

**HUMMER®**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 20, 2007

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

Re: [REDACTED]  
Siebel Request: 71-530002985  
2005 Chevrolet Cobalt  
VIN # 1G1AL14F457 [REDACTED]

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



**GMC**

**HUMMER®**

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

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

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





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

*2 days*

*verified*

Adv: PATRICIA A KING		Tag: 2240	License: FL	1G1AL1454 57	Page: 1	Invoice:
TAMPA, FL Cell: Home:		TAMPA, FL Cell: Home:				
Odometer in: 24833 Out: 24870		Dist: 1G1 WAR C W		Quote		
Begin: 06/12/07		Done: 06/20/07		Inservice: 05/16/05		Sold: 06/02/07
Concern 44		ALL VALUABLES REMOVED FROM VEHICLE & SHOP CHARGES DISCLAIMER				
Cause 0		NO CHARGE				
Correction		COUN CODE : 0				
Type: W		FAIL CODE : 0				
Concern 49		GORDON CHEVROLET- TAMPA RENTAL VEHICLE				
Cause 061107 061207		1-DAY RENTAL///RA 252356///\$37.00///KL1TD56626B648017				
Correction		SERVICE, NEW VEHICLE OR PRE-OWNED VEHICLE BY GORDON RENTAL				
Comment		COUN CODE : MJ				
Type: W		FAIL CODE : 98				
Line Flags: NOS		Subtotal				
Concern 51		CUSTOMER STATES TRACTION LIGHT COMING ON//////////SEE VH				
Cause		OPERATES AS DESIGNED				
Correction		COULD NOT DUPLICATE CUSTOMER CONCERN				
Comment		SCAN ABS WITH TECH TWO AND CHECK FOR CODES (NONE)				
Type: W		COUN CODE : WT				
FAIL CODE : 92		Subtotal				
Concern 52		CUSTOMER STATES AB LIGHT COMING ON				
Cause		SEE LINE 51				
Type: W		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, WIRE, ETC.  
STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE 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.



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

Adv: PATRICIA A KING	Tag: 2240	License: FL	1G1AL14F4 57	Page: 2	Invoice:
Invoice to: SEPTIN JENNA		Invoice to: SEPTIN JENNA			
Invoiced: 06/21/07 17:06:31 DT		05 CHEVROLET COBALT LS 2DR CPE BLACK			
Correction	NO CHARGE		CON CODE : RA		FAIL CODE : 0
Type: W			Subtotal		
Summary of Charges for Invoice #32457		Payment Deduction for Invoice #32457			
TOTAL CHARGE .00		FAC WARRANTY		.00	
		TOTAL CHARGE		.00	
<p>Attention: Other Repair Orders on this vehicle:          RO: 32092 Opened: 06/02/07 CUS - 06/05/07 ( * ) WAR - 06/14/07 ( * )          If you have any questions - please see PATRICIA A KING          PLEASE FILL OUT CHEVROLET SERVICE SURVEY AND RETURN TO GORDON          CHEVROLET AND THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE!</p>					

Last Page

"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, WIRE, ETC.  
 STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE 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.



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

Adv: PATRICIA A KING	Tag: 2240	License: FL	1G1AL14F4 57623175	Page: 1	Invoice: [REDACTED]																																																																																								
TAMPA, FL Cell: [REDACTED] Home: [REDACTED]		TAMPA, FL Cell: [REDACTED] Home: [REDACTED]																																																																																											
Odometer in: 24533 Out: 24070		Dist: 1G1 CUS C W Quote		05 CHEVROLET COBALT LS 2DR CPE BLACK																																																																																									
Begin: 06/12/07 Done: 06/14/07		Invoiced: 06/21/07 17:06 DT		Inservice: 05/16/05 Sold: 06/02/07																																																																																									
<table border="1"> <tr> <td>Concern</td> <td>48</td> <td colspan="3">\$7.00 VEHICLE USAGE AND MAINTENANCE CHARGE</td> <td>Operation</td> <td>Tech</td> <td>Amount</td> </tr> <tr> <td>Correction</td> <td></td> <td colspan="3">VEHICLE USAGE CHARGE FOR GORDON CHEVROLET RENTAL OR LOANER</td> <td>48</td> <td>346</td> <td>.00</td> </tr> <tr> <td>Comment</td> <td></td> <td colspan="3">\$7.00 VEHICLE USAGE CHARGE</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Parts</td> <td></td> <td>Part Number</td> <td>PO#</td> <td>Note</td> <td>Description</td> <td>Quantity</td> <td>Sell</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>RENT</td> <td>VEHICLE USAGE</td> <td>1</td> <td>7.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>7.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Subtotal</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>MISCELLANEOUS</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>7.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>TOTAL CHARGE FOR CONCERN</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>7.00</td> </tr> </table>						Concern	48	\$7.00 VEHICLE USAGE AND MAINTENANCE CHARGE			Operation	Tech	Amount	Correction		VEHICLE USAGE CHARGE FOR GORDON CHEVROLET RENTAL OR LOANER			48	346	.00	Comment		\$7.00 VEHICLE USAGE CHARGE						Parts		Part Number	PO#	Note	Description	Quantity	Sell					RENT	VEHICLE USAGE	1	7.00								7.00								Subtotal								MISCELLANEOUS								7.00								TOTAL CHARGE FOR CONCERN								7.00
Concern	48	\$7.00 VEHICLE USAGE AND MAINTENANCE CHARGE			Operation	Tech	Amount																																																																																						
Correction		VEHICLE USAGE CHARGE FOR GORDON CHEVROLET RENTAL OR LOANER			48	346	.00																																																																																						
Comment		\$7.00 VEHICLE USAGE CHARGE																																																																																											
Parts		Part Number	PO#	Note	Description	Quantity	Sell																																																																																						
				RENT	VEHICLE USAGE	1	7.00																																																																																						
							7.00																																																																																						
							Subtotal																																																																																						
							MISCELLANEOUS																																																																																						
							7.00																																																																																						
							TOTAL CHARGE FOR CONCERN																																																																																						
							7.00																																																																																						
<table border="1"> <tr> <td colspan="4">Summary of charges for invoice 032457</td> <td colspan="4">Payment distribution for invoice 032457</td> </tr> <tr> <td>MISCELLANEOUS</td> <td>7.00</td> <td>TOTAL CHARGE</td> <td>7.49</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>SUB-TOTAL</td> <td>7.00</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>SALES TAX - STATE</td> <td>.42</td> <td>CASH DUE</td> <td>7.49</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>SALES TAX - COUNTY</td> <td>.07</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>TOTAL CHARGE</td> <td>7.49</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>						Summary of charges for invoice 032457				Payment distribution for invoice 032457				MISCELLANEOUS	7.00	TOTAL CHARGE	7.49					SUB-TOTAL	7.00							SALES TAX - STATE	.42	CASH DUE	7.49					SALES TAX - COUNTY	.07							TOTAL CHARGE	7.49																																														
Summary of charges for invoice 032457				Payment distribution for invoice 032457																																																																																									
MISCELLANEOUS	7.00	TOTAL CHARGE	7.49																																																																																										
SUB-TOTAL	7.00																																																																																												
SALES TAX - STATE	.42	CASH DUE	7.49																																																																																										
SALES TAX - COUNTY	.07																																																																																												
TOTAL CHARGE	7.49																																																																																												
<p>Attention: Other Repair Orders on this vehicle:</p> <p>RO: 32092 Opened: 06/02/07 CUS - 06/05/07 ( * ) WAR - 06/14/07 ( * )</p> <p>If you have any questions - please see PATRICIA A KING</p> <p>THANK YOU FROM SKIP GREANEY AND THE ENTIRE GORDON CHEVROLET SERVICE</p> <p>TEAM FOR ALLOWING US TO SERVICE YOUR VEHICLE! (*) INDICATES LIFETIME</p> <p>SERVICE GUARANTEE PART ON ALL CUSTOMER PAY REPAIRS.</p>																																																																																													

\*SHOP MATERIAL - \*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.\* A TYPICAL 10% 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, WIRE, ETC.

**STATE FEES:** THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (§.403.718) AND A \$1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE (§.403.7183)

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.



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

2 days

(verified)

Adv: PATRICIA A KING	Tag: 2240	License: FL	1G1AL14F4 57	Page: 1	Invoice:																								
TAMPA, FL Cell: Home:			TAMPA, FL Cell: Home:																										
Odometer in: 23000 Out: 23006		Dist: 161 W/R C W Final	05 CHEVROLET COBALT LS 2DR CPE BLACK																										
Begin: 06/02/07	Done: 06/14/07	Invoiced: 06/14/07 14:20 DT	Inservice: 05/16/05		Sold: 06/02/07																								
Concern 49	GORDON CHEVROLET- TAMPA RENTAL VEHICLE D60207 060407 2-DAYS RENTAL///RA 259600///\$74.00///KL1TD66697B SERVICE, NEW VEHICLE OR PRE-OWNED VEHICLE BY GORDON RENTAL Part Number PO# Note Description RENT 2-DAYS RENTAL CON CODE : MJ AUTH : G FAIL CODE : 98 Line Flags: NOS			<table border="1"> <tr> <td>Operation</td> <td>Tech</td> <td>Amount</td> </tr> <tr> <td>Z7902</td> <td>346</td> <td>.00</td> </tr> <tr> <td colspan="2">Subtotal</td> <td></td> </tr> <tr> <td>MISCELLANEOUS</td> <td></td> <td>74.00</td> </tr> <tr> <td colspan="2">TOTAL CHARGE FOR CONCERN</td> <td>74.00</td> </tr> </table>		Operation	Tech	Amount	Z7902	346	.00	Subtotal			MISCELLANEOUS		74.00	TOTAL CHARGE FOR CONCERN		74.00									
Operation	Tech	Amount																											
Z7902	346	.00																											
Subtotal																													
MISCELLANEOUS		74.00																											
TOTAL CHARGE FOR CONCERN		74.00																											
Concern 51	CUSTOMER STATES TRACTION LIGHT IS ON BBQM OPEN REPLACE ELECTRONIC BRAKE AND TRACTION CONTROLL MODULE SCAN PCM WITH TECH TWO AND CHECK FOR CODES Part Number PO# Note Description 000 015867087 MODULE Parts: Count 1 CON CODE : AV FAIL CODE : 6F			<table border="1"> <tr> <td>Operation</td> <td>Tech</td> <td>Units</td> <td>Amount</td> </tr> <tr> <td>H2505</td> <td>334</td> <td>.9</td> <td>72.15</td> </tr> <tr> <td colspan="2">Subtotal</td> <td></td> <td></td> </tr> <tr> <td>PARTS</td> <td></td> <td></td> <td>344.53</td> </tr> <tr> <td>LAB-MECHANICAL</td> <td></td> <td></td> <td>72.15</td> </tr> <tr> <td colspan="2">TOTAL CHARGE FOR CONCERN</td> <td></td> <td>416.68</td> </tr> </table>		Operation	Tech	Units	Amount	H2505	334	.9	72.15	Subtotal				PARTS			344.53	LAB-MECHANICAL			72.15	TOTAL CHARGE FOR CONCERN			416.68
Operation	Tech	Units	Amount																										
H2505	334	.9	72.15																										
Subtotal																													
PARTS			344.53																										
LAB-MECHANICAL			72.15																										
TOTAL CHARGE FOR CONCERN			416.68																										
Concern 52	CUSTOMER STATES GAUGES ARE JUMPING			<table border="1"> <tr> <td>Operation</td> <td>Tech</td> <td>Units</td> <td>Amount</td> </tr> </table>		Operation	Tech	Units	Amount																				
Operation	Tech	Units	Amount																										

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

**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 SPECI-  
FIED.**

## WARRANTY-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.  
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: 2240	License: FL	1G1AL14F4 S7	Page: 2	Invoice:																
Invoiced: 05/14/07 14:20:57 DT																					
05 CHEVROLET COBALT LS 2DR CPE BLACK																					
Cause	SEE LINE 51	NC	334	.0	.00																
Correction	NO CHARGE	CON CODE : 0	Subtotal																		
Type: W																					
Concern	53	CUSTOMER STATES STEERING WHEEL NOT TURN	Operation	Tech	Units																
Cause	0		NC	372	.0																
Correction	NO CHARGE	CON CODE : AV	Amount																		
Type: W		FAIL CODE : 0	Subtotal																		
Concern	54	CUSTOMER STATES BATTERY LIGHT IS ON	Operation	Tech	Units																
Cause	SEE LINE 51		NC	334	.0																
Correction	NO CHARGE	CON CODE : AV	Amount																		
Type: W		FAIL CODE : 0	Subtotal																		
<table border="1"> <tr> <td>PARTS</td> <td>344.53</td> <td>TOTAL CHARGE</td> <td>490.68</td> </tr> <tr> <td>LAB-MECHANICAL</td> <td>72.15</td> <td></td> <td></td> </tr> <tr> <td>MISCELLANEOUS</td> <td>74.00</td> <td>FAC WARRANTY</td> <td>490.68</td> </tr> <tr> <td>TOTAL CHARGE</td> <td>490.68</td> <td></td> <td></td> </tr> </table>						PARTS	344.53	TOTAL CHARGE	490.68	LAB-MECHANICAL	72.15			MISCELLANEOUS	74.00	FAC WARRANTY	490.68	TOTAL CHARGE	490.68		
PARTS	344.53	TOTAL CHARGE	490.68																		
LAB-MECHANICAL	72.15																				
MISCELLANEOUS	74.00	FAC WARRANTY	490.68																		
TOTAL CHARGE	490.68																				
Attention: Other Repair Orders on this vehicle: RO: 32457 Opened: 06/12/07 CUS - 06/14/07 ( F ) WAR - 06/13/07 ( P ) If you have any questions - please see PATRICIA A KING PLEASE FILL OUT CHEVROLET SERVICE SURVEY AND RETURN TO GORDON CHEVROLET AND THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE!																					

Last Page

\*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, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (FLS 403.718) AND A \$1.00 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE. (FLS 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.

WARRANTY-PARTS



16414 NORTH DALE MABRY  
TAMPA, FLORIDA 33618  
(813) 869-2600  
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

Adv: PATRICIA A KING	Tax: 1650	License: FL	1G1AL14F4 57	Page: 1	Invoice:																																																						
TAMPA, FL		TAMPA, FL																																																									
Cell: Home:		Cell: Home:																																																									
Odometer in: 23000 Out: 23006		Dist: 161 CUS C W Final		05 CHEVROLET COBALT LS 2DR CPE BLACK																																																							
Begin: 06/02/07 Done: 06/05/07		Invoiced: 06/05/07 09:03 RW		Inservice: 05/16/05 Sold: 06/02/07																																																							
<table border="1"> <thead> <tr> <th>Concern</th> <th>48</th> <th>\$7.00 VEHICLE USAGE AND MAINTENANCE CHARGE</th> <th>Operation</th> <th>Tech</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Correction</td> <td></td> <td>VEHICLE USAGE CHARGE FOR GORDON CHEVROLET RENTAL OR LOANER</td> <td>48</td> <td>346</td> <td>.00</td> </tr> <tr> <td>Comment</td> <td></td> <td>\$7.00 VEHICLE USAGE CHARGE</td> <td>Quantity</td> <td>Sell</td> <td></td> </tr> <tr> <td>Parts</td> <td>Part Number</td> <td>PO#</td> <td>Note</td> <td>Description</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>RENT</td> <td>VEHICLE USAGE</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td>7.00 7.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Subtotal</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>MISCELLANEOUS</td> <td>7.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>TOTAL CHARGE FOR CONCERN</td> <td>7.00</td> </tr> </tbody> </table>						Concern	48	\$7.00 VEHICLE USAGE AND MAINTENANCE CHARGE	Operation	Tech	Amount	Correction		VEHICLE USAGE CHARGE FOR GORDON CHEVROLET RENTAL OR LOANER	48	346	.00	Comment		\$7.00 VEHICLE USAGE CHARGE	Quantity	Sell		Parts	Part Number	PO#	Note	Description					RENT	VEHICLE USAGE						1	7.00 7.00					Subtotal						MISCELLANEOUS	7.00					TOTAL CHARGE FOR CONCERN	7.00
Concern	48	\$7.00 VEHICLE USAGE AND MAINTENANCE CHARGE	Operation	Tech	Amount																																																						
Correction		VEHICLE USAGE CHARGE FOR GORDON CHEVROLET RENTAL OR LOANER	48	346	.00																																																						
Comment		\$7.00 VEHICLE USAGE CHARGE	Quantity	Sell																																																							
Parts	Part Number	PO#	Note	Description																																																							
			RENT	VEHICLE USAGE																																																							
				1	7.00 7.00																																																						
				Subtotal																																																							
				MISCELLANEOUS	7.00																																																						
				TOTAL CHARGE FOR CONCERN	7.00																																																						
<table border="1"> <thead> <tr> <th></th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>MISCELLANEOUS</td> <td>7.00</td> <td>TOTAL CHARGE</td> </tr> <tr> <td>SUB-TOTAL</td> <td>7.00</td> <td></td> </tr> <tr> <td>SALES TAX - STATE</td> <td>.42</td> <td>CASH DUE</td> </tr> <tr> <td>SALES TAX - COUNTY</td> <td>.07</td> <td></td> </tr> <tr> <td>TOTAL CHARGE</td> <td>7.49</td> <td></td> </tr> </tbody> </table>									MISCELLANEOUS	7.00	TOTAL CHARGE	SUB-TOTAL	7.00		SALES TAX - STATE	.42	CASH DUE	SALES TAX - COUNTY	.07		TOTAL CHARGE	7.49																																					
MISCELLANEOUS	7.00	TOTAL CHARGE																																																									
SUB-TOTAL	7.00																																																										
SALES TAX - STATE	.42	CASH DUE																																																									
SALES TAX - COUNTY	.07																																																										
TOTAL CHARGE	7.49																																																										
<p>Attention: The following Invoices also exist WAR - WARRANTY</p> <p>If you have any questions - please see PATRICIA A KING</p> <p>THANK YOU FROM SKIP GREANEY AND THE ENTIRE GORDON CHEVROLET SERVICE TEAM FOR ALLOWING US TO SERVICE YOUR VEHICLE! (*) INDICATES LIFETIME SERVICE GUARANTEE PART ON ALL CUSTOMER PAY REPAIRS.</p> <p style="text-align: right;">Last Page</p>																																																											

"SHOP MATERIAL - THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL." A TYPICAL 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, WIRE, ETC.

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 FEE 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.

WARRANTY - 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.  
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

*8 days*

*verified*

Adv: PATRICIA A KING		Tag: 2063	License: FL	VIN: 1G1AB14F457	Page: 1	Invoice:
TAMPA, FL		TAMPA, FL				
Cell:	Home:	Cell:	Home:			
Odometer In: 18822	Out: 18834	Dist: 161 W R C W	Final	05 CHEVROLET COBALT LS 2DR CPE BLACK		
Begin: 12/06/06	Done: 12/13/06	Invoiced: 12/13/06 10:26 DT	Inservice: 05/15/05			
Concern Cause Correction	44 ALL VALUABLES REMOVED FROM VEHICLE & SHOP CHARGES DISCLAIMER 0 NO CHARGE CON CODE : 0 FAIL CODE : 0			Operation NC	Tech 326	Amount .00
Type: W				Subtotal		
Concern Cause Correction	+49 GORDON CHEVROLET- TAMPA RENTAL VEHICLE 1 DAY GORDON RENTAL RA 234124 NO CHARGE CON CODE : 0 FAIL CODE : 0			Operation NC	Tech 326	Amount .00
Type: W	Line Flags: NOS			Subtotal		
Concern Cause Correction	51 CUSTOMER STATES TRACTION LIGHT CAME ON. SCAN SYST NO CODES. CHECK ELECT CIRCUITS FOR ALL MODULES ABLE TO COMMUNICATE WITH ALL MODULES NO CHARGE CON CODE : WT FAIL CODE : 0			Operation NC	Tech 334	Units .0 Amount .00
Type: W				Subtotal		
Concern Cause Correction	52 CUSTOMER STATES DISPLAYS POWER STEERING & LOST POWER STEERING MAY HAVE PROBLEM WITH PHONE CHARGER DRAWING VOLTAGE FROM B+ CIRCUIT ACCESSORY OUTLET ON SAME CIRCUIT NO CHARGE			Operation NC	Tech 334	Units .0 Amount .00

\*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, WIRE, ETC.  
STATE FEE: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (#403.718) AND A \$1.00 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.

WARRANTY-PARTS



16414 NORTH DALE MABRY  
TAMPA, FLORIDA 33618  
(813) 989-2600  
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

Adv: PATRICIA A KING		Tag: 2065	License: FL	VIN: 1G1AL14F4 57	Page: 2	Invoice:
Invoiced: 12/13/06 10:26:38 DT		05 CHEVROLET COBALT LS 2DR CPE BLACK				
Type: W	CON CODE : 07		FAIL CODE : 0		Subtotal	
Concern 53	CUSTOMER STATES OUTSIDE TEMP NOT CHANGING REGULARLY		Operation		Tech	Units
Cause	SEE LINE 51 & 52		NC		334	.0
Correction	NO CHARGE					.00
Type: W	CON CODE : 07		FAIL CODE : 0		Subtotal	
TOTAL CHARGE		.00		FAC WARRANTY		.00
				TOTAL CHARGE		.00
If you have any questions - please see PATRICIA A KING PLEASE FILL OUT CHEVROLET SERVICE SURVEY AND RETURN TO GORDON CHEVROLET AND THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE!						
Last Page						

\*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, WIRE, ETC.

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 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.





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

*30 days*

*verified*

Adv: PATRICIA A KING		Tag: 2932	License: FL	VIN: 1G1AL1F457	Page: 1	Invoice:		
TAMPA, FL		TAMPA, FL						
Cell:		Cell:		Home:				
Odometer in: 18611	Out: 18616	Dist: 1G1 WAR W	Final	05 CHEVROLET COBALT LS 2DR CPE BLACK				
Begin: 11/28/06	Done: 11/30/06	Invoiced: 11/30/06 15:08 DT		Inservice: 05/16/05				
Concern	44	ALL VALUABLES REMOVED FROM VEHICLE & SHOP CHARGES DISCLAIMER			Operation	Tech	Amount	
Cause		0			NC	326	.00	
Correction		NO CHARGE						
		CON CODE : 0						
		FAIL CODE : 0						
Type: W					Subtotal			
Concern	51	CUSTOMER STATES VEH STALLING OUT			Operation	Tech	Units	Amount
Cause		DIAG SCAN TEST CHECK ALL CONTROL MODULE NO-#0DES, ROAD TEST 13 MILES			NC	334	.0	.00
Correction		UNABLE TO DUPLICATE						
		ANY COMPLAINTS						
		NO CHARGE						
		CON CODE : PU						
		FAIL CODE : 0						
Type: W					Subtotal			
Concern	52	CUSTOMER STATES TRATION CONTROL LIGHT COMING ON			Operation	Tech	Units	Amount
Cause		SEE LINE 51			NC	334	.0	.00
Correction		NO CHARGE						
		CON CODE : WT						
		FAIL CODE : 0						
Type: W					Subtotal			
Concern	53	CUSTOMER STATES POWER STEERING LIGHT COMING ON			Operation	Tech	Units	Amount
Cause		SEE LINE 51			NC	334	.0	.00
Correction		NO CHARGE						
<p>"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 \$2500 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, WIRE, ETC.</p> <p>STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE 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)</p>								
				<p>CUSTOMER SIGNATURE X</p>				
<p>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.</p>								



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

Adv: PATRICIA A KING		Tag: 2932	License: FL	VIN: 1G1AL14F4 57	Page: 2	Invoice:
Invoiced: 11/30/06 15:08:44 DT						
05 CHEVROLET COBALT LS 2DR CPE BLACK						
Type: W	CON CODE : AV FAIL CODE : 0				Subtotal	
Concern 54	CUSTOMER STATES POWER STEERING STIFF				Operation	Tech
Cause	SEE LINE 51				NC	334
Correction	NO CHARGE				Units	Amount
	CON CODE : QA FAIL CODE : 0				.0	.00
Type: W	Subtotal					
Concern 55	CUSTOMER STATES GAGES JUMPING/IRRRATIC				Operation	Tech
Cause	SEE LINE 51				NC	334
Correction	NO CHARGE				Units	Amount
	CON CODE : AV FAIL CODE : 0				.0	.00
Type: W	Subtotal					
Concern 56	CUSTOMER STATES AC NOT COLD. WONT COME ON AT ALL AT TIMES . CANT GET AC				Operation	Tech
Cause	LIGHT ON CONTROL				NC	334
Correction	0				Units	Amount
	CON CODE : QJ FAIL CODE : 0				.0	.00
Type: W	Subtotal					
Summary of Charges For Invoice #2444						
TOTAL CHARGE .00				FAC WARRANTY .00		
				TOTAL CHARGE .00		
If you have any questions - please see PATRICIA A KING						
PLEASE FILL OUT CHEVROLET SERVICE SURVEY AND RETURN TO GORDON						
CHEVROLET AND THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE!						
Last Page						

\*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, WIRE, ETC.

STATE FEE: 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 \$1.00 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE. (s.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.

WARRANTY-PARTS



16414 NORTH DALE MABRY  
TAMPA, FLORIDA 33618  
(813) 969-2800  
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

*1 day verified.*

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

Adv: JAYE DEBRA BARD		Tag: 1949	License: FL	VIN: 1G1AL14F4 57	Page: 1	Invoice:		
TAMPA, FL Home: Cell:		TAMPA, FL Home: Cell:						
Odometer in: 11391 Out: 11392		Dist: 1G1 WAR C W Final		05 CHEVROLET COBALT LS 2DR CPE BLACK				
Begin: 04/10/06 Done: 04/12/06		Invoiced: 04/12/06 07:32 JM		Inservice: 05/16/05				
Concern	44	ALL VALUABLES REMOVED FROM VEHICLE & SHOP CHARGES DISCLAIMER			Operation	Tech	Hours	Amount
Cause		0			NC	348	.0	.00
Correction		NO CHARGE						
		CON CODE : 0						
		FAIL CODE : 0						
Type: W					Subtotal			
Concern	51	C/S BRAKE LIGHT IS ON DISPLAY // FLASHES ON			Operation	Tech	Hours	Amount
Cause		TEST DRIVE BRAKE LITE ON DASH			NC	316	.0	.00
Correction		DID NOT COME ON, MASTER CYL FLUID LEVEL OK, NO SIGNS OF BRAKE						
Comment		FLUID LEAK, NO CODES IN ABS OR PARK BRAKE SYST						
		CON CODE : WA						
		FAIL CODE : 0						
Type: W					Subtotal			
Concern	52	C/S WASHER FLUID WILL NOT COME OUT OF SPRAYERS			Operation	Tech	Hours	Amount
Cause		CLEAN OUT WASHER FLUID LINES			NC	316	.0	.00
Correction		NO CHARGE						
		CON CODE : OJ						
		FAIL CODE : 0						
Type: W					Subtotal			
Concern	53	C/S SCREW MISSING FROM PASS FRONT WHEEL WELL			Operation	Tech	Hours	Amount
Cause		INSTALL RETAINER IN RT WHL WELL			NC	316	.0	.00
Correction		NO CHARGE						

\*SHOP MATERIAL - THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. A TYPICAL 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, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW WIRE SOLD IN THE STATE (\$1.403.718) AND A \$1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE (\$1.403.7188)

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.



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

Adv: JAYE DEBRA BARD		Tag: 1949	License: FL	VIN: 1G1AL14F4 57	Page: 2	Invoice:
Invoiced to: JAYE DEBRA BARD						
Invoiced: 04/12/06 07:32:42 JM			05 CHEVROLET COBALT LS 2DR CPE BLACK			
Type: W	CON CODE : VQ			FAIL CODE : 0		Subtotal
Concern 54	C/S WS AROUND DRIVERS FRONT DOOR IS LOOSE AT TOP RIGHT			Operation		Tech Hours Amount
Cause	WEATHER STRIP NORMAL AROUND LT			NC		316 .0 .00
Correction	DR SAME AS OTHER COBALT			CON CODE : ON		Subtotal
Type: W	FAIL CODE : 0					
TOTAL CHARGE		.00		TAC WARRANTY		.00
				TOTAL CHARGE		.00
If you have any questions - please see JAYE DEBRA BARD PLEASE FILL OUT CHEVROLET SERVICE SURVEY AND RETURN TO GORDON CHEVROLET AND THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE!						
Last Page						

\*SHOP MATERIAL - THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. A TYPICAL 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, WIRE, ETC.

STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE 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 WARRANTIES 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.



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

1 day

Adv: PATRICIA A KING	Tag: 2037	License: FL	VIN: 1G1AL14F4 576	Page: 1	Invoice:
TAMPA, FL Cell: Home:		TAMPA, FL Cell: Home:			
Odometer in: 15796 Out: 15801		Dist: 1G1 WAR W Final		05 CHEVROLET COBALT LS 2DR CPE BLACK	
Begin: 08/31/06 Done: 09/06/06		Invoiced: 09/06/06 08:15 DT		Inservice: 05/16/03	
Concern 44	ALL VALUABLES REMOVED FROM VEHICLE & SHOP CHARGES DISCLAIMER		Operation Tech Hours Amount		
Cause	0		NC 334 .0 .00		
Correction	NO CHARGE				
Type: W	CON CODE : 0		Subtotal		
Concern 51	CUSTOMER STATES SERVICE ENGINE SOON LIGHT COMING ON		Operation Tech Hours Amount		
Cause	MODULE OUT OF CALIBRATION		J6354 334 .7 54.10		
Correction	REPROGRAM PCM				
Comment	SCAN PCM WITH TECH TWO AND CHECK FOR CODES		Subtotal		
Type: W	CON CODE : WG		LAB-MECHANICAL 54.10		
	FAIL CODE : 3L		TOTAL CHARGE FOR CONCERN 54.10		
Concern 52	CUSTOMER STATES WHEN PUTTING INTO REVERSE STEERING LOCKS UP		Operation Tech Hours Amount		
Cause	TIRES UNDER INFLATED		NC 334 .0 .00		
Correction	AIR UP TIRES TO 35PSI				
Comment	TIRES ONLY HAD 12PSI IN ALL FOUR TIRES		Subtotal		
Type: W	CON CODE : OA				
	FAIL CODE : 2L				
Concern 53	CUSTOMER STATES DASH LIGHT FLASH		Operation Tech Hours Amount		

\*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, WIRE, ETC.  
STATE FEE: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW BATTERY SOLD IN THE STATE. (\$403.718) AND A \$1.00 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.



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

Adv: PATRICIA A KING		Tag: 2037	License: FL	VIN: 1G1AL14F4 57	Page: 2	Invoice: W20610
Invoiced: 09/06/06 08:15:11 DT		05 CHEVROLET COBALT LS 2DR CPE BLACK				
Cause	0	COULD NOT DUPLICATE CUSTOMER CONCERN			CN	334 .0 .00
Correction		CON CODE : 07				
Type: W		FAIL CODE : 0			Subtotal	
Concern	54	CUSTOMER STATES TRACTION LIGHT BEEPS			Operation	Tech Hours Amount
Cause		SEE LINE 51			NC	334 .0 .00
Correction		NO CHARGE				
Type: W		CON CODE : 07			Subtotal	
LAB-MECHANICAL		54.10	TOTAL CHARGE		54.10	
TOTAL CHARGE		54.10	FAC WARRANTY		54.10	

If you have any questions - please see PATRICIA A KING  
PLEASE FILL OUT CHEVROLET SERVICE SURVEY AND RETURN TO GORDON  
CHEVROLET AND THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE!

Last Page

*1 day verified.  
Time stamps.*

\*SHOP MATERIAL - THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. A TYPICAL 18% CHARGE OF LABOR WITH A MAX. OF \$22.00 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, WIRE, ETC.

STATE FEES - THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE 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.



16414 NORTH DALE MABRY  
TAMPA, FLORIDA 33618  
(813) 989-2600  
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 - 8:00 PM  
SAT 8:00 AM - 1:00 PM

Adv: JAYE DEBRA BARD		Tag: 1949	License: FL	VIN: 1G1AL14F4 57	Page: 1	Invoice:
TAMPA, FL		TAMPA, FL				
Home: Cell:		Home: Cell:				
For Office Use						
Odometer in: 11391	Out: 11392	Dist: 1G1 CUB C W	Final	05 CHEVROLET COBALT LS 2DR CPE BLACK		
Begin: 04/10/06	Done: 04/10/06	Invloiced: 04/10/06 17:02 JM	Inservice: 05/16/05			
Concern 01	SERVICE 3000 MILE SERVICE-----)---\$26.25 OR \$31.40 WITH 7 QTS. OF OIL			Operation	Tech	Amount
Correction	INCLUDES OIL AND FILTER CHANGE AND CHASSIS LUBRICATION ALSO			01	316	12.99
	CHECK FLUID LEVELS PER FACTORY RECOMMENDATION					
	DOES NOT APPLY TO DIESEL OR SYNTHETIC OIL CHANGES.					
Parts	Part Number	POS	Note	Description	Quantity	Sell
	000 012579143			FILTER	15	5.29
	000 88901748X		GOG	10-30 BULK OIL	5	1.58
						7.90
						Subtotal
						5.29
						7.90
						12.99
						26.18
Type: C	Line Flags: NOS					
Summary of Charges for Invoice #1529				Summary of Charges for Invoice #1529		
PARTS	5.29	TOTAL CHARGE		28.01		
GAS-OIL-GREASE	7.90	CASH DOW		28.01		
LAB-MECHANICAL	12.99					
SUB-TOTAL	26.18					
SALES TAX - STATE	1.57					
SALES TAX - COUNTY	.26					
TOTAL CHARGE	28.01					
Attention: The following Invoices also exist						
WAR - WARRANTY						
If you have any questions - please see JAYE DEBRA BARD						
THANK YOU FROM SKIP GREANEY AND THE ENTIRE GORDON CHEVROLET SERVICE						
TEAM FOR ALLOWING US TO SERVICE YOUR VEHICLE! (*) INDICATES LIFETIME						
*SHOP MATERIAL - THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. A TYPICAL 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, WIRE, ETC.				CUSTOMER SIGNATURE X		
STATE FEES: THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE 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)				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.		

**FLAT RATE ENVELOPE**

FLAT RATE POSTAGE  
REGARDLESS OF WEIGHT  
DOMESTIC USE ONLY

**EXTREMELY URGENT**

Please Rush To Addressee

CALL 1-800-222-1811 FOR PICKUP OR TRACKING OF ALL YOUR PACKAGES

**EXPRESS MAIL**  
UNITED STATES POSTAL SERVICE

U.S. POSTAGE  
PAID  
TAMPA, FL  
33618  
JUN 15, 07  
AMOUNT  
**\$16.25**  
00062655-13  
DOMESTIC USE ONLY

www.usps.com

HOW TO OPEN



EB609419799US

**EXPRESS MAIL**  
UNITED STATES POSTAL SERVICE

Addressee Copy  
Label 11-B, March 2004

Post Office To Addressee

**ORIGIN (POSTAL SERVICE USE ONLY)**

PO ZIP Code: 33618  
Day of Delivery: 15  
Postage: \$16.25  
Scheduled Date of Delivery: 6-15-07  
Return Receipt Fee: \$  
Date Accepted: 6-15-07  
Month: 6 Day: 15 Year: 07  
Time Accepted: 12:00 PM  
Sched. Time of Delivery: Noon  
COO Fee: \$ Insurance Fee: \$  
Flat Rate or Weight: 1 lb 12 oz  
Total Postage & Fees: \$16.25  
Int'l Alpha Country Code: 12  
Acceptance Emp. Initials: LR

**DELIVERY (POSTAL USE ONLY)**

Delivery Attempt	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day			
Delivery Attempt	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day			
Delivery Date	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day			

**CUSTOMER USE ONLY**

☐ NO DELIVERY  
W/Weekend or Holiday ☐ Signature

**FROM: (PLEASE PRINT)** PHONE: 813-242-8223  
Tampa, FL

**TO: (PLEASE PRINT)** PHONE: 1  
CHEVROLET Motor Division  
CHEVROLET Customer Assistance Center  
P.O. Box 33170  
DETROIT, Michigan 482

**FOR PICKUP OR TRACKING**  
Visit [www.usps.com](http://www.usps.com)  
Call 1-800-222-1811

ZIP + 4 (U.S. ADDRESSES ONLY. DO NOT USE FOR FOREIGN POSTAL CODES.)  
4 8 2 2 2 + 5 1 7 0  
FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.

Postage is the property of the U.S. Postal Service and is provided solely for use in sending Express Mail. Misuse may be a violation of federal law.



[REDACTED]  
Tampa, Fl. [REDACTED]

JUN 20 2007

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)

**ORIGINAL**

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- ☐ The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- ☒ 3 or more repair attempts have been made to repair the **same** substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) Dash Board indicator Lights flash- Steering wheel Locks, and car makes a beeping sound - this happens when just starting, stopping or while driving CAR.

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make CHEVROLET Model COBALT Year 2005  
VIN 1LG11A1L1141F141571 Date of Delivery 5/16/2005

Name and City/State of selling dealer or leasing company (if applicable) CASTRIOTA CHEVROLET  
(LEASED) - GMAC HUDSON, FLORIDA

Name and City/State of authorized service agent(s) attempting previous repairs GORDON CHEVROLET  
TAMPA, FLORIDA

Consumer [REDACTED] Home phone [REDACTED]  
Address Tampa, FL Work phone [REDACTED]  
Signature [REDACTED]  
Date Mailed 06/14/07

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)

May 27, 2011

[REDACTED]  
Tampa, FL [REDACTED]

Service request: 71-530952992

VIN: 1G1AL14F45 [REDACTED]

Customer Relationship Specialist: Julia Rebollo

Dear [REDACTED]

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

**GM**

CHECK No. [REDACTED]

50-937  
213DATE  
09/04/07

\*\*\*\*\*2,500 DOLLARS

\*\*\*\*\*00 CENTS

AMOUNT

\*\*\*\*\*2,500.00

PAY  
TO THE  
ORDER  
OF

PITTSBURGH PA [REDACTED]

North American Operations  
General Motors Corporation  
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.  
Syracuse, New YorkINFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

AUDIT

VENDOR  
DUNS NO. BB 000000099

1

**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT  
DATE

09/04/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1AK52F057 [REDACTED]	08/31/07 71-531935780	VM 1-94276H 1-94276H	00.0000	2,500.00	.00	2,500.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				W3		
<b>TOTAL</b>				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: [REDACTED] v. General Motors Corporation  
Service Request: 71-531935780  
2005 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AK52F057 [REDACTED]  
Customer Relationship Specialist: Carolina Aponte

Dear Ms. Allie-Gordon:

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

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



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

VIA FAX ONLY

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

---

Date

---

Client's Signature

---

Date



## RELEASE OF CLAIM

I [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 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 1G1AK52F057 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is \_\_\_\_\_ on the date of the signing of this release.

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

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

I/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 \_\_\_\_\_



Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by [REDACTED]

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File

LG0024  
V6302006

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

CONNECTICUT  
Hamden

FLORIDA OFFICES  
NORTH - Tallahassee

CENTRAL - Tampa  
SOUTH - Miami

INDIANA OFFICE  
Indianapolis

MARYLAND OFFICE  
Baltimore

MASSACHUSETTS OFFICE  
Burlington



1-888-LEMONS-1  
(1-888-536-6671)  
Fax 1-888-868-6671  
[www.kahnandassociates.com](http://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  
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.

Attn: Teresa Garcia

Pamela Erb  
Kahn & Associates, L.L.C.  
Phone: 1-888-536-6671  
Fax: 1-888-868-6671  
[www.kahnandassociates.com](http://www.kahnandassociates.com)

**Stuck Driving a Lemon? We can help! "The Complete Lemon Solution"™**  
For more information visit us at [www.kahnandassociates.com](http://www.kahnandassociates.com)

*NOTICE: The information contained in this electronic mail transmission is intended by Kahn & Associates, L.L.C. for the use of the named individual or entity to which it is directed and may contain information that is privileged or otherwise confidential. It is not intended for transmission to, or receipt by, anyone other than the named addressee (or a person authorized to deliver it to the named addressee). It should not be copied or forwarded to any unauthorized persons. If you have received this electronic mail transmission in error, please delete it from your system without copying or forwarding it, and notify the sender of the error by reply e-mail or by calling Kahn & Associates, L.L.C. at 1-888-536-6671, so that our address record can be corrected.*

*This message is intended only for the use of the individual or entity to which it is addressed, and may contain information that is PRIVILEGED, CONFIDENTIAL and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone, and return the original to us by mail without making a copy. Thank you.*

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  
15876 Southwest 56th St., Suite 476  
Miami, FL 33175

MASSACHUSETTS OFFICE  
25 Burlington Mall Rd., Suite 500  
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



## KAHN & ASSOCIATES L.L.C.

1-888-LEMONS-1

(1-888-536-6671)

Fax 1-888-868-6671

[www.kahnandassociates.com](http://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**

NEW JERSEY OFFICE

I.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

August 2, 2007

  
**VIA FIRST CLASS U.S. MAIL**

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

Re: [REDACTED] 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

From: 412 441 4402

Page: 1/8

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

PITTSBURGH, PA 15226

Telephone: 412-343-2100

www.castriotachevy.com • FAX: 412-344-0198

ADDRESS

CITY PITTSBURGH

STATE PA

ZIP

PLEASE ENTER MY ORDER FOR THE FOLLOWING		NEW <input type="checkbox"/> USED <input type="checkbox"/> (Describe Prior Use)		TRUCK <input type="checkbox"/> DEMO <input type="checkbox"/>		PHONE-RES.		BUS. PHONE	
YR	MAKE	MODEL	TYPE	T	YR	MAKE	BODY STYLE		
2005	CHEVROLET	COBALT	SEDAN	R	2002	FORD	SW		
COLOR	MILEAGE	TRIM	STOCK NO.	A	MODEL	MILEAGE	COLOR		
SILVER	4	GRAY	510047	D	FOCUS	21453			
V.I.N.			DEL. DATE	E	SERIAL NO.	UC #	EXP. DATE		
1G1AKS2F057			03/26/2005		1FAFP36382W		09/30/2005		
PRICE OF VEHICLE			\$16632.00	DATE			03/26/2005	SALESMAN	
DEALER SERVICES			N/A				KURT DELUCA	STOCK NO.	
							510047		
				BALANCE BROUGHT FORWARD			12432.00		
				USED CAR ALLOWANCE INCLUDES \$			REBATE	N/A	
				USED CAR ALLOWANCE			8500.00		
				TAXABLE TOTAL			3932.00		
				SALES TAX			275.24		
			N/A	TITLE			REGISTRATION	ENCUMBRANCE	TIRE TAX
			N/A	\$ 22.50			\$ 6.00	\$ 5.00	\$ 5.00
			N/A	\$			\$	\$	\$
			N/A	PLATE			OLRF	OLDF	MSNGR
			N/A	N/A			14.00	8.75	2.25
			N/A	\$			\$	\$	\$
			N/A	SUBTOTAL			1325.74		
				TRADE-IN PAYOFF			11757.94		
				TOTAL BALANCE DUE			16082.68		
				DEPOSIT ON ORDER					
				CASH ON DELIVERY					
				INCENTIVE ALLOWANCE					
				ADJUSTED BALANCE DUE					
INSURANCE INFORMATION									
INS. CO. STATE FARM					AGENT:				
ADDRESS:									
POLICY NO.					PHONE:				
EFFECTIVE DATE 12/23/2004					EXPIRATION DATE 06/23/2005				
TRADE-IN INFORMATION									
TRADE-IN PAYOFF VERIFICATION									
OWED TO: AMERICREDIT					PHONE:				
ADDRESS:					00000-0000				
AMOUNT: 11757.94					GOOD UNTIL 04/05/2005				
VERIFIED BY:					DATE: TIME:				
THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED AND SIGNED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE, PURCHASER, AND RECEIPT OF REQUIRED DEPOSIT SHOWN OF AMOUNT WHICH SHALL BIND THIS ORDER FOR 48 HOURS, ONLY. IF ADDITIONAL DEPOSIT OR PAYMENT IN FULL IS NOT RECEIVED IN THIS PERIOD THIS ORDER SHALL BECOME NULL 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 DELIVERY.									
I CERTIFY THAT I AM OF LEGAL AGE OR OLDER AND ACKNOWLEDGE RECEIPT OF A COPY OF THIS CONTRACT									
Signature of Purchaser X					Date 03/26/2005				
Signature of Authorized Dealer Representative X					Date 03/26/2005				
SUB TOTAL			\$12432.00						
UNDERCOAT			N/A						
SERVICE AGREEMENT			N/A						
TOTAL			\$						

This Contract includes the attached RETAIL INSTALMENT SALE CONTRACT

## GMAC FLEXIBLE FINANCE PLAN

Dealer Number 85-K-431 Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)	Creditor (Seller name and address)
PITTSBURGH, PA	CASTRIOTA CHEVROLET, INC. 1701 WEST LIBERTY AVENUE PITTSBURGH PA 15226-

By signing this contract, you choose to buy the vehicle on credit. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

Year or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	CHEVROLET COBALT	1G1AK52F057	<input type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Our trade-in is a: Year 2002 Make FORD Model FOCUS

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of \$ 1942.06
11.50 %	\$ 1743.96	\$ 15083.68	\$ 19827.64	\$ 21769.70

## Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
47	\$ 318.92	Monthly beginning 04/25/2005	
1	4838.40	FINAL PAYMENT OF 03/25/2009	

**Late 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 late, 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

- Cash price (including any accessories, services, and taxes) \$ 16007.24 (1)
- 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
- Unpaid balance of cash price (1 minus 2) \$ 1942.06 (2)
- Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):
  - 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) \$ N/A
  - Official fees paid to government agencies \$ N/A
  - Government taxes not included in cash price TIRE \$ 5.00
  - Government license and/or registration fees \$ 31.00
  - Government certificate of title fees (includes \$ 5 security interest recording fee) \$ 27.50
  - Other charges (Seller must identify who is paid and describe purpose.)
 

to CASTRIOTA CH for DOC	\$ 55.00
to CASTRIOTA CH for	\$ N/A

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

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

## Check the insurance you want and sign below:

## Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer  
Term \_\_\_\_\_

☐ Credit Disability (Buyer Only)  
Term \_\_\_\_\_

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

(Insurance Company)

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays 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 \_\_\_\_\_ Term \_\_\_\_\_  
Premium \$ \_\_\_\_\_

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

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

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

Life \$ N/A  
Disability \$ N/A

B Other insurance paid to the insurance company

(describe) \$

C Official fees paid to government agencies \$

D Government taxes not included in cash price \$

E Government license and/or registration fees \$

F Government certificate of title fees \$

(includes \$ security interest recording fee) \$

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

to CASTROLIA CH for \$

to CASTROLIA CH for \$

to CASTROLIA CH for \$

to for \$

to 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) \$

6 Finance charge \$

7 Total of payments + time balance (5 + 6) \$

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

Premium \$

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X Buyer Signature Date

X Co-Buyer Signature Date

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

If you do not meet your contractual obligations, you may lose your motor vehicle.

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and signed by both parties. These terms are binding.

Buyer Signs \_\_\_\_\_ Co-Buyer Signs X  
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

You authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration authorities.

See back for other important agreements.

Do not sign this contract on a Sunday.

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

#### Notice to Buyer.

**Do not sign this contract in blank. You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.**

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

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

Buyer Signs X \_\_\_\_\_ Date 7/26/2007 Co-Buyer Signs X \_\_\_\_\_ Date \_\_\_\_\_

**Co-Buyers and other owners.** A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

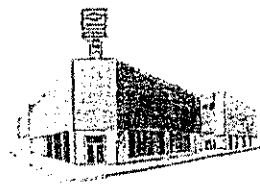
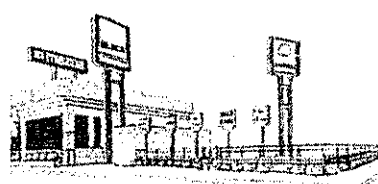
Other owner signs here X \_\_\_\_\_ Date \_\_\_\_\_ Address \_\_\_\_\_

Creditor Signs CASTROLIA CHEVROLET, INC. Date 7/26/2007 By X \_\_\_\_\_ Title AGENT

P3



6/23/07  
Did not get  
service form  
from Mr.  
Donabelli.



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

CUSTOMER NO. <b>140038</b>	NAME <b>RALPH F PATTERSON</b>		117	TAG NO. <b>961</b>	INVOICE DATE <b>08/06/07</b>	INVOICE NO. <b>CVCS334715</b>	
PITTSBURGH, PA	LABOR RATE	LICENSE NO.	MILEAGE <b>23,837</b>		COLOR	STOCK NO.	
	VEH / MAKE / MODEL <b>05/CHEVROLET/COBALT/4 DOOR SEDAN</b>					DELIVERY DATE <b>03/26/05</b>	DELIVERY MILES
	VEHICLE ID NO. <b>1G1AK52F057</b>					SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.		MO: <b>23837</b>		
COMMENTS							
JOB# 1 CHARGES							
LABOR J# 1 03CVZ STEERING SYSTEM HOURS: TECH(S): 755 WARRANTY CUSTOMER STATES CHK POWER STEERING CUT OUT NO POWER STEERING FOUND NO CURRENT CODES LOOKED FOR DAMAGED WIRES OR ANY PROBLEMS, NONE FOUND							
JOB# 1 TOTALS JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00							
JOB# 2 CHARGES							
LABOR J# 2 24CVZ DRIVEABILITY HOURS: TECH(S): 755 WARRANTY CUSTOMER STATES CHK CLICKING SOUND IN GEAR SHIFT & CAR STALL OUT COULD NOT DUPLICATE PROBLEM, NO CODES							
JOB# 2 TOTALS JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00							
TECHNICIAN CERTIFICATION							
755 BRIAN SHAKESPEARE 081307							
TOTALS							
***** * [ ] CASH [ ] CHECK CK NO. [ ] * * [ ] VISA [ ] MASTERCARD [ ] DISCOVER * * [ ] AMER XPRESS [ ] OTHER [ ] CHARGE * * [ ] GMPP CARD * *****							
TOTAL LABOR.... 0.00 TOTAL PARTS.... 0.00 TOTAL SUBLET.... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 0.00 TOTAL INVOICE \$ 0.00							

#### DISCLAIMER OF WARRANTIES

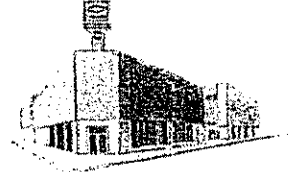
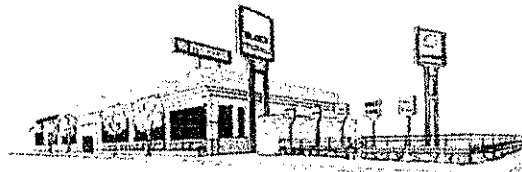
The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

*Thank  
You*

#### 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. YOUR FRIENDS AT DON ALLEN (412) 681-4800

CUSTOMER SIGNATURE



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

CUSTOMER NO. <b>140038</b>	RALPH F PATTERSON		117 TAG NO. 028	#06/12/07	REVISED 334954
PITTSBURGH, PA	LABOR RATE	LICENSE NO.	MILEAGE 23,968	COLOR	STOCK NO.
	05/CHEVROLET/COBALT/4 DOOR SEDAN			03/26/05	DELIVERY MILES
	VEHICLE ID NO. K52F057			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	F.O. NO.	06/11/07	MO. 23968	
COMMENTS					

JOB# 1 CHARGES

LABOR	DRIVEABILITY	HOURS: 0.90	TECH(S): 755	WARRANTY
J# 1 24CVZ	CUSTOMER STATES CHK WHEN STARTING CAR GEAR SHIFT IS CLICKING			
	7 THEN CAR STALL OUT			
	CODE P0300, MISFIRE CYLINDER 2			
	REPLACE FAULTY INJECTOR, CLEANED THROTTLE BODY AND ADDED			
	INJECTOR CLEANER TO FUEL, AND CLEARED CODES			
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	12582219	INJECTOR 3.300	
				TOTAL - PARTS
				WARRANTY 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR	RENTAL	HOURS: 0.00	TECH(S):	WARRANTY
J# 2 98CVZ05	RENTAL VEHICLE			
SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION
	106060		06/12/07	RENTAL-795292
				TOTAL - SUBLET
				WARRANTY 0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

TECHNICIAN CERTIFICATION  
755

BRIAN SHAKESPEARE

081307

#### DISCLAIMER OF WARRANTIES

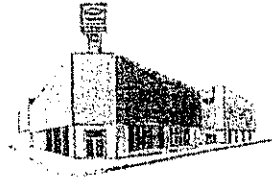
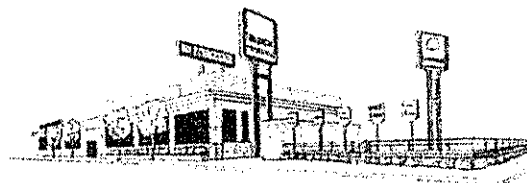
The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

*Thank  
You*

#### 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. YOUR FRIENDS AT DON ALLEN (412) 681-4800





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

CUSTOMER NO. <b>140038</b>	NAME <b>RALPH F PATTERSON</b>		117 TAG NO. <b>028</b>	DATE <b>08/12/07</b>	INVOICE NO. <b>CVE534954</b>
PITTSBURGH, PA	LABOR RATE	LICENSE NO.	SALEAGE <b>23,968</b>	COLOR	STOCK NO.
	VEHICLE MAKE/MODEL <b>05/CHEVROLET/COBALT/4 DOOR SEDAN</b>			DATE OF SALE <b>05/26/05</b>	DELIVERY MILES
	VEHICLE ID NO. <b>1G1AK52F057</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	DATE <b>08/11/07</b>
COMMENTS					MO: 23968

## TOTALS

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

TOTAL LABOR.... 0.00  
TOTAL PARTS.... 0.00  
TOTAL SUBLET.... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 0.00

**TOTAL INVOICE \$ 0.00**

## DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

THANK YOU FOR YOUR BUSINESS!!  
CUSTOMER PAY MECHANICAL PARTS DESIGNATED WITH AN ASTERISK (\*) ARE COVERED UNDER THE TERMS OF THE GM GOODWRENCH SERVICE PLUS LIFETIME PARTS AND LABOR WARRANTY. SAVE RECEIPT

CUSTOMER SIGNATURE

*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, YOUR FRIENDS AT DON ALLEN (412) 681-4800



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

VIA FAX ONLY

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.



July 31, 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

---

Date

---

Client's Signature

---

Date



## RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 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 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is \_\_\_\_\_ on the date of the signing of this release.

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

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

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

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

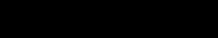
\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by 

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File

LG0024  
V6302006



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

VIA FAX ONLY

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. Mullin:

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.

Sincerely,  
General Motors Corporation







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

VIA FAX ONLY

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. Mullin:

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.

Sincerely,  
General Motors Corporation









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

VIA FAX ONLY

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.

Sincerely,  
General Motors Corporation





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

VIA FAX ONLY

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.

Sincerely,  
General Motors Corporation



## RELEASE OF LIEN INFORMATION

I \_\_\_\_\_,  
(Client's Name) (Client's Social Security Number)

hereby authorize \_\_\_\_\_  
(Lien holder Name)

\_\_\_\_\_  
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # \_\_\_\_\_  
(Account Number)

with \_\_\_\_\_  
(Lien holder Name)

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

Date \_\_\_\_\_.

## VEHICLE INFORMATION

The current vehicle mileage is \_\_\_\_\_ Date mileage read: \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

LG0006  
V07092007





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

VIA FAX ONLY

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



GMC



HUMMER





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

VIA FAX ONLY

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 8, 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

---

Date

---

Client's Signature

---

Date



## RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 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 1G1AK52F057 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is \_\_\_\_\_ on the date of the signing of this release.

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

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

I/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 \_\_\_\_\_



Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by 

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File

LG0024  
V6302006

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

CONNECTICUT  
Hamden

FLORIDA OFFICES  
NORTH - Tallahassee

CENTRAL - Tampa  
SOUTH - Miami

INDIANA OFFICE  
Indianapolis

MARYLAND OFFICE  
Baltimore

MASSACHUSETTS OFFICE  
Burlington



1-888-LEMONS-1  
(1-888-536-6671)  
Fax 1-888-868-6671  
[www.kahnandassociates.com](http://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  
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](http://www.kahnandassociates.com)

***Stuck Driving a Lemon? We can help! "The Complete Lemon Solution"™***  
For more information visit us at [www.kahnandassociates.com](http://www.kahnandassociates.com)

*NOTICE: The information contained in this electronic mail transmission is intended by Kahn & Associates, L.L.C. for the use of the named individual or entity to which it is directed and may contain information that is privileged or otherwise confidential. It is not intended for transmission to, or receipt by, anyone other than the named addressee (or a person authorized to deliver it to the named addressee). It should not be copied or forwarded to any unauthorized persons. If you have received this electronic mail transmission in error, please delete it from your system without copying or forwarding it, and notify the sender of the error by reply e-mail or by calling Kahn & Associates, L.L.C. at 1-888-536-6671, so that our address record can be corrected.*

*This message is intended only for the use of the individual or entity to which it is addressed, and may contain information that is PRIVILEGED, CONFIDENTIAL and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any*

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

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

CONNECTICUT OFFICE  
Danbury

FLORIDA OFFICES  
NORTH - Tallahassee  
CENTRAL - Tampa  
SOUTH - Miami

INDIANA OFFICE  
Indianapolis

MARYLAND OFFICE  
Baltimore

MASSACHUSETTS OFFICE  
Burlington



## KAHN & ASSOCIATES L.L.C.

1-888-LEMONS-1  
(1-888-536-6671)  
Fax 1-888-868-6671

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

**CORPORATE HEADQUARTERS**  
55 Public Square, Suite 650  
Cleveland, OH 44115  
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.<sup>®</sup>  
Parsippany  
<sup>®</sup>Licensed in New Jersey

NORTH CAROLINA OFFICE  
Raleigh

PENNSYLVANIA OFFICES  
EAST - King of Prussia  
WEST - Pittsburgh

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: [REDACTED] v. General Motors Corporation  
Vehicle: 2005 Chevrolet Cobalt  
VIN: 1G1AK52F057 [REDACTED]

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,

KAHN & ASSOCIATES, L.L.C.

  
Meredith Allie-Gordon

MAG/sab  
Enclosures

From: 412 441 4402

Page: 2/4

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

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 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 1G1AKS2F057 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 24,298 on the date of the signing of this release.

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

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

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

DATE SIGNED: 8.13.07

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF PA

COUNTY OF Allegheny

Sworn to (or affirmed) and subscribed before me this 13 day of AUGUST 2008  
by [REDACTED]

Cabrin A. Vioral

Signature of Notary Public

CABRINI A. VIORAL

Print, type or stamp Commissioned Name of Notary Public

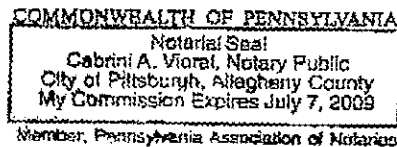
Personally Known \_\_\_\_\_ OR Produced identification ✓

Type of identification PA DRIVERS LICENSE

My commission expires: 7/7/09

CC: File

LG0014  
V6302006





**KAHN & ASSOCIATES, L.L.C.**

**ATTORNEYS AT LAW**

1060 First Avenue • Suite 400 • King of Prussia PA 19406



**US POSTAGE**  
**\$ 00.41**

Mailed From 44113

08/14/2007

031A 0002303019

AUG 16 2007

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

48091+6013



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

CONNECTICUT OFFICE  
Danbury

FLORIDA OFFICES  
NORTH – Tallahassee  
CENTRAL – Tampa  
SOUTH – Miami

INDIANA OFFICE  
Indianapolis

MARYLAND OFFICE  
Baltimore

MASSACHUSETTS OFFICE  
Burlington



## KAHN & ASSOCIATES

L.L.C.

1-888-LEMONS-1  
(1-888-536-6671)  
Fax 1-888-868-6671

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

### CORPORATE HEADQUARTERS

55 Public Square, Suite 630  
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: [REDACTED]  
Vehicle: 2005 Chevrolet Cobalt  
VIN: 1G1AK52F057 [REDACTED]

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<br>(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<br>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.**

*Meredith Allie Gordon / LM*

Meredith Allie-Gordon

MAG/lm

CASTRIOTA CHEVROLET INC  
1701 WEST LIBERTY AVE  
PITTSBURGH, PA 15226  
(412) 343-2100  
(412) 343-9353

.....

## facsimile transmittal

To: TERESA GARCIA Fax: 1866 432 1682

From: WAYNE MULLIN Date: 7/27/07

Re: [REDACTED] Pages: \_\_\_\_\_

CC: \_\_\_\_\_

ENCLOSED FIND PAPERS YOU  
REQUESTED. ONLY THE FDI WAS DONE  
HERE...  
SERVICE WAS DONE @ DON ALLEN

.....

00

11H

(C)1995 ADF, INC

CD270

DEAL RECAP

DEAL RECAP

CASTRIOTA CHEVROLET, INC.

DEAL DATE 08/26/05

STOCK #.....	510047	VEHICLE.....	2005 CHEVROLET COBALT
CUSTOMER.....		SERIAL #.....	1G1AK52F057
ADDRESS.....	PITTSBURGH PA	SALESPERSON 1.....	KURT DELOCA
PHONE#.....		SALESPERSON 2.....	
		FINANCE CO.....	GMAC

TRADE: YEAR MAKE	MODEL	STOCK # VIN
2002 FORD	FOCUS	510047A 1FAFP36382W

PRICE.....	16632.00	TOTAL SALES TAX.....	275.24
TRADE.....	8500.00	LIC/TITLE/REG/OTHER FEES...	119.50
PAYOFF.....	11757.94	NUMBER OF PAYMENTS.....	48
TRADE ACQ.....	6500.00	ODD DAYS.....	0
CASH DOWN.....	1000.00	APR.....	11.500%
DEPOSIT.....	0.00	DISC RATE.....	10.500%
REBATE.....	4200.00	AMOUNT FINANCED.....	15083.68
PICKUP/BALLOON.....	4358.40	MONTHLY PAYMENT.....	318.92
		LAST MONTHLY PAYMENT.....	318.52

PRICE.....	16632.00	
DISCOUNT.....	0.00	
COST.....	13923.06	
COST OF ADDONS.....	0.00	
TRADE OVER/UNDER ALLOWANCE.....	2000.00	
INCENTIVE.....	0.00	
HOLDBACK.....	436.65	
ADVERTISING.....	0.00	
VEHICLE GROSS PROFIT.....	272.29	

FRONT-END ADDS:	PRICE	COST	RESERVE
PROFIT/FRONT-END ADDS			0.00
TOTAL VEHICLE (FRONT-END) PROFIT			272.29
PACK AMOUNT			500.00
COMMISSIONABLE GROSS			227.71
FRONT-END PROFIT INCLUDING HOLDBACK/MISCELLANEOUS			706.94
FINANCE CHARGE.....	4743.96		425.35
CREDIT LIFE.....	0.00		0.00
ASH.....	0.00		0.00
TOI.....	0.00		0.00
EXP.....	0.00		0.00
EXTENDED WARRANTY.....	0.00	0.00	0.00

BACK-END ADDS:	
TOTAL BACK-END PROFIT	425.35
TOTAL FRONT & BACK PROFIT	697.64
LESS SALES COMMISSIONS/BONUSES/SPIFFS	0.00
LESS F&I MANAGER'S COMMISSION/SPIFFS	0.00
TOTAL DEAL PROFIT	697.64





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

CUSTOMER NAME: [REDACTED]

VIN: 1G1AK52F057 [REDACTED] (or see attached list\*)

## 1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
CCR	\$ 3700	
Instant Value Cents	\$ 500	
	\$	
	\$	
	\$	
Total Incentive Amount Received	\$ 4200	

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

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

## — CUSTOMER AND DEALER ACKNOWLEDGMENT —

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

Purchaser/Lessee Signature: [REDACTED]

Date: 03/26/2005

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

Authorized Dealer Signature: [Signature]

Date: 03/26/2005

Dealership Name: Castriota Chevrolet Inc.

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

Copy #1 - Dealer

Copy #2 - Customer

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC

GM3795 1/01



WID: 05091 3400 026690-001

New Title Number: [REDACTED]

## General Systems Solutions On-Line Registration System

## Pennsylvania Department of Transportation Applicant Summary Statement

Transaction: New Title/Transfer Reg		Processor: CASTRIOTA CHEVROLET/00855642		Processed By: DEBORAH SEGBART	
Purchase Date: Mar 26, 2005		Process Date: Apr 01, 2005/		Temp Reg Date: Mar 26, 2005	
Prev Title No: None		Prev Dup Title Count: 0		State of Origin: None	
VIN: 1G1AK52F057		Stock No: 43263		Unladen Weight:	
Vehicle Type: PASSENGER		Condition: [ ] Police		GVWR:	
YR/Make: 2005/CHEV		Body: SDN		No of Axles:	
Odom Reading: 4		Fuel: G		Sum of GVWR:	
Purchase Price: \$12,432.00		Odom Qual: ACTUAL MILEAGE		Seat Cap:	
Owner Information:		Lessee Information:		Insurance Information:	
[ ] Tenant in		None		STATE FARM	
[ ] Survivorship?		[ ] JODTF		705678F2338	
[ ] Tenant in		[ ] Retired		Dec 23, 2004	
[ ] Common?		[ ] Daily Rental		Jun 23, 2005	
PITTSBURGH/PA/		Mail Code:		PennDOT Fees	
Trade In #1 Information:		Lien Holder #1 Information:		Sales/Use Tax: 275.24	
VIN: 1FAFP36382W		GMAC		Title Fee: 22.50	
YR: 2002		PO BOX 8141		Lien Fee: 5.00	
Make: FORD		COCKEYSVILLE/MD		Reg/Proc Fee: 0.00	
Condition: G		21030		Dup Reg Fee: 0.00	
Allowance: \$8,500.00		[ ] ELT		Transfer Fee: 6.00	
Trade In #2: None		Lien Holder #2: None		Increase Fee: 0.00	
Allowance:		Lien Holder #3: None		Replacement Fee: 0.00	
Trade In #3: None		Fees & Sales Tax Information:		Other Fee: 0.00	
Allowance:		Tax Exempt Reason: NONE/00		Sub Total: \$308.74	
Assigned Tag Type:		Class: RRGW		Dealer Fees	
Assigned Tag No:		Assigned Exp Sticker No:		Messenger Fee: 0.00	
Assigned Exp Mo/Yr:		Class Sticker No:		Service Fee: 0.00	
Signature of Person from Whom Tag is Being Transferred:		Transferred Title No:		Notary Fee: 0.00	
		Transferred Tag No:		Plate Fee: 0.00	
		Relation To Applicant: Self		Doc Fee: 0.00	
		No of Dup Reg Cards: 0		Sub Total: \$0.00	
		[ ] W/Renewal		OLRS Fees	
		[ ] W/Tag Replacement		Check Fee: 0.00	
		[ ] W/Tag Exchange		OLRS Fee: 15.45	
				Sales Tax: 0.00	
				Sub Total: \$15.45	
				Grand Total Due: \$324.19	

## WARNING: The operator of a truck loaded beyond the manufacturer's Gross Vehicle Weight Rating (GVWR) may create unsafe conditions and also void the manufacturer's warranty if damage should result from such overloading.

I/we request that the above described vehicle be registered at the gross vehicle weight (RRGW or RRGW) listed above under the provisions of Section 1916(b) of the Vehicle Code as amended by Act No. 8 (1980), approved 2-15-80. I/we acknowledge that I have been warned by the Department of Transportation that loading my truck beyond the manufacturer's gross weight rating may damage the truck and endanger its occupants, as well as other vehicles and their occupants and pedestrians; and I/we assume all risks connected with any such overloading of the truck.

I/we acknowledge that I/we may lose my/our operating privilege(s) or vehicle registration(s) for failure to maintain financial responsibility on the currently registered vehicle for the period of registration. I/we further acknowledge that I/we may be subject to a fine not exceeding \$5,000 and imprisonment of not more than two (2) years for any false statement that I/we may make on this form, and I/we certify that I/we have examined and signed this form after its completion; and, that, if an exemption from payment of sales tax is claimed, I am/we are authorized to claim this exemption. I/we further certify that all statements herein are true and correct and make application for certificate of title for the vehicle described above.

Date Subscribed and Sworn to:	Signature of Applicant or Authorized Signer:
Signature of Notary Administering Oath:	Signature of Co-Owner/Title of Authorized Signer:
S E A L	[ ] VIN/GVWR Certification or Tracing is Required.
	Place Signature of Person Verifying VIN/GVWR or the Tracing Here:
	I hereby certify that I have verified the VIN/GVWR of this vehicle and the VIN/GVWR listed above is correct
SIGN:	DIN:

Detach Here

01 of 01

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

EXPIRY: SEP 30, 2005

VALID: 04/01/05

PLATE:

TITLE:

VIN: 1G1AK52F057

YR/MAKE: 2005 CHEV

TYPE: SDN

WID: 05091 3400 026690-001

SIGNATURE

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

EMISSION INSPECTION REQUIRED/DIESEL EXEMPT COUNTY: ALLEGHENY

PITTSBURGH PA



2005 COBALT 4-DOOR SEDAN  
 950 ULTRA SILVER METALLIC /L4G  
 14B GRAY  
 ORDER NO. HWQZMV/TRE STOCK NO.  
 VIN 1G1AK52 F0 5 [REDACTED]  
 CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD59964311

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AK69 COBALT 4-DOOR SEDAN	13625.00	12739.38	INVOICE 02/17/05
B34 FLOOR MATS	80.00	72.00	SHIPPED 02/17/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 02/21/05
L61 2.2L DOHC 4 CYL ENGINE	0.00	0.00	INT COM 02/22/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	765.00	PRC EFF 02/17/05
			KEYS G1557 G1557
			WFP-S QTR OPT-1
			BANK: GMAC - 004
			CHG-TO 13-142

SHIP WT: 2784  
 HP: 18.4  
 GMS: 13779.73  
 SUPPLR: 14396.44  
 MRM: 15120.00  
 DAN: BASE  
 MEMO: 652.75

510047

TOTAL MODEL & OPTIONS	14555.00	13576.38	ACT 231	13704.73
DESTINATION CHARGE	565.00	565.00	H/B 261	436.65
LAM DEALER CONTRIBUTION		145.55	ADV 261	145.55
LAM GROUP CONTRIBUTION		72.78	EXP 65A	72.78

TOTAL 15120.00 14359.71 PAY 310 14359.71  
 MEMO: 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 [REDACTED]  
 \$ 14359.71 INV 1AD59964311  
 DUE 02/22/05 DEALER 13-142

# RETAIL INSTALMENT SALE CONTRACT GMAC FLEXIBLE FINANCE PLAN

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_

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

Creditor (Seller name and address)

CASTROIA CHEVROLET INC  
1703 WEST LIBERTY AVENUE  
PITTSBURGH PA 15225

PITTSBURGH, PA

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

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	CHEVROLET COBALT	1G1AK52F057	<input type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Your trade-in is a: Year 2002 Make FORD Model FOCUS

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment
11.50 %	\$ 4743.96	\$ 15063.68	\$ 19827.64	of \$ 1942.06 is \$ 21769.70

## Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
47	\$ 318.92	Monthly beginning 04/25/2005	
1	4838.40	FINAL PAYMENT OF 03/25/2009	

**Late 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 late, 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

- Cash price (including any accessories, services, and taxes) \$ 16907.24 (1)
- 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
		\$	1942.06 (2)
- Unpaid balance of cash price (1 minus 2) \$ 14965.18 (3)
- Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):
 

A Cost of optional credit insurance paid to the insurance company or companies	
Life	\$ N/A
Disability	\$ N/A
B Other insurance paid to the insurance company (describe)	\$ N/A
C Official fees paid to government agencies	\$ N/A
D 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 (includes \$ 5.00 security interest recording fee)	\$ 27.50
G Other charges (Seller must identify who is paid and	

**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 \$ N/A  
Credit Disability \$ N/A

(Insurance Company)

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays 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 \_\_\_\_\_ Term \_\_\_\_\_  
Premium \$ \_\_\_\_\_

(Insurance Company)



to CASTRIOTA CH for DOC	\$	118.50
to CASTRIOTA CH for	\$	N/A
to CASTRIOTA CH for CAD CREDIT	\$	N/A
to for	\$	N/A
to for	\$	N/A
to for	\$	N/A
H Net trade-in payoff to	\$	N/A
Total other charges and amounts paid to others on your behalf	\$	118.50 (4)
Amount financed (3 + 4)	\$	15083.68 (5)
Finance charge	\$	4743.96 (6)
Total of payments - time balance (5 + 6)	\$	19827.64 (7)

(Home Office Address)

I want the insurance checked above.

X

Buyer Signature

Date

X

Co-Buyer Signature

Date

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

u do not meet your contractual obligations, you may lose your motor vehicle.

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

ir Signs X Co-Buyer Signs X

y 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.

authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration offices.

back for other important agreements.

not sign this contract on a Sunday.

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

### Notice to Buyer.

not sign this contract in blank. You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

ir Signs X Date 03/26/2005 Co-Buyer Signs X Date

u 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 read-in copy when you signed it.

ir Signs X Date 03/26/2005 Co-Buyer Signs X Date

buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

r owner signs here X Date Address

itor Signs CASTRIOTA CHEVROLET, INC. Date 03/26/2005 By X Title AGENT

ller assigns its interest in this contract to: ☒ General Motors Acceptance Corporation (GMAC) ☐ GMACAB ☐ Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse

Assigned without recourse or with limited recourse

CASTRIOTA CHEVROLET, INC.

AGENT

Seller

By

Title

Seller

By

Title

1 FR-PA 3/2005 (For Use in the State of Pennsylvania) (1 of 4)

Notice: See Other Side

Copyright 2004 General Motors Acceptance Corporation. All Rights Reserved.

TRIPLICATE ORIGINAL - DEALER'S COPY

## CASTRIOTA CHEVROLET INC

1701 WEST LIBERTY AVE

PITTSBURGH, PA 15226

412-343-2100

\*\*\* REPRINT \*\*\*

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CLS	MILES IN	MILES OUT	TAG
02/22/05	05	CHEVROLET	COBALT	1G1AK52F057		510047	5	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	02/23/05	25	00:00			01	07/27/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
147804				SILVER				

## ===== REPAIR LINE 001 =====

FDI  
 TECHNICIAN 23  
 Bill Code - RR  
 Z7000 PDI INSP 23 M A 70.16  
 Fail Code: 99

Total Labor 70.16  
 Total Line 70.16

## ===== REPAIR LINE 002 =====

EMISSION TEST  
 Bill Code - DE  
 14 EMISSION EXEMPT 23 M A 20.45  
 Total Labor 20.45  
 Total Line 20.45

## ===== REPAIR LINE 003 =====

ADD FLUID  
 Bill Code - W  
 Failure Code: 99  
 Complaint Code: MG  
 Z6999 FLUID FILL PDI 23 M A  
 Fail Code: 99  
 GM 1051515 -OPTIKLE 1 4.19  
 Failed Part: 1051515  
 Total Parts 4.19  
 Total Line 4.19

## ===== REPAIR LINE 004 =====

ADD STICKER  
 Bill Code - DE  
 MISCELLANEOUS:  
 ADD STICKER  
 Bill Code - DE PO Number - 2.00  
 Total Misc 2.00  
 Total Line 2.00

Payment Type - 01

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER		LABOR AMOUNT	
	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 ITS ITEM/ITEMS.		PARTS AMOUNT	
			MISC. SALES	
			MATERIALS	
			TOTAL CHARGE	
			DEDUCTABLE	
			SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		OTHER PAY	
			CUSTOMER PAY	

## 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 :	1G1AK52F057
-------	-------------

### VEHICLE INFORMATION

Merchandising Model :	1AK69 -2005 COBALT 4-DOOR SEDAN			Warranty Start Date :	03/26/2005		
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	CASTRIOTA CHEVROLET INC. 1701 W LIBERTY AVE PITTSBURGH , PA 15226-1209 (412) 343-2100			Selling Source :	13 - CHEVROLET		
				Site Code :	13142		
				Business Associate Code :	113473		
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	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

Page 2 of 2

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	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

© 1998-2005 General Motors Corporation. All Rights Reserved.

## GM Vehicle Inquiry System Claim History

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

[Help](#)

VIN :	1G1AK52F057 [REDACTED]
-------	------------------------

### CLAIM HISTORY

Repair Order Date :		06/25/2007		Repair Order Number :		335859		Odometer Reading :		23983 miles	
Serviced By :		DON ALLEN CHEVROLET/OLDSMOBILE 5315 BAUM BLVD PITTSBURGH, PA 15224-2305 (412) 681-4800				Selling Source :			13 - CHEVROLET		
						Site Code :			13011		
						Business Associate Code :			113424		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part			Comments
07/10/2007	811	01	#	E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -				15914408 - COLUMN KI			N

Repair Order Date :		06/23/2007		Repair Order Number :		N27472		Odometer Reading :		24780 miles	
Serviced By :		GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				Selling Source :		13 - CHEVROLET			
						Site Code :		34415			
						Business Associate Code :		207453			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
06/29/2007	808	01	#	Z2080 - ROADSIDE SERVICE (TOWING)				N/A		N	

Repair Order Date :		06/11/2007		Repair Order Number :		334954		Odometer Reading :		23968 miles	
Serviced By :	DON ALLEN CHEVROLET/OLDSMOBILE 5315 BAUM BLVD PITTSBURGH, PA 15224-2305 (412) 681-4800					Selling Source :		13 - CHEVROLET			
						Site Code :		13011			
						Business Associate Code :		113424			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
06/26/2007	807	01	#	J5650 - INJECTOR, FUEL - REPLACE				12582219 - INJECTOR		N	
06/26/2007	807	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION				N/A		Y	

## GM Vehicle Inquiry System - Claim History

Page 2 of 3

Repair Order Date :		06/05/2007		Repair Order Number :		M84945		Odometer Reading :		23000 miles		
Serviced By :		GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				Selling Source :		13 - CHEVROLET				
						Site Code :		34415				
						Business Associate Code :		207453				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part				Comments
06/15/2007	804	01	#	Z2080 - ROADSIDE SERVICE (TOWING)				N/A				N

Repair Order Date :		02/19/2007		Repair Order Number :		328180		Odometer Reading :		20088 miles		
Serviced By :		DON ALLEN CHEVROLET/OLDSMOBILE 5315 BAUM BLVD PITTSBURGH, PA 15224-2305 (412) 681-4800				Selling Source :		13 - CHEVROLET				
						Site Code :		13011				
						Business Associate Code :		113424				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part				Comments
02/23/2007	772	01	#	L0618 - SENSOR, FUEL TANK PRESSURE - REPLACE				16238399 - SENSOR				N

Repair Order Date :		10/21/2006		Repair Order Number :		H18192		Odometer Reading :		15000 miles	
Serviced By :		GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				Selling Source :		13 - CHEVROLET			
						Site Code :		34415			
						Business Associate Code :		207453			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part			Comments
10/27/2006	738	01	#	Z2081 - ROADSIDE SERVICE (LOCKOUT)				N/A			N

Repair Order Date :		09/22/2006		Repair Order Number :		319847		Odometer Reading :		15087 miles	
Serviced By :		DON ALLEN CHEVROLET/OLDSMOBILE 5315 BAUM BLVD PITTSBURGH, PA 15224-2305 (412) 681-4800				Selling Source :			13 - CHEVROLET		
						Site Code :			13011		
						Business Associate Code :			113424		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part			Comments
10/03/2006	731	01	#	K9995 - CUSTOMER CONCERN NOT DUPLICATED				N/A			N

## GM Vehicle Inquiry System - Claim History

Page 3 of 3

<b>Repair Order Date :</b>		05/19/2006		<b>Repair Order Number :</b>		311313		<b>Odometer Reading :</b>		10381 miles	
<b>Serviced By :</b>		DON ALLEN CHEVROLET/OLDSMOBILE 5315 BAUM BLVD PITTSBURGH, PA 15224-2305 (412) 681-4800				<b>Selling Source :</b>			13 - CHEVROLET		
						<b>Site Code :</b>			13011		
						<b>Business Associate Code :</b>			113424		
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>				<b>Part</b>		<b>Comments</b>	
05/26/2006	694	01	#	V1362 - 05034 - INSTALL A/C JUMPER HARNESS				15785514 - HARNESS		N	

<b>Repair Order Date :</b>		02/22/2005		<b>Repair Order Number :</b>		147804		<b>Odometer Reading :</b>		5 miles	
<b>Serviced By :</b>		CASTRIOTA CHEVROLET INC. 1701 W LIBERTY AVE PITTSBURGH, PA 15226-1209 (412) 343-2100				<b>Selling Source :</b>		13 - CHEVROLET			
						<b>Site Code :</b>		13142			
						<b>Business Associate Code :</b>		113473			
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>				<b>Part</b>			<b>Comments</b>
03/04/2005	566	01	I	Z6999 - PDI RELATED FLUID ADDS				N/A			N

<b>Repair Order Date :</b>		02/17/2005		<b>Repair Order Number :</b>		A66079		<b>Odometer Reading :</b>		0 miles	
<b>Serviced By :</b>		CASTRIOTA CHEVROLET INC. 1701 W LIBERTY AVE PITTSBURGH, PA 15226-1209 (412) 343-2100				<b>Selling Source :</b>		13 - CHEVROLET			
						<b>Site Code :</b>		13142			
						<b>Business Associate Code :</b>		113473			
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>				<b>Part</b>		<b>Comments</b>	
02/22/2005	563	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME				N/A		N	

© 1998-2005 General Motors Corporation. All Rights Reserved.

**DON ALLEN AUTO CITY**  
**5315 BAUM BOULEVARD**  
**PITTSBURGH PA 15224**  
phone 412 681-4800  
fax 412 681-4914

## FAX TRANSMITTAL

DATE

7/26/07

TO

Teresa Garcia

FAX NUMBER

1866-432-1682

COMPANY

DEPARTMENT

FROM

Mary Deenice EXT 225

COMMENTS

Number of pages including cover sheet

20





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

VIA FAX ONLY

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.

Sincerely,  
General Motors Corporation



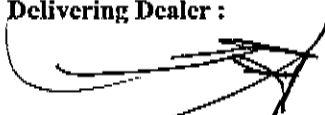
## GM Vehicle Inquiry System Summary

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

[Help](#)

VIN :	1G1AK52F057
-------	-------------

### VEHICLE INFORMATION

Merchandising Model :	1AK69 -2005 COBALT 4-DOOR SEDAN	Warranty Start Date :	03/26/2005				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer : 	CASTRIOTA CHEVROLET INC. 1701 W LIBERTY AVE PITTSBURGH , PA 15226-1209 (412) 343-2100	Selling Source :	13 - CHEVROLET				
		Site Code :	13142				
		Business Associate Code :	113473				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	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	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

© 1998-2005 General Motors Corporation. All Rights Reserved.

# \* Don ALLEN IS ELECTRONIC REPAIR FACILITY

07/26/2007

## HISTORY LISTING

3062

07:52:51

PAGE 1

-----  
CUSTOMER NAME : [REDACTED] SERIAL NO. : 1G1AK52F057 [REDACTED]  
-----R.O NO. : 336563 R.O DATE : 07/09/2007 R.O TYPE : B  
MILEAGE : 23971 ADVISOR NO. : 991JOB 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  
[REDACTED] Sold  
Vehicle-----  
R.O NO. : 335947 R.O DATE : 06/26/2007 R.O TYPE : B  
MILEAGE : 23971 ADVISOR NO. : 991JOB 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. : 991JOB NUMBER : 1 OPERATION 94CVZUC OP. DESC. USED CAR RECON  
SALE TYPE : I TECHNICIAN NO(S). 755  
COMPLAINT : GM CERTIFIED CHECK  
CORRECTION : 12/12 PERFORMEDJOB 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. : 117JOB 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  
CAUSE : STEERING MODULE  
CORRECTION : REPLACE STEERING COLUM

07/26/2007  
07:52:51

## HISTORY LISTING

3062  
PAGE 2

-----  
WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
          [REDACTED] E7631

-----  
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  
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.  
          [REDACTED] 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.  
          [REDACTED] Z7902

-----  
R.O NO. : [REDACTED] 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  
OUT  
CORRECTION : COULD NOT DUPLICATE PROBLEM, NO CODES

-----  
R.O NO. : [REDACTED] 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

3062  
PAGE 3

-----  
COMPLAINT : CHECK ENGINE LIGHT STAYS ON  
CAUSE : CODE PO442 EVAP EMISSION 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.  
          [REDACTED] 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 TINES ON =  
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  
PLICATE CONCERN.CHECKED SHIFTER LINKAGE AND MECHANISM,OK,OPER

07/26/2007

## HISTORY LISTING

3062

07:52:51

PAGE 4

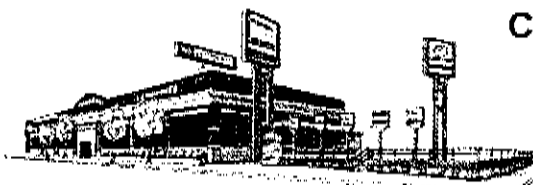
-----  
ATING TO GM SPECSA THIS TIME.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
          [REDACTED] K9995

-----  
R.O NO. : [REDACTED] 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  
          E  
CAUSE : A/C WIRING HARNESS  
CORRECTION : INSTALL HARNESS TO COMPLETE CAMPAIGN 05034  
          V1362

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
          [REDACTED] V1362



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

CVIS335944

CVIS335944

1 10011CVIS335944

CUSTOMER NO. <b>100000</b>	ADVISOR <b>LAUREN MURPHY</b>	TAG NO. <b>991 7318</b>	INVOICE DATE <b>06/26/07</b>	INVOICE NO. <b>CVIS335944</b>
<b>DON ALLEN CHEVROLET</b> <b>5315 BAUM BOULEVARD</b> <b>PITTSBURGH, PA 15224</b>	LABOR RATE <b>23,968</b>	MILEAGE <b>23,968</b>	COLOR <b>SILVER/</b>	STOCK NO. <b>CV7318A</b>
	YEAR/MAKE/MODEL <b>05/CHEVROLET/COBALT/SDN</b>		DELIVERY DATE <b>03/26/05</b>	DELIVERY MILES <b>24,303</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 2 F 0 5 7</b>		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO. <b>02-29580-1</b>		P.O. NO.	R.O. DATE <b>06/26/07</b>
RESIDENCE PHONE <b>412-681-4800</b>	BUSINESS PHONE <b>412-681-4800</b>		COMMENTS <b>MO: 23969</b>	

LABOR & PARTS  
J# 1 94CVZUC USED CAR RECON HOURS: 1.00 TECH(S):755 72.00  
GM CERTIFIED CHECK  
12/12 PERFORMED

JOB # 1 TOTAL LABOR & PARTS 72.00

J# 2 01CVZ07 LUBE, OIL & FILTER HOURS: TECH(S):755 15.45  
Customer requests: LUBE, OIL, AND FILTER SERVICE  
VALVOLINE OIL  
CORRECTION: PERFORMED LUBRICATION, OIL AND FILTER CHANGE,  
AND ADJUSTED FLUID LEVELS AS NECESSARY.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	V076	OIL FILTER	9.65
JOB # 2 TOTAL PARTS				9.65
JOB # 2 TOTAL LABOR & PARTS				25.10

G.O.G. & SUPPLIES

JOB #	QTY	DESCRIPTION	UNIT PRICE
JOB # 2	5.4	MOTOR OIL	1.890 /UNIT
JOB # 2	0.0	TRANSMISSION FLUID	1.750 /UNIT
TOTAL - GOG			10.21
			0.00
			10.21

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB #	CODE	DESCRIPTION	CONTROL NO
JOB # 2	A3	HAZARDOUS WASTE DISPOSAL	
TOTAL - MISC			1.00
			1.00

COMMENTS  
CERT# 240197

TECHNICIAN CERTIFICATION  
755 BRIAN SHAKESPEARE 081307

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT
CV7318A	240	108.31

TOTAL LABOR....	87.45
TOTAL PARTS....	9.65
TOTAL SUBLET....	0.00
TOTAL G.O.G....	10.21
TOTAL MISC.CHG.	1.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>108.31</b>

APPROVED BY SIGNATURE  
\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

**DISCLAIMER OF WARRANTIES**

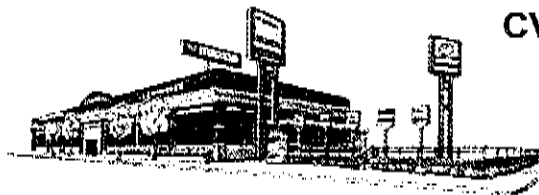
The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

*Thank  
You*

### 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. YOUR FRIENDS AT DON ALLEN (412) 681-4800





CVWS335859



CVWS335859

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

0101ICVWS335859

CUSTOMER NO.	140038	ADVISOR	RALPH F PATTERSON	TAG NO.	117 720	INVOICE DATE	07/02/07	INVOICE NO.	CVWS335859
		LABOR RATE		LIC		MILEAGE	23,883	COLOR	SILVER/
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/SDN				DELIVERY DATE	03/26/05	DELIVERY MILES
		VEHICLE I.D. NO.	1 G 1 A K 5 2 F 0 5 7				SELLING DEALER NO.		PRODUCTION DATE
		F.T.L. NO.		P.O. NO.		H.O. DATE	06/25/07		
RE		COMMENTS							

MO: 23884

LABOR & PARTS  
J# 1 03CVZ

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	HOURS	1.50	TECH(S):755
755	06/26/07	10.00	11.10	1.10	0.00	HOLD OTHER			
755	06/26/07	13.80	13.80	0.00	1.50	OVERIDE IN INVOICING			
755	06/26/07	0.00	0.00	0.00	0.00	FINISHED			
TOTAL TECH TIME				1.10	1.50				

CUSTOMER STATES CHK POWER STEERING CUTS OUT & BEEPING SOUND  
ON DASH & LIGHT NO POWER STEERIN - CAR STALLS OUT  
STEERING MODULE  
REPLACE STEERING COLUM

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	15914408	COLUMN KI 6.518	459.31	459.31	643.03
JOB # 1 COST TOTAL				459.31		
JOB # 1 TOTAL PARTS						643.03
JOB # 1 TOTAL LABOR & PARTS						756.10

TECHNICIAN CERTIFICATION  
755 BRIAN SHAKESPEARE 081307

R/O TAX 0.00  
R/O TOTALS 756.10

## WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL  
756.10

CLAIM TOTALS 756.10

APPROVED BY SIGNATURE

## DCS AUDIT SLIP

DCS DATA FILE: GGMWF.889  
07/02/2007  
1735

WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
06/25/2007 1G1AK52F057 3 13011 23883

CUSTOMER NAME: FIRST: LAST: MIDDLE: A PHONE: WORK: HOME:

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.  
1 01 03 1 15914408 643.03 6C E7631 1.5 113.07

LN-TOT: 756.10 TECH SSN: AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 756.10

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

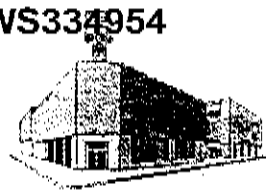
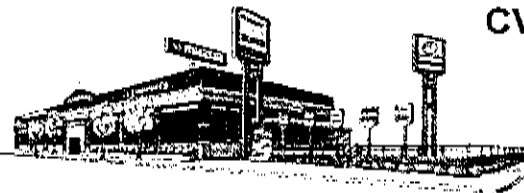
## DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

Thank  
You

## 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, YOUR FRIENDS AT DON ALLEN (412) 681-4800



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

CVWS334954

CVWS334954

01011CVWS334954

CUSTOMER NO.	140038	ADVISOR	RALPH F PATTERSON	TAG NO.	117 028	INVOICE DATE	06/19/07	INVOICE NO.	CVWS334954
		LABOR RATE		MILLAGE	23.968	COLOR	SILVER/	STOCK NO.	CV7318A
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/SDN			DELIVERY DATE	03/26/05	DELIVERY MILES	24,303
		VEHICLE I.D. NO.	1 G 1 A K 5 2 F 0 5 7			SELLING DEALER NO.		PRODUCTION DATE	
		R.T.E. NO.		P.O. NO.		R.O. DATE	06/11/07		
COMMENTS								MO: 23968	

## LABOR &amp; PARTS

J#	1	24CVZ	TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	67.84
			755	06/12/07	10.30	10.50	0.20	0.00	FINISHED	
			755	06/12/07	11.30	11.30	0.00	0.90	VERRIDE IN INVOICING	
			755	06/12/07	11.40	11.80	0.40	0.00	FINISHED	
			755	06/12/07	0.00	0.00	0.00	0.00	FINISHED	
					TOTAL TECH TIME		0.60	0.90		

CUSTOMER STATES CHK WHEN STARTING CAR GEAR SHIFT IS CLICKING  
7 THEN CAR STALL OUT  
CODE P0300, MISFIRE CYLINDER 2  
REPLACE FAULTY INJECTOR, CLEANED THROTTLE BODY AND ADDED  
INJECTOR CLEANER TO FUEL, AND CLEARED CODES

PARTS	QTY	PP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	12582219	INJECTOR 3.300	31.11	31.11	43.55
			JOB # 1 COST TOTAL	31.11		
			JOB # 1 TOTAL PARTS			43.55

JOB # 1 TOTAL LABOR &amp; PARTS

111.39

J#	2	98CVZ05	TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	0.00
					TOTAL TECH TIME		0.00	0.00		

RENTAL VEHICLE

JOB # 2 TOTAL LABOR &amp; PARTS

0.00

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION
JOB # 2	106060			06/12/07	RENTAL=795292

TOTAL - SUBLET

84.00

## TECHNICIAN CERTIFICATION

755

BRIAN SHAKESPEARE

081307

R/O TAX

0.00

R/O TOTALS

195.39

## WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	195.39
CLAIM TOTALS	195.39

APPROVED BY SIGNATURE

## DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

*Thank  
You*

## 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, YOUR FRIENDS AT DON ALLEN (412) 681-4800



CVWS334954



CVWS334954

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

01011CVWS334954

CUSTOMER NO.	140038	ADVISOR	RALPH F PATTERSON	TAG NO.	117 028	INVOICE DATE	06/19/07	INVOICE NO.	CVWS334954
		LABOR RATE		MILEAGE	23,968	COLOR	SILVER/	STOCK NO.	CV7318A
	PITTSBURGH, PA	YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/SDN			DELIVERY DATE	03/26/05	DELIVERY MILES	24,303
		VEHICLE I.D. NO.	1G1AK52F057			SELLING DEALER NO.		PRODUCTION DATE	
		P.T.E. NO.		P.Q. NO.		P.Q. DATE	06/11/07		
HL		COMMENTS	MO: 23968						

## DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.749  
06/19/2007

## WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
334954 06/11/2007 1G1AK52F057 3 13011 23968

CUSTOMER NAME: FIRST: MIDDLE: LAST: PHONE: WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		ND	1	12582219	43.55	6C	J6650	.9			67.84
LN-TOT:					111.39							

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		ND				6C	Z7902				84.00
LN-TOT:					84.00							

COMMENTS: 2G1WT55KX792

R.O. TOTAL: 195.39

DUPLICATE INVOICE

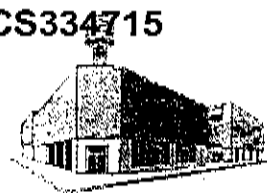
## DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

*Thank You*

## 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, YOUR FRIENDS AT DON ALLEN (412) 681-4800



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

CVCS334715

CVCS334715

0101ICVCS334715

CUSTOMER NO.	140038	ADVISOR	RALPH F PATTERSON	TAG NO.	117 961	INVOICE DATE	06/06/07	INVOICE NO.	CVCS334715
		LABOR RATE		MILEAGE	23,837	COLOR	SILVER/	STOCK NO.	CV7318A
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/SDN			DELIVERY DATE	03/26/05	DELIVERY MILES	24,303
		VEHICLE ID. NO.	1G1AK52F057			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		R.O. DATE	06/06/07		
		COMMENTS	MO: 23837						

## JOB# 1 CHARGES

LABOR-  
J# 1 03CVZ STEERING SYSTEM HOURS: TECH(S):755  
CUSTOMER STATES CHK POWER STEERING CUT OUT NO POWER STEERING  
FOUND NO CURRENT CODES  
LOOKED FOR DAMAGED WIRES OR ANY PROBLEMS. NONE FOUND

WARRANTY

## JOB# 1 TOTALS

## JOB# 2 CHARGES

LABOR-  
J# 2 24CVZ DRIVEABILITY HOURS: TECH(S):755  
CUSTOMER STATES CHK CLICKING SOUND IN GEAR SHIFT & CAR STALL  
OUT  
COULD NOT DUPLICATE PROBLEM, NO CODES

WARRANTY

## JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL

## TECHNICIAN CERTIFICATION

755

BRIAN SHAKESPEARE

081307

## TOTALS

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

TOTAL LABOR.... 0.00  
TOTAL PARTS.... 0.00  
TOTAL SUBLET.... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

## DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

*Thank  
You*

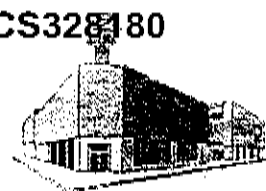
## IMPORTANT

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, YOUR FRIENDS AT DON ALLEN (412) 681-4800

THANK YOU FOR YOUR BUSINESS!!  
CUSTOMER PAY MECHANICAL PARTS DESIGNATED WITH AN ASTERISK (\*) ARE COVERED UNDER THE TERMS OF THE GM GOODWRENCH SERVICE PLUS LIFETIME PARTS AND LABOR WARRANTY. SAVE RECEIPT

CUSTOMER SIGNATURE

DUPLICATE INVOICE



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

CVCS328180

0101CVCS328180

CUSTOMER NO.	140038	ADVISOR	JOHN E. KOWALESKI	TAG NO.	809 798	INVOICE DATE	02/19/07	INVOICE NO.	CVCS328180
		LABOR RATE		MILEAGE	20,088	COLOR	SILVER/	STOCK NO.	CV7318A
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/SDN			DELIVERY DATE	03/26/05	DELIVERY MILES	24,303
		VEHICLE I.D. NO.	1 G 1 A K 5 2 F 0 5 7			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.L. NO.		P.O. NO.		H.O. DATE	02/19/07		
		COMMENTS							

MO: 20088

## JOB# 1 CHARGES

LABOR  
J# 1 35CVZ00 ENG-ELECTRICAL MISC HOURS: 1.30 TECH(S):189  
CHECK ENGINE LIGHT STAYS ON  
CODE P0442 EVAP EMISSION SYSTEM LEAK  
FTP PARAMETER DISPLAY MORE THAN SPECIFIED VALVE 3.2V  
R/R FUEL TANK REPLACE FUEL TANK PRESSURE SENSOR

WARRANTY

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 16238399 SENSOR 3.107  
TOTAL - PARTS

WARRANTY 0.00

## JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

## JOB# 2 CHARGES

LABOR  
J# 2 01CVZ02 PA. STATE INSPECTION HOURS: TECH(S):189  
PERFORM PA STATE SAFETY INSPECTION  
STICKER NUMBER--FRONT BRAKES--REAR BRAKES--TIRES  
A173814108 8/B 5/B 9/32  
IF THIS VEHICLE PASSED SAFETY INSPECTION, DON ALLEN DOES NOT  
GUARANTEE THAT ANY PART MAY NOT FAIL AT ANY TIME.

22.95

## JOB# 2 TOTALS

LABOR 22.95

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 22.95

## JOB# 3 CHARGES

LABOR  
J# 3 17CVZ01 PA EMISSION TEST HOURS: TECH(S):189  
PERFORM ENHANCED PA EMISSIONS TEST  
STICKER NUMBER  
IM72408377  
EMISSION TEST PERFORMED, INSPECTION REPORT RECEIPT  
IS IN VEHICLE

26.55

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
EPA EPA COMPLIANCE CHARGE

2.40

TOTAL - MISC

2.40

## JOB# 3 TOTALS

LABOR 26.55  
MISC 2.40

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 28.95

## JOB# 4 CHARGES

LABOR  
J# 4+04CVZ04 ROTATE TIRES HOURS: TECH(S):189  
CUSTOMER STATE ROTATE FRONT TIRE TO REAR AND NEW TINES ON =  
FRONT

12.95

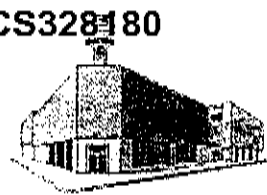
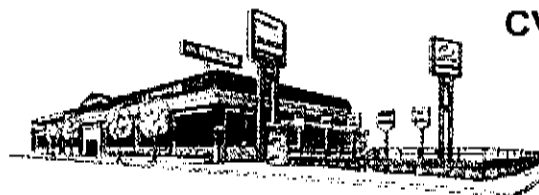
## DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

*Thank  
You*

## 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, YOUR FRIENDS AT DON ALLEN (412) 681-4800



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

CVCS328180

01011CVCS328180

CUSTOMER NO.	140038	ADVISOR	JOHN E. KOWALESKI	809	798	INVOICE DATE	02/19/07	INVOICE NO.	CVCS328180
		LABOR RATE				MILEAGE	20,088	COLOR	SILVER/
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/SDN			DELIVERY DATE	03/26/05	DELIVERY MILES	24,303
		VEHICLE I.D. NO.	1G1AK52F057			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		F.I. (L.A.)	02/19/07		
		COMMENTS	MO: 20088						

REC MAINT.  
ROTATED TIRES

JOB# 4 TOTALS-----

LABOR	12.95
JOB# 4 JOURNAL PREFIX CVCS	JOB# 4 TOTAL 12.95

JOB# 5 CHARGES-----

LABOR

J# 5-04CVZM2W MT & BAL 2 NEW TIRES HOURS: TECH(S):189 24.95

MOUNT AND BALANCE TWO NEW TIRES COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	2	19143578	U1956015 5.880 6	71.36	142.72
	2	TIRETX		1.00	2.00
				TOTAL - PARTS	144.72

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

A3 HAZARDOUS WASTE DISPOSAL

TOTAL - MISC 3.00

JOB# 5 TOTALS-----

LABOR	24.95
PARTS	144.72
MISC	3.00
JOB# 5 JOURNAL PREFIX CVCS	JOB# 5 TOTAL 172.67

COMMENTS

DELETED OPERATION(S)

18CVZZ MISC EMISSION

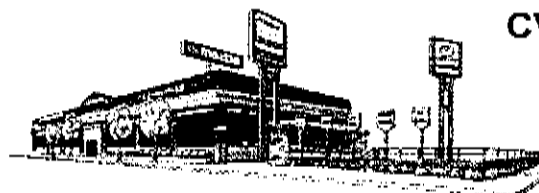
#### DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

*Thank  
You*

#### 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, YOUR FRIENDS AT DON ALLEN (412) 681-4800



CVCS328180



CVCS328180

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

0101CVCS328180

CUSTOMER NO.	140038	ADVISOR	JOHN E. KOWALESKI	TAG NO.	809 798	INVOICE DATE	02/19/07	INVOICE NO.	CVCS328180
		LABOR RATE		MILEAGE	20,088	COLOR	SILVER/	STOCK NO.	CV7318A
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/SDN			DELIVERY DATE	03/26/05	DELIVERY MILES	24,303
		VEHICLE I.D. NO.	1 G L A K 5 2 F 0 5 7			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		R.O. DATE	02/19/07		
		COMMENTS							
MO: 20088									

TOTALS

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

TOTAL LABOR.... 87.40  
TOTAL PARTS.... 144.72  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 5.40  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 16.42

TOTAL INVOICE \$ 253.94

THANK YOU FOR YOUR BUSINESS!!  
CUSTOMER PAY MECHANICAL PARTS DESIGNATED WITH AN ASTERISK  
(\*) ARE COVERED UNDER THE TERMS OF THE GM GOODWRENCH  
SERVICE PLUS LIFETIME PARTS AND LABOR WARRANTY. SAVE RECEIPT

CUSTOMER SIGNATURE

DUPLICATE INVOICE

## DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

*Thank  
You*

## 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, YOUR FRIENDS AT DON ALLEN (412) 681-4800



CVWS328180



CVWS328180

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

0101CVWS328180

CUSTOMER NO.	140038	ADVISOR	JOHN E. KOWALESKI	TAG NO.	809 798	INVOICE DATE	02/20/07	INVOICE NO.	CVWS328180
		LABOR RATE		MILEAGE	20,088	COLOR	SILVER/	STOCK NO.	CV7318A
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/SDN			DELIVERY DATE	03/26/05	DELIVERY MILES	24,303
		VEHICLE I.D. NO.	1G1AK52F057			SELLING DEALER NO.		PRODUCTION DATE	
		P.T.E. NO.		P.O. NO.		IT D. DATE	02/19/07		
		COMMENTS	MO: 20088						

LABOR & PARTS  
J# 1 35CVZ00 ENG-ELECTRICAL MISC HOURS: 1.30 TECH(S):189 97.99

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
189	02/19/07	9.70	10.30	0.30	1.30	OVERRIDE IN INVOICING
189	02/19/07	10.30	11.10	0.40	0.00	OVERRIDE IN INVOICING
189	02/19/07	13.70	13.90	0.10	0.00	FINISHED
189	02/19/07	0.00	0.00	0.00		FINISHED
TOTAL TECH TIME				0.80	1.30	

CHECK ENGINE LIGHT STAYS ON  
CODE P0442 EVAP EMISSION SYSTEM LEAK  
FIP PARAMETER DISPLAY MORE THAN SPECIFIED VALVE 3.2V  
R/R FUEL TANK REPLACE FUEL TANK PRESSURE SENSOR

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	16238399	SENSOR 3.107	26.32	26.32	36.85
JOB # 1 COST TOTAL				26.32		
JOB # 1 TOTAL PARTS						36.85
JOB # 1 TOTAL LABOR & PARTS						134.84

COMMENTS  
DELETED OPERATION(S)  
18CVZZ MISC EMISSION

R/O TAX 0.00  
R/O TOTALS 134.84

WARRANTY CLAIM DETAIL TOTALS

CLAM#	TOTAL
	134.84
CLAIM TOTALS	134.84

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: G6GMWF.244  
02/20/2007  
1127

WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
328180 02/19/2007 1G1AK52F057 3 13011 20088

CUSTOMER NAME: FIRST: MIDDLE: LAST: PHONE:WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	WG	1		16238399	36.85	P0442	L0618	1.3			97.99
LN-TOT:	134.84	TECH	SSN				AUTH CODE:		AUTH.	AUTHOR.:		

R.O. TOTAL: 134.84

### DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

*Thank You*

### 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, YOUR FRIENDS AT DON ALLEN (412) 681-4800





CVWS328180



CVWS328180

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

01011CVWS328180

CUSTOMER NO.	140038	ADVISOR	JOHN E. KOWALESKI	TAG NO.	809 798	INVOICE DATE	02/20/07	INVOICE NO.	CVWS328180
		LAUCH HAIL		MILEAGE	20,088	COLOR	SILVER/	STOCK NO.	CV7318A
	PITTSBURGH, PA	YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/SDN			DELIVERY DATE	03/26/05	DELIVERY MILES	24,303
		VEHICLE I.D. NO.	1 G 1 A K 5 2 F 0 5 7			SELLING DEALER NO.		PRODUCTION DATE	
		F.I.E. NO.		P.O. NO.		H.O. DATE	02/19/07		
		COMMENTS	MO: 20088						

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

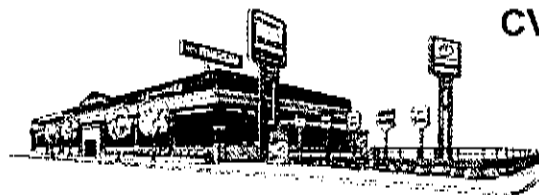
#### DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

*Thank  
You*

#### 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, YOUR FRIENDS AT DON ALLEN (412) 681-4800



CVWS319847

CVWS319847

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

01011CVWS319847

CUSTOMER NO. 140038	ADVISOR FRANK SCOLIERI	TAG NO. 448 431	INVOICE DATE 09/27/06	INVOICE NO. CVWS319847
PITTSBURGH, PA	LABOR RATE	LIC	MILEAGE 15,087	COLOR SILVER/
	YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/SDN		STOCK NO. CV7318A
	VEHICLE I.D. NO.	1G1AK52F057		DELIVERY DATE 03/26/05
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/22/06	ULLIVLY MILLS 24,303
RES	COMMENTS		MO: 15087	

J# 1.24CVZ

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
127	09/22/06	8.50	9.00	0.50	0.30	OVERRIDE IN INVOICING
127	09/22/06	9.80	9.80	0.00	0.00	FINISHED
127	09/22/06	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				0.50	0.30	

CUST STATES CAR WAS IN PARKING SPACE AND CUST WHEN TO PUT CAR INTO REVERSE AND CAR WHEN FORWARD--4 TIMES.  
AS PER CUSTOMERS CONCERN.  
ROAD TESTED VEHICLE TO CHECK TRANS OPERATION, TRANS SHIFTS OK  
NO NOTSES HEARD, NOTHING ABNORMAL, CHECKED FOR BULLETINS OR PT'S FOR CONCERN, NOTHING FOUND, CHECKED FOR CODES, NOTHING STORED, CHECKED FLUID LEVEL AND CONDITION, FULL, COULD NOT DUPLICATE CONCERN, CHECKED SHIFTER LINKAGE AND MECHANISM, OK, OPERATING TO GM SPECSA THIS TIME.

JOB # 1 TOTAL LABOR &amp; PARTS

R/O TAX  
R/O TOTALS

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
21.80	21.80
CLAIM TOTALS	21.80

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.504  
09/27/2006  
1605

WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
319847 09/22/2006 1G1AK52F057 3 13011 15087

CUSTOMER NAME: FIRST: LAST:

MIDDLE: PHONE: WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	PV					97	K9995	.3			21.80
LN-TOT: 21.80 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												

R.O. TOTAL: 21.80

DUPLICATE INVOICE

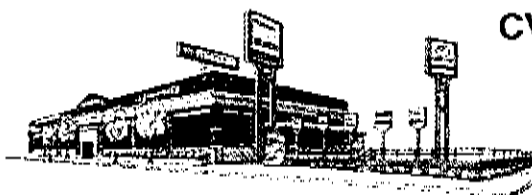
## DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

Thank  
You

## 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, YOUR FRIENDS AT DON ALLEN (412) 681-4800



CVWS311313



CVWS311313

5315 Baum Boulevard • Pittsburgh, PA 15224 • (412) 681-4806  
www.donallenauto.com

01011CVWS311313

CUSTOMER NO. 140038	ADVISOR RALPH F PATTERSON 117 596	TAG NO. 596	INVOICE DATE 05/23/06	INVOICE NO. CVWS311313
PITTSBURGH, PA	LABOR RATE	MILEAGE 10,381	COI OFF SILVER/	STOCK NO. CV7318A
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/SDN		DELIVERY DATE 03/26/05	DELIVERY MILES 24,303
	VEHICLE I.D. NO. 1 G I A K 5 2 F 0 5 7		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	FLD. DATE 05/19/06
COMMENTS				
MO: 10382				

## LABOR &amp; PARTS

J# 1 99CVZ	CAMPAIGNS - RECALLS HOURS: 0.20 TECH(S): 256						14.53
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
256	05/19/06	10.00	11.00	0.20	0.00	FINISHED	
256	05/19/06	0.00	0.00	0.00	0.20	VERRIDE IN INVOICING	
TOTAL TECH TIME				0.20	0.20		
CUSTOMER STATES PERFORM RECALL --05034							
E							
A/C WIRING HARNESS							
INSTALL HARNESS TO COMPLETE CAMPAIGN 05034							
V1362							
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----		U/COST--	E/COST--	U/PRICE
JOB # 1	1	15785514	HARNESS 1.055		9.99	9.99	13.99
					JOB # 1 COST TOTAL	9.99	
					JOB # 1 TOTAL PARTS		13.99
					JOB # 1 TOTAL LABOR & PARTS		28.52
							R/O TAX
							R/O TOTALS
							0.00
							28.52

## 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.

## WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	28.52
CLAIM TOTALS	28.52

APPROVED BY SIGNATURE

## DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.022  
05/23/2006  
1222  
WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
311313 05/19/2006 1G1AK52F057 3 13011 10381

CUSTOMER NAME: FIRST: MIDDLE: LAST: PHONE: WORK: HOME:

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.  
1 01 MA 1 15785514 13.99 96 V1362 .2 14.53  
LN-TOT: 28.52 TECH SSN: AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 28.52

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

Thank  
You

## IMPORTANT

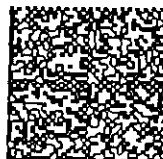
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT YOUR SERVICE ADVISOR. YOUR COMPLETE SATISFACTION IS OUR NO. 1 GOAL. THANKS FOR YOUR PATRONAGE, YOUR FRIENDS AT DON ALLEN (412) 681-4800



**KAHN & ASSOCIATES, L.L.C.**

**ATTORNEYS AT LAW**

1060 First Avenue, Suite 400, King of Prussia, PA 19406



02 1A  
0004347475

**\$ 00.58<sup>0</sup>**

JUL 19 2007

MAILED FROM ZIP CODE 19406

JUL 23 2007

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

JUL 23 2007

48091+8013



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



## KAHN & ASSOCIATES L.L.C.

1-888-LEMONS-1  
(1-888-536-6671)  
Fax 1-888-868-6671

[www.kahnandassociates.com](http://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**

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 Demand  
**Our Client:** [REDACTED]  
**Vehicle:** 2005 Chevrolet Cobalt  
**Date of Purch/Lease:** March 26, 2005  
**VIN:** 1G1AK52F057 [REDACTED]  
**Current Mileage:** 24,220  
**Our File No:** 071253LL

Dear Case Manager:

Please be advised that this office has been retained by [REDACTED] regarding the above-referenced vehicle which was obtained from Castriotta Chevrolet (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.

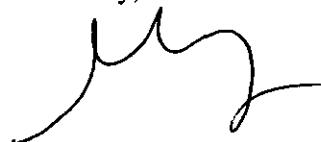
These nonconformities substantially impair the use, value and safety of the subject vehicle as defined under the Pennsylvania Lemon Law, the Magnuson-Moss Warranty Act and the Pennsylvania Uniform

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.<sup>1</sup>

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

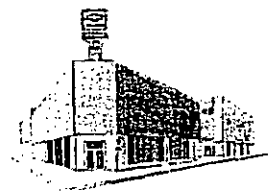
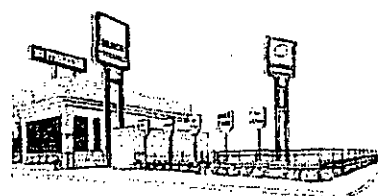
071253LL / BABJAK, M. V. GMT:\team50\template\document\00000121.dot

---

<sup>1</sup>Until 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.



6/23/07  
Did not get  
service form  
from Mr.  
Donabelli.



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



**COPY**

CUSTOMER NO. 140038	NAME RALPH F PATTERSON	117 TAG NO. 961	INVOICE DATE 06/06/07	INVOICE NO. CVCS3334715
PITTSBURGH, PA	LABOR RATE	LICENSE NO.	MILEAGE 23,837	COLOR
	VEHICLE MAKE/MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN			DELIVERY DATE 03/26/05
	VEHICLE ID NO. 1G1AK52F057			DELIVERY MILES
	P.T.E. NO.			SELLING DEALER NO.
		P.O. NO.	06/06/07	PRODUCTION DATE
COMMENTS				MO: 23837

JOB# 1 CHARGES.....  
 LABOR.....  
 J# 1.03CVZ STEERING SYSTEM HOURS: TECH(S):755 WARRANTY  
 CUSTOMER STATES CHK POWER STEERING CUT OUT NO POWER STEERING  
 FOUND NO CURRENT CODES  
 LOOKED FOR DAMAGED WIRES OR ANY PROBLEMS. NONE FOUND

JOB# 1 TOTALS.....  
 JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES.....  
 LABOR.....  
 J# 2.24CVZ DRIVEABILITY HOURS: TECH(S):755 WARRANTY  
 CUSTOMER STATES CHK CLICKING SOUND IN GEAR SHIFT & CAR STALL  
 OUT  
 COULD NOT DUPLICATE PROBLEM. NO CODES

JOB# 2 TOTALS.....  
 JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

TECHNICIAN CERTIFICATION.....  
 755 BRIAN SHAKESPEARE 081307

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

THANK YOU FOR YOUR BUSINESS!!  
 CUSTOMER PAY MECHANICAL PARTS DESIGNATED WITH AN ASTERISK  
 (\*) ARE COVERED UNDER THE TERMS OF THE GM GOODWRENCH  
 SERVICE PLUS LIFETIME PARTS AND LABOR WARRANTY, SAVE RECEIPT

CUSTOMER SIGNATURE

**DISCLAIMER OF WARRANTIES**  
 The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

*Thank You*

**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. YOUR FRIENDS AT DON ALLEN (412) 681-4800



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

COPY

CUSTOMER NO. 140038	RALPH F. PATTERSON		117 TAG NO 028	06/11/07	CVCS34954
PITTSBURGH, PA		LABOR RATE	LICENSE NO.	MILEAGE 23,968	COLOR
		YES/CHEVROLET/COBALT/4 DOOR SEDAN			08/28/05
		VEHICLE ID NO. 2G1AK52F057	SELLING DEALER NO.		PRODUCTION DATE
		F.T.E. NO.	P.O. NO.	06/11/07	
COMMENTS					MO. 23968
JOB# 1 CHARGES					

LABOR J# 1 24CVZ DRIVEABILITY HOURS: 0.90 TECH(S): 755 WARRANTY  
CUSTOMER STATES CHK WHEN STARTING CAR GEAR SHIFT IS CLICKING  
7 THEN CAR STALL OUT  
CODE P0300, MISSFIRE CYLINDER 2  
REPLACE FAULTY INJECTOR, CLEANED THROTTLE BODY AND ADDED  
INJECTOR CLEANER TO FUEL, AND CLEARED CODES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12582219	INJECTOR 3.300		0.00
TOTAL - PARTS					

JOB# 1 TOTALS  
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR J# 2 98CVZ05 RENTAL HOURS: 0.00 TECH(S): WARRANTY  
RENTAL VEHICLE

SUBLET	PD#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
	106060		06/12/07	RENTAL=795292	0.00
TOTAL - SUBLET					

JOB# 2 TOTALS  
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

TECHNICIAN CERTIFICATION 755 BRIAN SHAKESPEARE 081307

#### DISCLAIMER OF WARRANTIES

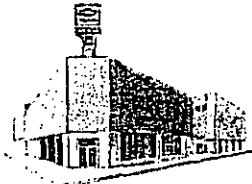
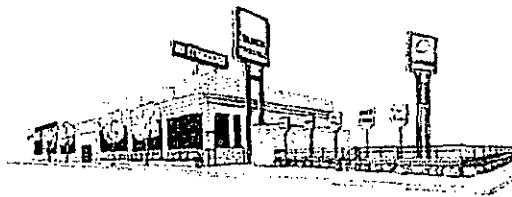
The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

Thank  
You

#### 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. YOUR FRIENDS AT DON ALLEN (412) 681-4800





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

CUSTOMER NO. 140038	NAME RALPH F PATTERSON		117 TAG NO. 028	DATE 06/12/07	INVOICE NO. CVCS334954
PITTSBURGH, PA	LABOR RATE	LICENSE NO.	MILEAGE 23,968	COLOR	STOCK NO.
	VEHICLE 09/CHEVROLET/COBALT/4 DOOR SEDAN			DATE 06/26/05	DELIVERY MILES
	VIN 1G1AK52F057			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	DATE 06/11/07		
COMMENTS					MO: 23968

TOTALS

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

TOTAL LABOR.... 0.00  
TOTAL PARTS.... 0.00  
TOTAL SUBLET.... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

THANK YOU FOR YOUR BUSINESS!!  
CUSTOMER PAY MECHANICAL PARTS DESIGNATED WITH AN ASTERISK (\*) ARE COVERED UNDER THE TERMS OF THE GM GOODWRENCH SERVICE PLUS LIFETIME PARTS AND LABOR WARRANTY, SAVE RECEIPT

CUSTOMER SIGNATURE

COPY

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. YOUR FRIENDS AT DON ALLEN (412) 681-4800

**Privileged and Confidential Information**

**CASE ASSESSMENT ☐ LEGAL (NON SMALL CLAIMS)**

By: Teresa Garcia State: PA

Customer Name: [REDACTED] Service Request: 71-531935780 GM Legal File No.: {Number}

Vehicle ID No.: 1G1AK52F057 [REDACTED] In Service Date: 03/2605 Vehicle is: NEW BAC Code: 113473  
Year, Make ☐ Model: 2005 CHEVROLET COBALT Vehicle Purchased Used on: N/A at  
odometer

Lien holder: GMAC ☐ Other ☐: {Name}

## VEHICLE REPAIR HISTORY

☒ Engine/Fuel/Exhaust

<u>Date:</u>	<u>RO <input type="checkbox"/></u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 <input type="checkbox"/> REPLACE FUEL TANK PRESSURE SENSOR.
06/06/07	334715	<input type="checkbox"/>	23837	C/S CHECK CLICKING SOUNDS IN GEAR SHIFT <input type="checkbox"/> CAR STALL OUT / <b>COULD NOT DUPLICATE PROBLEM, NO CODES.</b>
06/11/07	334954	2	23968	C/S WHEN STARTING CAR GEAR SHIFT IS CLICKING AND THEN CAR STALLS OUT / MISFIRE CYLINDER 2 <input type="checkbox"/> REPLACE FAULTY INJECTOR, CLEANED THROTTLE BODY AND ADDED INJECTOR CLEANER TO FUEL AND CLEARED CODES ( <b>2 DAY RENTAL</b> )

☐ Steering

<u>Date:</u>	<u>RO <input type="checkbox"/></u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
06/06/07	334715	1	23837	C/S CHECK POWER STEERING CUT OUT NO POWER STEERING / <b>FOUND NOT CURRENT CODES.</b> LOOKED FOR DAMAGED WIRES OR ANY PROBLEMS. <b>NONE FOUND</b>
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 <input type="checkbox"/> REPLACE STEERING COLUMN

☐ Transmission

<u>Date:</u>	<u>RO <input type="checkbox"/></u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 <input type="checkbox"/> ROAD TESTED VEHICLE TO CHECK TRANSMISSION OPERATION. <b>TRANSMISSION SHIFT OK.</b> NO NOTES. <b>HEARD NOTHING ABNORMAL.</b> CHECKED FOR BULLETINS OR POSSIBLE FORM CONCERN, <b>NOTHING FOUND.</b> CHECKED FOR CODES, <b>NOTHING STORED.</b> CHECKED FLUID LEVEL AND CONDITION, FULL. <b>COULD NOT DUPLICATE CONCERN.</b> CHECK SHIFTER LINKAGE AND MECHANISM. <b>OK. OPERATING TO GM SPECS AT THIS TIME.</b>

☐ Other

<u>Date:</u>	<u>RO <input type="checkbox"/></u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
05/19/06	311313	5	10,381	<b>PERFORMED RECALL 05034 / A/C WIRING HARNESS</b> <input type="checkbox"/> INSTALL HARNESS TO <b>COMPLETE CAMPAIGN 05034</b>

## THE STATE LEMON LAW READS:

**Days 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    10 ☐ ☐ \$1,143    15 ☐ ☐ \$1,714    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  
DEMAND:**

**DATE:**

**AMOUNT TO CUST:** ☐

**ATTORNEY FEES:** ☐

**OR INCLUSIVE OFFER:** ☐

TEAM MANAGER APPROVING:

Date:

VIN: 1G1AK52F0 57 [REDACTED] 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:

TRADE:

DLVY TO: [REDACTED]

TRD DOE:

SRVC IN:

PITTSBURGH

PA [REDACTED]

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	01	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
FFC	01	13 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



**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
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: [REDACTED]  
Siebel Request: 71-534186786  
2005 Chevrolet Cobalt  
VIN # 1G1AK12F557 [REDACTED]

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

Privileged and Confidential Information

Case Assessment By:Giovanna Floreno		Siebel/CARS Request #:71-534186786	
Customer Name: [REDACTED]			
Veh year:2005	Make:Chevrolet	Model:Cobalt	Current mileage:19,527
Veh ID #:1G1AK12F557 [REDACTED]	In Service Date:7/2005	Purchased:	If used:
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: RO#: Mileage: Days Out: Description of Repair:

--	--	--	--	--

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date: RO#: 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:

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	<input type="checkbox"/>	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	<input type="checkbox"/>	Customer complaint driver's seat is wearing- install SOP
7/10/2006	500754	9,200	<input type="checkbox"/>	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- 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:

Privileged and Confidential Information

4/26/2006	492081	8,462	1	Customer states fabric is coming apart from doors SP is in
4/13/2006	490609	8,019	<input type="checkbox"/>	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	<input type="checkbox"/>	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:**

Date: RO#: Mileage: 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	<input type="checkbox"/>	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:

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 <input type="checkbox"/> 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:

Date:

Privileged and Confidential Information

5/11/2006	493891	9,096	1	Customer complaint of rattling wheel covers
-----------	--------	-------	---	---

**OTHER SYMPTOM/CONCERN:**

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

9/9/2005	467904	1,132	1	Customer complaint of missing grommet on pass side door
----------	--------	-------	---	---

**OTHER SYMPTOM/CONCERN:**

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

8/1/2005	463035	343	<input type="checkbox"/>	Customer states when closing trunk- tail light cover falls off
----------	--------	-----	--------------------------	--

**OTHER SYMPTOM/CONCERN:**

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

8/1/2005	463035	343	<input type="checkbox"/>	Customer states rear window was not clean at delivery- clean all windows inside and out
----------	--------	-----	--------------------------	---

**OTHER SYMPTOM/CONCERN:**

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

3/28/2007	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 front bushings set toe test drove no noise present.
-----------	--------	--------	---	--

**Total Days out of Service:** 28 (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, reimbursement, replacement and/or repurchase under NYS and GM program summary

**DVM and/or DEALER RECOMMENDATION(s):**

**CRS RECOMMENDATION ☐ RATIONALE (EXPLAIN):**

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

**Team Lead Approval:**

**Date:**





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

Council of Better Business Bureaus, Inc.

## MANUFACTURER RESPONSE FORM

Case Number: CHV0746548

Start Date: 07/10/07

Customer Name: [REDACTED]

State: NY

VIN: 1G1AK12F557 [REDACTED]

Probable Hearing Location: Buffalo

This claim is ☐ IN Warranty ☐ OUT of Warranty

Has the customer contacted you regarding the claim?

☐ YES ☒ NO

Is the VIN listed above correct?

☐ YES ☐ NO

If you checked NO, please indicate the correct VIN: \_\_\_\_\_

Customer Contact Info:

### SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer?

☐ YES ☐ NO

If you checked YES, please indicate the customer's response below:

☐ The customer accepted the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_

☐ The customer rejected the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_

☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: \_\_\_\_\_

### ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

**List the amount of any over allowance/negative equity: \$** \_\_\_\_\_

I will participate ☐ By phone ☐ In person ☐ In writing

Return this form as soon as possible

To:

Completed by: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

BBB AUTO LINE

Future contact: \_\_\_\_\_

Fax: 703.247.9700

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_



**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 [REDACTED] vs Chevrolet Motor Division 1G1AK12F557 [REDACTED]

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,

John Ryan at Extension 529

UNIT# 11774670 83289

538715



\*INVOICE\*

1271 West Ridge Rd.  
Rochester, NY 14615  
Main (585) 663-4040  
Fax (585) 663-2701  
www.bobjohnsonchevrolet.com

ROCHESTER, NY

PAGE 1

HOME: BUS:

N.Y.S. REG. #R7003558

SERVICE ADVISOR: 40 GARY OPIARI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BL	05	CHEVROLET COBALT	1G1AK12F557		19527/19527	T4495	
DEL DATE	PROO. DATE	WARR. EXP	PROMISED	PG NO.	RATE	PAYMENT	INV DATE
21JUL05	DD04JUL00		WAIT 05JUL07		85.00	CASH	02JUL07
R/O OPENED		READY	OPTIONS: STK:C53670 ENG:2.2 Liter MPI DOHC				
10:29 02JUL07		15:22 02JUL07	TRN:MX0 AXL:7.21.5 1)4444				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST COMP WHEN AC IS ON, WATER LEAKS ONTO PASS SIDE FLOOR COMPARTMENT.

CAUSE: BULLETIN

D9714 HVAC CASE -- RESEAL  
37 GERALD NUSZ LIC#: D948  
W4

1 15878211 GASKET  
FC: 93  
PART#: 15878211  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
BV

(N/C)  
(N/C)

PARTS: 0.00 LABOR: 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 COVERED BY THE GM GOODWRENCH SERVICE PLUS LIMITED LIFETIME WARRANTY. IT MUST BE PAID BY THE CUSTOMER.

QUICK LUBE

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE FACTORY LABOR TIME GUIDE, CHILTON MANUAL AND MOTORS CRASH BOOK, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

SERVICE HOURS

MONDAY - THURSDAY  
7:30 A.M. - 8:00 P.M.  
FRIDAY  
7:30 A.M. - 5:30 PM  
SATURDAY  
8:00 A.M. - 2:00 P.M.

WE ACCEPT -- AMEX, DISCOVER, MASTERCARD, VISA, GMPP  
SHUTTLE SERVICE \* EARLY BIRD PROGRAM

CUSTOMER SIGNATURE X

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

\* Copy Not Prod  
\* Shuttle Service Available  
\* Senior Citizens Discounts  
\* Looking With Appreciation

UNIT# 11774670

83289

535804



\*INVOICE\*

DUPLICATE 1

PAGE 1

1271 West Ridge Rd.

Rochester, NY 14615

Main (585) 663-4040

Fax (585) 663-2701

www.bobjohnsonchevrolet.com

ROCHESTER, NY

HOME: [REDACTED] BUS: [REDACTED]

N.Y.S. REG. #R7003558

SERVICE ADVISOR: 213 MIKE KINGSTON

SERVICE ADVISOR: 213 MIKE KINGSTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BL	05	CHEVROLET COBALT	1G1AK12F557		18540/18549	T6033	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
21JUL05	DD04JUL00		13:00 08JUN07		85.00	COUP	07JUN07
R.O. OPENED		READY		OPTIONS:			
09:52 06JUN07		14:35 07JUN07		STK:C53670 ENG:2.2 Liter MFI DOHC			
TRN:MX0 AXL:7.21.5 1)4444							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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 OIL:1 GOOD-Q S				10.00	10.00	10.00
PARTS:	17.48	LABOR:	16.45	OTHER:	0.00	TOTAL LINE B:	33.93

18540

\*\*\*\*\*

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 W4

FC: 2E PART#: COUNT: 0

(N/C)

## SERVICE HOURS

MONDAY - THURSDAY

7:30 A.M. - 8:00 P.M.

FRIDAY

7:30 A.M. - 5:30 PM

SATURDAY

8:00 A.M. - 2:00 P.M.

WE ACCEPT -- AMEX, DISCOVER, MASTERCARD, VISA, GMPP

SHUTTLE SERVICE \* EARLY BIRD PROGRAM

CUSTOMER SIGNATURE X \_\_\_\_\_

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE FACTORY LABOR TIME GUIDE, CHILTON MANUAL AND MOTORS CRASH BOOK, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

\* Early Bird Drop  
\* Shuttle Service Available  
\* Senior Citizens Discounts  
\* Lounge With Refreshments

Visit our new Website  
www.bobjohnsonchevrolet.com

CUSTOMER COPY

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

**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.**

07/25/2007 13:24

(FAX)

P.002/019

2005 COBALT 2-DOOR COUPE  
 91U ARRIVAL BLUE METALLIC /L4G  
 14B GRAY  
 ORDER NO. JCPSMT/TDC STOCK NO.  
 VIN 1G1AK12 F5 57

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD65724204

\*\*\*\*\*13\*15016S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AK37 COBALT 2-DOOR COUPE	13625.00	12739.38	INVOICE 05/20/05
AU3 POWER DOOR LOCK SYSTEM	370.00	333.00	SHIPPED 05/20/05
B34 FLOOR MATS	80.00	72.00	EXP I/T 05/27/05
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/OVERDRIVE	850.00	765.00	KEYS G1607 G1607
NE1 50-STATE EMISSIONS	N/C	N/C	WFP-S QTR OPT-1
T43 REAR DECK-LID SPOILER	275.00	247.50	BANK: GMAC - 004
			CHG-TO 15-016

SHIP WT: 2740  
 HP: 18.4  
 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





# BOB JOHNSON CHEVROLET

1271 Ridge Road West  
ROCHESTER, NEW YORK 14615

(585) 663-4040

www.bobjohnsonchevrolet.com



CUSTOMER NO.

03207

81414

YEAR		MAKE	MODEL	COLOR	VEHICLE IDENTIFICATION NUMBER	SALESMAN	
2007		CHEV	CUDA	BL	1G1MK12F557	HAWKLEITH, PETE	
KEY NUMBER(S)		TYPE OF SALE					
		NEW VEHICLE <input checked="" type="checkbox"/>		USED VEHICLE <input type="checkbox"/>		WHOLESALE <input type="checkbox"/>	
						DEMO <input type="checkbox"/>	
MOTOR VEHICLE INFORMATION				TRADE-IN NO. 1			
MVE		MILEAGE		YEAR	MAKE	MODEL	BODY TYPE
23436978		132		2004	CHEV	COB	2DR
NYS INSP. NO.		INSP. DATE		COLOR	CYL	VIN	
11734579		07/21/05		BL		1G1MK12F557	
				TRADE-IN NO. 2			
YEAR		MAKE		MODEL		BODY TYPE	
COLOR		CYL		VIN			
TRADE-IN NO. 1 LIEN PAYABLE TO: SUBMIT FOR				LIEN ACCT. NO.			
TRADE-IN NO. 2 LIEN PAYABLE TO:				LIEN ACCT. NO.			
FINANCE SOURCE: CREDIT							
TERM IN MONTHS: 48				FIRST PAYMENT DUE DATE: 20 AUG 2007			
MONTHLY PAYMENT: 295.55							

## GENERAL CONSUMER INFORMATION

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 Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of The Vehicle. This Disclaimer By The Seller In No Way Affects The Terms Of The Manufacturers Warranty.

\*THE OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE. UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE.

CAR DEAL NO.	STOCK NO.	DATE
150372	053678	21 JUL 2005
LIST PRICE		15580.1
DEALER INSTALLED ACCESSORIES:		
SUBTOTAL		15580.1
TRADE ALLOWANCE OR DISCOUNT		8775.0
SERVICE CONTRACT Service Contract		
SALES TAX (COUNTY: )%		544.6
TIRE FEE		12.5
LICENSE/TITLE - 5. NYST		27.7
NY STATE INSPECTION FEE		
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE. THIS IS NOT A NY FEE.		45.9
CASH SELLING PRICE		7434.7
REBATE(S)		
BALANCE OWED ON TRADE		9330.7
DEPOSIT / CASH		915.1
CASH DUE UPON DELIVERY		915.1
BALANCE TO BE FINANCED		15850.1
FINANCING		1678.0
INSURANCE		
VST		
TOTAL TIME PRICE		18435.0

*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





ROCHESTER NY

012075

# NEW YORK STATE

Title and Identification No.

1G1AK1E357  
1G1AK1E357

Year

2005

Make

CHEVR

Model Code

CBT

Body/Hull

2DSD

**\*\* LIENS \*\***

Document No.

9768713

Color

BL

Wt/Gts/Lght

2740

Fuel

GAS

Cyl/Prps

4

New or Used

NEW

Type of Title

VEHICLE

Date Issued

8/30/05

Name and Address of Owner(s)

ROCHESTER NY

GEOMETER READING

00132

ACTUAL MILEAGE

00132

This document is your proof of ownership for this vehicle. Keep it in a safe place with your license or registration in your vehicle or home. To dispose of your vehicle, loan or lien, transfer to someone else, or to sell the vehicle, you must give this title to the new owner.

Lienholder

GMAC

PO BOX 10442

ODDKEYSVILLE MD 21030

Lienholder

Lienholder

Lienholder

**\* ONE LIEN RECORDED \***

**\* ONE LIEN RECORDED \***

NY-005 (7-03)

DEPARTMENT OF MOTOR VEHICLES

## Vehicle Registration &amp; Title

NEW YORK STATE REGISTRATION DOCUMENT

PAS  
DAX4544  
2005 CHEVR NONTRANSFERABLE  
205D BL 1G1AK12F557  
002740 G 4 EJ077209 OCT 05 2  
PLM ERT920

Expires 10/10

ROCHESTER

NY

EJ077209

VOID IF ALTERED EXCEPT FOR ADDRESS



Privileged and Confidential Information*Incomplete.*

Case Assessment By: Giovanna Floreno		Siebel/CARS Request #: 71-534186786	
Customer Name: [REDACTED]			
Veh year: 2005	Make: Chevrolet	Model: Cobalt	Current mileage: 19,527
Veh ID #: 1G1AK12F557 [REDACTED]	In Service Date: 7/2005	Purchased:	If used:
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: RO#: Mileage: Days Out: Description of Repair:

--	--	--	--	--

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN:**

Date: RO#: 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:

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- 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:

Privileged and Confidential Information

				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	7,286	1	Customer states radio locks up/ intermittent clock goes out.

**OTHER SYMPTOM/CONCERN:**

Date: RO#: Mileage: 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. FI. 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:

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
5/11/2006	493891	9,096	1	Customer complaint of rattling wheel covers

Team Lead Approval:

Date:

Privileged and Confidential Information**OTHER SYMPTOM/CONCERN:**

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

9/9/2005	467904	1,132	1	Customer complaint of missing grommet on pass side door
----------	--------	-------	---	---

**OTHER SYMPTOM/CONCERN:**

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

8/1/2005	463035	343	*	Customer states when closing trunk- tail light cover falls off
----------	--------	-----	---	--

**OTHER SYMPTOM/CONCERN:**

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

8/1/2005	463035	343	*	Customer states rear window was not clean at delivery- clean all windows inside and out
----------	--------	-----	---	---

**OTHER SYMPTOM/CONCERN:**

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

3/28/2007	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 front bushings set toe test drove no noise present.
-----------	--------	--------	---	--

28

**Total Days out of Service:** ~~28~~ (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, reimbursement, replacement and/or repurchase under NYS and GM program summary

**DVM and/or DEALER RECOMMENDATION(s):**

**CRS RECOMMENDATION & RATIONALE (EXPLAIN):**

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

Team Lead Approval:

Date:



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

July 19, 2007

Re: [REDACTED] vs Chevrolet Motor Division # CHV0746548 VIN: 1G1AK12F557

ROCHESTER NY

Dear

Giovanna Floreno of GM has offered and the customer [REDACTED] 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



# **SmartBuy™** Rider GMAC Flexible Finance Plan

New or Used	Year	Dealer Number	Contract Number
		Description of Property	Identification Number
NEW	2005	CHEV COBALT 2DR	1G1PK12F557 [REDACTED]
			Mileage on Odometer
			132

## **BUYER'S LAST PAYMENT OPTIONS**

This SmartBuy™ Plan Rider ("Rider") is part of the contract relating to the credit sale of the motor vehicle described above ("Contract")

dated 07 (Mo.) 21 (Day) 2005 (Yr.), between BOB JOHNSON CHEVROLET (Buyer) and [REDACTED] (Buyer). All references to "this Contract" include this Rider.

**Meaning of Words.** Unless this Rider says otherwise, all words used in this Rider and the rest of this Contract have the same meaning. In this Rider, the words "you" and "your" refer to the Buyer and Co-Buyer, if any. The words "we," "us," and "our" refer to the Creditor named above and any assignee of the Creditor.

**First Payment. THIS CONTRACT IS NOT PAYABLE IN INSTALMENTS OF EQUAL AMOUNTS.**

**1st INSTALMENT OF \$** 7355.50 **WILL BE DUE ON** 07 (Mo.) 29 (Day) 2005 (Yr.)

You make every payment on the date it is due and the Annual Percentage Rate does not change. As your Contract explains, the amount of 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:

- You may pay the payment due at the end of the Contract term on its due date; or
- You may, if you have met each of the conditions in the paragraph below entitled "Your Option to Sell":
  - 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.

**Your Option to Sell.** You have the option to sell the vehicle to the Creditor on the due date of the last scheduled payment at the Sale Price. 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 on the original payment schedule. This payment may be different from the payment due at the end of the contract term.) You have the option to exercise this option only if each of the following conditions is met:

- You have not broken any of your agreements under the Contract, including your agreement to keep the vehicle free from all liens and encumbrances other than the Creditor's lien;
- You have paid the Creditor all amounts owing under the Contract except for the amount of the payment due at the end of the Contract term;
- You deliver the vehicle to the Creditor on the due date of the last scheduled payment (or the following business day) at a place designated by the Creditor;
- You pay the Creditor on the due date of the last scheduled payment any excess of the payment due at the end of the Contract term over the Sale Price;
- You have serviced the vehicle as described in the Owner's Manual and in the Maintenance Schedule folder and as the manufacturer requests in any recall campaign; and
- You have not altered the vehicle without obtaining the prior written permission of the Creditor.

If you exercise this option, you will sign and deliver all documents that may be needed to transfer title to the vehicle to the Creditor.

# RETAIL INSTALMENT CONTRACT GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

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

Creditor (Seller name and address)

505 WILSON CHEVROLET  
201 STAGE ROAD WES  
ROCHESTER, NY 14615

ROCHESTER, NY  
14615

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

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2004	CHEVROLET COBALT	1B7PK12F357	<input type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Your trade-in is a: Year 2004 Make HYUNDAI Model ACCENT

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment
3.30 %	\$ 1574.16	\$ 13850.29	\$ 17520.43	of \$ 359.50 is \$ 1787.35

### Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
47	\$ 285.33	Monthly beginning 06/20/05	
ONE FINAL PAYMENT OF 7859.40 07/20/09			

**Late Charge.** If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of \$1.

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

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

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

### ITEMIZATION OF AMOUNT FINANCED

- Cash price (including any accessories, services, and taxes) \$ 16104.54 (1)
- Total downpayment = (If negative enter "0" and see line 4H below)
 

Gross trade-in \$	5775.00	-payoff by seller \$	3330.75
= net trade-in \$	-555.75	+ cash \$	315.25
+ other (describe)		\$	N/A
		\$	359.50 (2)
- Unpaid balance of cash price (1 minus 2) \$ 13755.04 (3)
- Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):
 

A Cost of optional credit insurance paid to the insurance company or companies	
Life	\$ N/A
Disability	\$ N/A
B Other insurance paid to the insurance company	\$ N/A
C Official fees paid to government agencies	\$ N/A
D Government taxes not included in cash price	\$ N/A
E Government license and/or registration fees	\$ 27.75
F Government certificate of title fees	\$ N/A
G Other charges (Seller must identify who is paid and describe purpose.)	
to for	\$ N/A
to for	\$ N/A

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

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

Check the Insurance you want and sign below:

#### Optional Credit Insurance.

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

☐ Credit Disability (Buyer Only)

Premium:

Credit Life \$ 34.00

Credit Disability \$ N/A

(Insurance Company)

(Home Office Address)

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

#### Other Insurance.

☐ Type of Insurance Term  
Premium \$ N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X



to [redacted] for [redacted]	\$ [redacted]
to [redacted] for [redacted]	\$ [redacted]
to [redacted] for [redacted]	\$ [redacted]
to [redacted] for [redacted]	\$ [redacted]
H Net trade-in payoff to [redacted]	\$ [redacted] (4)
Total other charges and amounts paid to others on your behalf [redacted]	\$ [redacted] (5)
5 Amount financed (3 + 4)	\$ [redacted]

Buyer Signature	Date
X	
Co-Buyer Signature	Date

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

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

Buyer Signs [redacted] Co-Buyer Signs X

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

See back for other important agreements.

**NOTICE TO 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 your own selection.

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

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

### RETAIL INSTALMENT CONTRACT

Buyer Signs [redacted]	Date 07/25/07	Co-Buyer Signs X	Date
Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.			
Other owner signs here X	Date	Address	
Creditor Signs JCB JOHNSON CHEVROLET	Date 07/25/07	By X	
Seller assigns its interest in this contract to: <input type="checkbox"/> General Motors Acceptance Corporation (GMAC) <input type="checkbox"/> GMACAB <input type="checkbox"/> Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.			
Assigned with recourse		Assigned without recourse or with limited recourse	
[redacted]		JCB JOHNSON CHEVROLET	
Seller	By	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.

TRIPPLICATE 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 this contract.

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

<b>Customer:</b> [REDACTED]	<b>SR #:</b> 71-534186786	<b>BBB#:</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**

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	15580.13
<b>MSRP</b> (from BARS Invoice screen)	- 16040.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	= -459.87

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**

<b>Trade Allowance</b> (from Bill of Sale)	9330.75
<b>Actual Cash Value (ACV)</b> (from ACV Statement)	- 9330.75
<b>Subtract the ACV from the Trade Allowance</b> If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

**Section 3**

<b>Trade Allowance</b> (from Bill of Sale)	9330.75
<b>Payoff on Trade</b> (from Bill of Sale)	- 8775.00
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 555.75

**Section 4**

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	15580.13
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 0.00
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
<b>Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).</b>	= 15580.13

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

Contract Date: 07/02/07

Start Date:

Case Number : CHV0746543

Have you contacted the mfr regarding your claim? ☐ YES ☒ NOHave you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

Titled Owner(s) Name&Address

ROCHESTER, NY

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

Vehicle InformationName(s) of individual(s) or business that appear on vehicle title: \_\_\_\_\_Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes: \_\_\_\_\_

Transmission Type: Automatic

Number of vehicles owned or leased by the business: \_\_\_\_\_

Make: Chevrolet

Model: Cobalt

Model Year: 2005

Current Mileage: 19527

Vehicle Identification Number: LG1AK12E557 \_\_\_\_\_

Servicing Dealer/City/State : BOB JOHNSON MOTORS, INC.,

Selling Dealer/City/State : BOB JOHNSON MOTORS, INC., ROCHESTER, NY

Insurance Carrier : TRAILERS INS Policy Number: \_\_\_\_\_Has vehicle been in an accident/had body damage? Yes ☐ No ☒ Date of accident: \_\_\_\_\_

Description of Damage : \_\_\_\_\_

Purchase/Lease Information (Complete left side if vehicle was purchased, or right side if vehicle was leased)Purchase Date: 07/21/05 Mileage at purchase: 132Lease Date: 7/1/05 Mileage at lease: \_\_\_\_\_Purchased As : ☒ New ☐ Used ☐ DemoLeased As : ☒ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: GMAC

Leasing Company's Name: \_\_\_\_\_

Address: P.O. BOX 8142

Address: \_\_\_\_\_

City/St/Zip: COCKEYSVILLE MD 21030

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct # : \_\_\_\_\_

Customer's Desired Outcome (Describe what you want done to resolve your concern)Customer would like to have the vehicle Replaced, REIMBURSEMENT OF CAR.

Signature of Titled Owner(s)/Lessee(s): \_\_\_\_\_

Date 7/5/07

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

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

Customer Name. [REDACTED]

Case Number: CHV0746548

First Repair Attempt (any reported problem)

Date: 08/01/05 Mileage: 343

Last Repair Attempt (last reported problem)

Date: 07/31/06 Mileage: 11895Total Days out of Service: 14 1/2Date: 7/02/07 Mileage: 19,527

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. A/C service bulletin. HVAC Recall (D01)	yes	BOB Johnson's	<del>7/1/07</del> 7/2/07	19527 2/2/07	1
2. STEERING Problem - SHAFT - Column. TIRES PREMATURELY WORN. SEAT CLIPS EAT E40 - wear. (M01) ✓	no	BOB Johnson's	4/7/07	18549	2
3. Squeaky noise - wheel covers (E31)	YES	BOB Johnson's	4/26/07	17088	1
4. RECALL - Energy Absorbing Device ① Electrical Component - A Air Bag Inflator Shaft. (F17)	NO	BOB Johnson	3/28/07	16167	2
		"	3/28/07		0
		"	3/29/07		0
		"	Total days		2
5. Radio not working (R42)	NO	BOB Johnson's	8/01/06	11884 <del>11895</del>	1

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

Customer Name: [REDACTED]

Case Number: CHV0746548

First Repair Attempt (any reported problem):

Date: 08/01/05

343

Last Repair Attempt (last reported problem):

Date: 07/21/06

Mileage: 11805

Total Days out of Service: 14 1/2

Date: 7/2/7

Mileage: 19527

Problems - describe each symptom (List primary problem first)	Critical? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
6 - Radio - CD I/O A/C service bracket. (R55)	NO	BOB Johnson's	8/10/05	11807	1
7 Radio - CD I/O	NO	BOB Johnson's	8/10/05	11805	1
8 Radio - CD I/O Door checks SEAT covers (C24)	NO	Bob Johnson's	7/3/06	11677	1
		"	7/19/06		1
		"	7/18/06		1
		"	7/17/06	11623	1
9 Replace wheel covers	YES	BOB JOHNSONS	5/15/06	9096	1
			5/11/06		1
10 FABRIC COVERING MATERIALS & SEALS DOOR PANELS (C20)	YES		4/26/06	8462	1/2

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



## ADR REPURCHASE CHECKLIST

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

- ☒ Cover sheet denoting a **Request #** and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
- ☒ PRA FORM (Voluntary Repurchase only)
- ☐ 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 #

ROCHESTER NY

012075

NEW YORK STATE							DMV
Title and Identification No.		Year	Make	Model Code	Body/Hull	* * LIENS * *	
1G1AK13P337		2005	CHEVR	CBT	2DSD	Document No.	
1G1AK13P337							
Color	Wt/Sts/Lght	Fuel	Cyl/Prop	New or Used	Type of Title	Date Issued	
BL	2740	GAS	4	NEW	VEHICLE	8/20/05	
Name and Address of Owner(s)				GEOMETER READING		00142	
				ACTUAL MILEAGE		00132	
ROCHESTER NY							
<p>This document is required for exchange of this vehicle, boat or manufactured home. Keep it in a safe place, along with your license or registration as to your vehicle or boat. In disposal of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.</p>							
Lienholder				Lienholder			
GMAC PO BOX 1142 ROCKYVILLE MD 21030				* ONE LIEN RECORDED *			
Lienholder				Lienholder			
* ONE LIEN RECORDED *				* ONE LIEN RECORDED *			
DEPARTMENT OF MOTOR VEHICLES							





**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 [REDACTED] 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,

John Ryan at Extension 529

## Customer Claim Form

Contact Date: 07/02/07

Start Date:

Case Number : CHV0746548

Have you contacted the mfr regarding your claim? ☐ YES ☒ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

ROCHESTER, NY

Day Phone:

Evening Phone:

Cell Phone:

Fax Number:

E-mail Address:

Customer Contact Info:

### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title:

Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes:

Transmission Type: Automatic Number of vehicles owned or leased by the business:

Make: Chevrolet Model: Cobalt Model Year: 2005 Current Mileage: 19527

Vehicle Identification Number: \_\_\_\_\_

Servicing Dealer/City/State : BOB JOHNSON MOTORS, INC.,

Selling Dealer/City/State : BOB JOHNSON MOTORS, INC., ROCHESTER, NY

Insurance Carrier : \_\_\_\_\_ Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident:

Description of Damage :

### Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 07/21/05 Mileage at purchase:

Lease Date: Mileage at lease:

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: \_\_\_\_\_

Leasing Company's Name:

Address: \_\_\_\_\_

Address:

City/St/Zip: \_\_\_\_\_

City/St/Zip:

Phone: ( ) -

Phone:

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct #:

### Customer's Desired Outcome (Describe what you want done to resolve your concern)

Customer would like to have the vehicle Replaced.

Signature of Titled Owner(s)/Lessee(s): \_\_\_\_\_ Date: \_\_\_\_\_

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

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

Customer Name: [REDACTED]

Case Number: CHV0746548

First Repair Attempt (any reported problem)

Date: 07/31/06 Mileage: 11805

Last Repair Attempt (last reported problem)

Date: Mileage:

Total Days out of Service:

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. A/C service bulletin.	yes				

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



## BBB AUTO LINE PROGRAM SUMMARY

### *General Motors*

General Motors has agreed to arbitrate claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. 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 monthly 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:

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

- ♦ The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- ♦ The award will not include debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate 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**

This information is not intended as legal advice. Please direct specific questions to your legal counsel.  
Updated 10/16/2006 © 2006, Council of Better Business Bureaus, Inc.

New York

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:

#### 1. 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.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.  
Updated 10/16/2006 © 2006, Council of Better Business Bureaus, Inc.

New York

## **TIME PERIOD FOR FILING CLAIMS**

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

## REMEDIES UNDER THE NEW YORK LEMON LAW

### REPURCHASE OF OWNED VEHICLES

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

1. The full purchase price (cash plus any trade-in allowance); and
2. Fees and charges, including 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 finance charges.

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

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

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

### REPURCHASE OF LEASED VEHICLES

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

*To the lessor --*

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

*To the lessee --*

1. The aggregate deposit and rental payments paid to the lessor;
2. Any trade-in allowance; and

This information is not intended as legal advice. Please direct specific questions to your legal counsel.  
Updated 10/16/2006 © 2006, Council of Better Business Bureaus, Inc.

New York

3. Fees and charges, including but not limited to all license fees, registration fees and any similar governmental charges;
4. Less "service fees" (defined below);
5. Less an allowance for the consumer's use of the vehicle in excess of the first 12,000 miles 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:

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

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

## **REPLACEMENT**

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

The following 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, NEGLIGENCE, 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.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.  
Updated 10/16/2006 © 2006, Council of Better Business Bureaus, Inc.

New York

## **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 REQUIREMENTS 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, NEGLIGENCE, OR UNAUTHORIZED MODIFICATIONS OF THE MOTOR HOME.

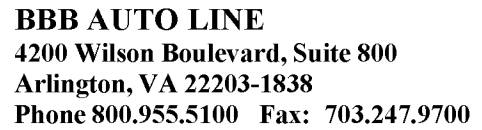
(7) A MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE MOTOR HOME OR REFUND YOUR PURCHASE PRICE IF THE PROBLEM IS NOT COVERED BY THE LEMON LAW OR DOES NOT SUBSTANTIALLY IMPAIR THE VALUE OF YOUR MOTOR HOME.

(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.



ROCHESTER NY

Dear [REDACTED] :

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 [REDACTED] 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 22 PAGES  
INCLUDING THIS COVER SHEET.

IF YOU HAVE ANY PROBLEMS RECEIVING THIS  
TRANSMISSION, PLEASE CALL (585) 663-4040.

TO: Giovanna Florenzo @ Gen BB Center

per [REDACTED]

FROM: Phil Garofalo @ Bob Johnson Chevy

DATE: 7-9-07

PLEASE DELIVER THIS TRANSMISSION TO THE PROPER PARTY ASAP  
THANK YOU.

1-866-893-7512

# **RETAIL INSTALMENT CONTRACT** **GMAC FLEXIBLE FINANCE PLAN**

08/18/95 138572

Dealer Number

Contract Number 08/18/95

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

Creditor (Seller name and address)

ROCHESTER, NY  
 14615

PO BOX 100000  
 10000  
 ROCHESTER, NY 14615

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

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2000	CHEVROLET COBALT	1G1ZK12007	<input type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Your trade-in is a: Year 2000 Make HONDA Model ACCORD

## **FEDERAL TRUTH-IN-LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment
3.50 %	\$ 1679.15	\$ 13859.25	\$ 17520.40	\$ 13879.35

## **Your Payment Schedule Will Be:**

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
47	\$ 365.55	Monthly beginning 08/20/95	
THE FINAL PAYMENT OF 7859.40		07/20/99	

**Late Charge.** If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of \$1.

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

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

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

## **ITEMIZATION OF AMOUNT FINANCED**

- Cash price (including any accessories, services, and taxes) \$ 15124.54 (1)
- Total downpayment = (If negative enter "0" and see line 4H below)
 

Gross trade-in \$	3775.00	-payoff by seller \$	3330.75
= net trade-in \$	-335.75	+ cash \$	315.25
+ other (describe)		\$	N/A
		\$	359.50 (2)
- Unpaid balance of cash price (1 minus 2) \$ 13765.04 (3)
- Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):
 

A Cost of optional credit insurance paid to the insurance company or companies	
Life	\$ N/A
Disability	\$ N/A
B Other insurance paid to the insurance company	\$ N/A
C Official fees paid to government agencies	\$ N/A
D Government taxes not included in cash price	\$ N/A
E Government license and/or registration fees	\$ 27.75
F Government certificate of title fees	\$ N/A
G Other charges (Seller must identify who is paid and describe purpose.)	
to for	\$ N/A
to for	\$ N/A

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

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

## **Check the Insurance you want and sign below:**

### **Optional Credit Insurance.**

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

Premium:

Credit Life \$ 34.50

Credit Disability \$ N/A

(Insurance Company)

(Home Office Address)

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

### **Other Insurance.**

☐ Type of Insurance Term  
 Premium \$ N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X

to [redacted] for [redacted]	\$ [redacted]
to [redacted] for [redacted]	\$ [redacted]
to [redacted] for [redacted]	\$ [redacted]
to [redacted] for [redacted]	\$ [redacted]
H Net trade-in payoff to	\$ [redacted] (4)
Total other charges and amounts paid to others on your behalf	\$ [redacted] (5)
5 Amount financed (3 + 4)	

Buyer Signature	Date
X	
Co-Buyer Signature	Date
<b>ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.</b>	

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

Buyer Signs X [redacted] Co-Buyer Signs X [redacted]

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

See back for other important agreements.

**NOTICE TO BUYER:** 1. Do not sign this agreement before you read it or if it contains any blank space. 2. You are entitled to a completely filled in copy of this agreement. 3. Under 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 your own selection.

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

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

### RETAIL INSTALMENT CONTRACT

Buyer Signs [redacted]	Date 07/21/05	Co-Buyer Signs X [redacted]	Date
<b>Co-Buyers and Other Owners</b> - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.			
Other owner signs here X	Date	Address	
Creditor Signs JOE JOHNSON CHEVROLET	Date 07/21/05	By X [redacted]	Title
Seller assigns its interest in this contract to: <input type="checkbox"/> General Motors Acceptance Corporation (GMAC) <input type="checkbox"/> GMACAB <input type="checkbox"/> Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.			
Assigned with recourse		Assigned without recourse or with limited recourse	
[redacted]		JOE JOHNSON CHEVROLET	
Seller	By	Title	
		Seller	By
			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.

TRIPPLICATE 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.



**SmartBuy™**  
Rider  
GMAC Flexible Finance Plan

New or Used	Year	Dealer Number	Contract Number
		Description of Property	Identification Number
NEW	2005	CHEV COBALT 2D50	16LPR12F557 [REDACTED]
			Mileage on Odometer
			132

**BUYER'S LAST PAYMENT OPTIONS**

This SmartBuy™ Plan Rider ("Rider") is part of the contract relating to the credit sale of the motor vehicle described above ("Contract")

dated 07 21 2005, between 500 JOHNSON CHEVROLET

creditor), [REDACTED] (Buyer) and [REDACTED] (Co-Buyer). All references to "this Contract" include this Rider.

**Meaning of Words.** Unless this Rider says otherwise, all words used in this Rider and the rest of this Contract have the same meaning. In this Rider, the words "you" and "your" refer to the Buyer and Co-Buyer, if any. The words "we," "us," and "our" refer to the Creditor named above and any assignee of the Creditor.

**First Payment. THIS CONTRACT IS NOT PAYABLE IN INSTALMENTS OF EQUAL AMOUNTS.**

**1st INSTALMENT OF \$** 7350.50 **WILL BE DUE ON** 07 29 2005

You make every payment on the date it is due and the Annual Percentage Rate does not change. As your Contract explains, the amount of 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:

- You may pay the payment due at the end of the Contract term on its due date; or
- You may, if you have met each of the conditions in the paragraph below entitled "Your Option to Sell":
  - 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.

**Your Option to Sell.** You have the option to sell the vehicle to the Creditor on the due date of the last scheduled payment at the Sale Price. 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 on 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:

- You have not broken any of your agreements under the Contract, including your agreement to keep the vehicle free from all liens and encumbrances other than the Creditor's lien;
- You have paid the Creditor all amounts owing under the Contract except for the amount of the payment due at the end of the Contract term;
- You deliver the vehicle to the Creditor on the due date of the last scheduled payment (or the following business day) at a place designated by the Creditor;
- You pay the Creditor on the due date of the last scheduled payment any excess of the payment due at the end of the Contract term over the Sale Price;
- You have serviced the vehicle as described in the Owner's Manual and in the Maintenance Schedule folder and as the manufacturer requests in any recall campaign; and
- You have not altered the vehicle without obtaining the prior written permission of the Creditor.

If you exercise this option, you will sign and deliver all documents that may be needed to transfer title to the vehicle to the Creditor.

83289

**BOB JOHNSON CHEVROLET**

1271 Ridge Road West.

ROCHESTER, NEW YORK 14615

(585) 663-4040

**CHEVROLET**

DEALER  
# 700558

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER

BUYER [REDACTED] EMAIL [REDACTED]  
STREET [REDACTED] HOME PHONE [REDACTED] BUSINESS PHONE [REDACTED]  
CITY ROCHESTER STATE NY ZIP [REDACTED]

## THE TRANSACTION

**THE TRANSACTION**  
 I ORDER AND AGREE TO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON BOTH SIDES OF THIS AGREEMENT, THE FOLLOWING VEHICLE:  
 (READ OTHER SIDE)

## THE VEHICLE

YEAR		2005		<input type="checkbox"/> NEW		<input type="checkbox"/> USED		<input type="checkbox"/> DEMONSTRATOR		MAKE		CHEV		MODEL		COBA		SERIES		2SD	
TYPE				COLOR		BL		TRIM		MILEAGE		132		V.I.N.		1G1AK12F557					

"NOTICE TO CONSUMER: IF THE VEHICLE IS NOT DELIVERED IN ACCORDANCE WITH THIS AGREEMENT WITHIN 30 DAYS AFTER THE ESTIMATED DELIVERY DATE AND THE DELAY IS NOT ATTRIBUTABLE TO YOU, YOU HAVE THE RIGHT TO CANCEL THIS AGREEMENT AND TO RECEIVE A FULL REFUND OF YOUR DEPOSIT."

USED VEHICLE DISCLOSURE STATEMENT - THE INFORMATION BUYER SEES ON THE F.T.C. WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

RECEIVE A FULL REFUND OF YOUR DEPOSIT."		SALESPERSON		RANALLETTA, PETER	
ESTIMATED DELIVERY DATE	STOCK NUMBER				
	C53670				

ESTIMATED DELIVERY DATE \_\_\_\_\_ STOCK NUMBER **C53670** \_\_\_\_\_

PRIOR USE CERTIFICATION (required by Vehicle and Traffic Law 417-A if principal prior use of the vehicle was as a police vehicle, taxicab, driver education vehicle or rental vehicle). The principal prior use of this vehicle was as: a police vehicle \_\_\_\_\_, a taxicab \_\_\_\_\_, a driver education vehicle \_\_\_\_\_, or a rental vehicle \_\_\_\_\_. A full tank of fuel is included with all retail vehicle sales.

## THE PRICE

[illegible]

## THE PRICE

TRADE NO. 7

YEAR	MAKE	MODEL	MILEAGE
2004	HYUN	ACCE	
VIN	KMHCG35C54U		COLOR
TRADE IN CLEAR OF ALL LIENS EXCEPT:		SUMMIT FCU	
LIEN AMOUNT \$	9330.75	PLATE NO.	EXP. DATE
OWNED			

LESS TRADE-IN CREDIT ( - )	8775.00
(BUYER SEE 1 AND 5(b) ON BACK)	

CASH PRICE	\$	6805.13
------------	----	---------

## EXTENDED SERVICE CONTRACT

### TAXES AND OTHER FEES

OWNED		TRADE NO. 2	
YEAR	MAKE	MODEL	MILEAGE
VIN			COLOR
TRADE IN CLEAR OF ALL LIENS EXCEPT:			
LIEN AMOUNT \$		PLATE NO.	EXP. DATE

SALES TAX	%	544.41
-----------	---	--------

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "Z" (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE. THIS IS NOT A DMV FEE.	45.00
---	-------

REGISTRATION AND/OR CERTIFICATE OF TITLE, THIS IS NOT A DMV FEE.	
REGISTRATION FEE (Estimate) **	17.75

REGISTRATION FEE (Estimate)	10.00
REGISTRATION FEE	

INSPECTION FEE	
WASTE FEE (WATER & SEWER) & RECYCLING FEE	12.50

NYS TIRE MANAGEMENT FEE & RECYCLING FEE	12.50
TIRE FEE	7.75

TOTAL CASH PRICE DELIVERED	\$	7434.72
----------------------------	----	---------

PLUS BALANCE OWING ON TRADE-IN	9330.75
-----------------------------------	---------

ON TRADE-IN	
LESS CASH DEPOSIT	915.25
PAID WITH ORDER	

REBATE(S)

CASH DUE ON DELIVERY	\$	
----------------------	----	--

TOTAL AMOUNT TO BE FINANCED	15850.29
-----------------------------	----------

I HAVE READ THE TERMS ON THIS AGREEMENT AND ACCEPT THEM AS STATED:

DATE 7-21-01

CO-BUYER'S SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

APPROVED BY \_\_\_\_\_ DATE \_\_\_\_\_  
SELLER \_\_\_\_\_

PLEASE SEE OTHER SIDE FOR ADDITIONAL TERMS



# BOB JOHNSON CHEVROLET

1271 Ridge Road West  
ROCHESTER, NEW YORK 14615

(585) 663-4040

www.bobjohnsonchevrolet.com



81414

CUSTOMER NO.

07289

ROCHESTER NY

YEAR	MAKE	MODEL	COLOR	VEHICLE IDENTIFICATION NUMBER	SALESMAN	NUMBER #
2000	CHEV	CUDA	BL	1G1AK12F553	HANNA, LITA, PETE	375

KEY NUMBER(S)	TYPE OF SALE
	NEW VEHICLE <input checked="" type="checkbox"/> USED VEHICLE <input type="checkbox"/> WHOLESALE <input type="checkbox"/> DEMO <input type="checkbox"/>

MOTOR VEHICLE INFORMATION		TRADE-IN NO. 1	
MVE	MILEAGE	YEAR	MAKE
2343897A	137	2000	MYA

NYS INSP. NO.	INSP. DATE	COLOR	CYL.	VIN
11774570	08/21/95	BL		1G1ACB35C540

TRADE-IN NO. 2	
YEAR	MAKE

TRADE-IN NO. 1 LIEN PAYABLE TO:	LIEN ACCT. NO.
SHAWA 601	

TRADE-IN NO. 2 LIEN PAYABLE TO:	LIEN ACCT. NO.

FINANCE SOURCE:	TERM IN MONTHS:	MONTHLY PAYMENT:	FIRST PAYMENT DUE DATE:
2500	48	295.35	20 AUG 2000

GENERAL CONSUMER INFORMATION
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 Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of The Vehicle. This Disclaimer By The Seller In No Way Affects The Terms Of The Manufacturers Warranty.
---

*THE OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE. UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE.
--

CAR DEAL NO.	STOCK NO.	DATE
150372	053678	21 JUL 2000
LIST PRICE		15580.1
DEALER INSTALLED ACCESSORIES:		
SUBTOTAL		15580.1
TRADE ALLOWANCE OR DISCOUNT		0775.0
SERVICE CONTRACT		Service Contract
SALES TAX (COUNTY: %)		544.4
TITLE FEE		12.5
LICENSE/TITLE		27.7
NY STATE INSPECTION FEE		45.9
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE. THIS IS NOT A DAY FEE.		
CASH SELLING PRICE		7434.7
REBATE(S)		9330.7
BALANCE OWED ON TRADE		915.1
DEPOSIT / UP		915.1
CASH DUE UPON DELIVERY		15850.1
BALANCE TO BE FINANCED		
FINANCING		1670.
INSURANCE		
VST		
TOTAL TIME PRICE		18435.

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  
CHEVROLET



RO	DATE	MILEAGE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
3121626	APR07	170915612	W4E0027	COVER. WHEEL - FMC	FREE 50 POINT	BUSHINGS AND/OZ7902	ENTERPRISE REN9999	SUBLET REPAIRS		
2801230	MAR07	161715619	W4V1556	Install Energy FMC	FREE 50 POINT					
1855326	DEC06	1434412	12C03KQ	3,000 MILE GM	9998	LUBE OIL GREAS	9997	MISC. SHOP CHAMA40		TIRES-ROTATE
0421421	AUG06	1189944	91W4R9995	CUSTOMER CONCEZ	7901	MUST DO AS SUB	9999	SUBLET REPAIRS		
0299310	AUG06	1180744	68W4R0125	Radio - ReprogN	4800	MODULE. COMPUT10		SEE COMMENTS	27901	MUST DO AS SUB
			9999	SUBLET REPAIRS						

DOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 18540

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.



1271 West Ridge Rd.  
Rochester, NY 14615  
(585) 663-4040  
www.bobjohnsonchevrolet.com

EXCLUSION OF WARRANTIES  
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchases. The undersigned purchaser further agrees that the warranties included by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.  
DATE: \_\_\_\_\_ SIGNED: X

JUST. NO83289	STOCK NO. C53670	TAG NO. T6033	COLOR BL	REPRINT PAGE 1 OF 1
DATE 16JUN2007	VEHICLE IDENTIFICATION NUMBER 1G1AK12F557	MILEAGE 18540	DELIVER DATE 21JUL05	LICENSE NUMBER 05
NAME			MAKE AND MODEL CHEVROLET COBALT	
CITY/STATE/ZIP ROCHESTER NY			HOME PHONE	
BILL TO:			BUSINESS PHONE	
ENGINE NO. 2.2 Liter MFI DOHC 114444			TRANS. NO. MX0	AXLE NO. 7.21.5
PROD. DATE 04JUL00			LABOR RATE 85.00	
METHOD OF PAYMENT CASH			SELLING DEALER	
WARRANTY EXPIRES			GAS/OIL/GREASE	
AMOUNT			AMOUNT	

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	AMOUNT
A	S10	PETE TO ROAD TEST WITH TECH SEE PETE	
B	3K	3,000 MILE SERVICE, INSPECT DRIVE BELTS, HOSES, CABLES, LIGHTS, HORN, FILTERS, TIRES AND FLUID LEVELS.	
C	S12	CUST COMP SQUEAK RATTLE FROM DASH SEE PETE Verify on Road Test THAT Steering Column causing Rattling noise And Steering Shaft Clunking - Pete Johnson 6/6/07	
D	S10	CUST COMP WHEN DRIVING IN RAIN SEEMS TO HYDROPLAIN 195/60/15 875 Can't Model Touring contact AT5 TPC OK To Replace 4 Tires worn Premature To DOT KEEP CUSTOMER SATISFIED Pete Johnson 6/6/07	
E	FMC	FREE 50 POINT CHECK AND BATTERY SYSTEM TEST	
F		oil change	

FOREMAN'S SIGNATURE X N

TECHNICIAN WORKORDER COPY

TECHNICIAN WORKORDER COPY



RO NUMBER	DATE CLOSED	MILEAGE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
303501	AUG05	343561	2W4E0027	COVER. WHEEL -10		CLEANED WINDOW	B9640	LAMP ASSEMBLY, 378
173421	JUL05	1323009	C1A201	COBALT APPEARAWAX		NEW CAR PDI WA		VEHICLE OPERAT

DOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 1132

USED ON THE CURRENT MILEAGE YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' PERFORMED NOW.



1271 West Ridge Rd.  
Rochester, NY 14615  
(585) 663-4040

www.bobjohnsonchevrolet.com

EXCLUSION OF WARRANTIES  
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranty excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

REPRINT PAGE 1 OF 1

JST. N083289		STOCK NO. C53670		TAG NO. TM6		COLOR BL		REPRINT PAGE 1 OF 1	
DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL		WRITTEN BY	RO NUMBER
9SEP2005	1G1AK12F557	1132	21JUL05		05	CHEVROLET COBALT		57	467904
<small>I hereby authorize the repair work herein and forth to be done along with the necessary parts and agree that you are not responsible for loss or damage to vehicle or articles left in car in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments for the supplier or transporter. I hereby authorize your employees permission to repair the vehicle herein mentioned on vehicle, parts or accessories for the purpose of testing and/or inspection. An express mechanic's warranty is hereby acknowledged on these vehicle to ensure the amount of repairs thereto. Not available for damage from flooding due to lack of antifreeze.</small>								TIME PROMISED	
PRELIMINARY ESTIMATE \$								** WAITER **	
AUTHORIZED BY: X VISED TIME(1) \$ VISED TIME(2) \$								HOME PHONE	
CITY/STATE/ZIP ROCHESTER NY								BUSINESS PHONE	
BILL TO:								P.O. NO.	
ENGINE NO.		TRANSM. NO.		AXLE NO.		PROD. DATE		LABOR RATE	
2.2 Liter MFI DOHC		MX0		7.21.5		04JUL00		80.00	
EVERY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE MY APPROVAL OF THE ABOVE REVISED ESTIMATES:								METHOD OF PAYMENT	
								CASH	
SELLING DEALER WARRANTY EXPIRES GAS/OIL/GREASE								AMOUNT	

VE.	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
A		0.00 CSUT COMP OF MISSING GROMIT ON PASS SIDE DOOR		
			TOWING	AMOUNT
			MISC. CHARGES	AMOUNT
			SUBLET'S P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

TECHNICIAN WORKORDER COPY

RO. NUMBER	DATE CLOSED	MILEAGE	W. H.	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
6790419	SEP05	113257	57W4C3348		TRIM ASSEMBLY.						
6303501	AUG05	343561	2W4E0027		COVER. WHEEL	10	CLEANED WINDOWS	89640	LAMP ASSEMBLY	378	VEHICLE OPERAT
1617342	1JUL05	132300	9CIA201		COBALT APPEARAWAX		NEW CAR PDI WA				

HOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 3808

ASED ON THE CURRENT MILEAGE IF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' E PERFORMED NOW.



1271 West Ridge Rd.  
Rochester, NY 14615  
(585) 663-4040  
www.bobjohnsonchevrolet.com

EXCLUSION OF WARRANTIES  
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE:

SIGNED: X

PAGE 1 OF 1

JUST. NO83289		STOCK NO. C53670		TAG NO. T92		COLOR BL		MAKE AND MODEL		WRITTEN BY RO. NUMBER	
DATE 08DEC2006		VEHICLE IDENTIFICATION NUMBER 1G1AK12F557		MILEAGE 3808		DELIVER DATE 21JUL05		YEAR 05		52 477685	
<p>PRELIMINARY ESTIMATE \$</p> <p>NAME</p> <p>ADDRESS</p> <p>CITY/STATE/ZIP</p> <p>ROCHESTER NY</p> <p>BILL TO:</p> <p>ENGINE NO. 2.2 Liter MFI DOHC</p> <p>TRANSM. NO. MX0</p> <p>AXLE NO. 7.21.5</p> <p>PROD. DATE 04JUL00</p> <p>LABOR RATE 80.00</p> <p>METHOD OF PAYMENT CASH</p> <p>SELLING DEALER</p> <p>WARRANTY EXPIRES</p> <p>GAS/OIL/GREASE</p> <p>AMOUNT</p>										<p>HOME PHONE</p> <p>BUSINESS PHONE</p>	
<p>HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED &amp; GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.</p>											

CUSTOMER SIGNATURE		LABOR INSTRUCTIONS AND DESCRIPTION		TOWING		AMOUNT	
A	3KQ	0.50 3.000 MILE GM GOODWRENCH QUICK LUBE, 6 POINT FLUID CHECK AND 10 POINT MAINTENANCE CHECK					
				MISC. CHARGES		AMOUNT	
				SUBLETS P.O. NO.		AMOUNT	

FOREMAN'S SIGNATURE

X

C52

TECHNICIAN WORKORDER COPY







RO NUMBER	DATE CLOSED	MILEAGE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
49060913APR06		80197807	C10	SEE COMMENTS	1S0P	PART ON ORDER.				
48891629MAR06		72867285	W4R0125	Radio - Reprog						
47768508DEC05		38085252	CQ3KQ	3.000 MILE GM	9998	NO DESCRIPTION	9997	NO DESCRIPTION		
46790419SEP05		11325757	W4C3348	TRIM ASSEMBLY						
46303501AUG05		3435612W	E0027	COVER, WHEEL -	10	CLEANED WINDOW	B9640	LAMP ASSEMBLY	B378	VEHICLE OPERAT
46173421JUL05		1323009C	IA201	COBALT APPEARAW		NEW CAR PDI WA				

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 8462

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

UNLUBRICATED	OK 4.0L 5.3L 6.0L 6.5L 7.0L 7.4L 8.0L 8.4L 9.0L 9.4L 10.0L 10.4L 11.0L 11.4L 12.0L 12.4L 13.0L 13.4L 14.0L 14.4L 15.0L 15.4L 16.0L 16.4L 17.0L 17.4L 18.0L 18.4L 19.0L 19.4L 20.0L 20.4L 21.0L 21.4L 22.0L 22.4L 23.0L 23.4L 24.0L 24.4L 25.0L 25.4L 26.0L 26.4L 27.0L 27.4L 28.0L 28.4L 29.0L 29.4L 30.0L 30.4L 31.0L 31.4L 32.0L 32.4L 33.0L 33.4L 34.0L 34.4L 35.0L 35.4L 36.0L 36.4L 37.0L 37.4L 38.0L 38.4L 39.0L 39.4L 40.0L 40.4L 41.0L 41.4L 42.0L 42.4L 43.0L 43.4L 44.0L 44.4L 45.0L 45.4L 46.0L 46.4L 47.0L 47.4L 48.0L 48.4L 49.0L 49.4L 50.0L 50.4L 51.0L 51.4L 52.0L 52.4L 53.0L 53.4L 54.0L 54.4L 55.0L 55.4L 56.0L 56.4L 57.0L 57.4L 58.0L 58.4L 59.0L 59.4L 60.0L 60.4L 61.0L 61.4L 62.0L 62.4L 63.0L 63.4L 64.0L 64.4L 65.0L 65.4L 66.0L 66.4L 67.0L 67.4L 68.0L 68.4L 69.0L 69.4L 70.0L 70.4L 71.0L 71.4L 72.0L 72.4L 73.0L 73.4L 74.0L 74.4L 75.0L 75.4L 76.0L 76.4L 77.0L 77.4L 78.0L 78.4L 79.0L 79.4L 80.0L 80.4L 81.0L 81.4L 82.0L 82.4L 83.0L 83.4L 84.0L 84.4L 85.0L 85.4L 86.0L 86.4L 87.0L 87.4L 88.0L 88.4L 89.0L 89.4L 90.0L 90.4L 91.0L 91.4L 92.0L 92.4L 93.0L 93.4L 94.0L 94.4L 95.0L 95.4L 96.0L 96.4L 97.0L 97.4L 98.0L 98.4L 99.0L 99.4L 100.0L 100.4L 101.0L 101.4L 102.0L 102.4L 103.0L 103.4L 104.0L 104.4L 105.0L 105.4L 106.0L 106.4L 107.0L 107.4L 108.0L 108.4L 109.0L 109.4L 110.0L 110.4L 111.0L 111.4L 112.0L 112.4L 113.0L 113.4L 114.0L 114.4L 115.0L 115.4L 116.0L 116.4L 117.0L 117.4L 118.0L 118.4L 119.0L 119.4L 120.0L 120.4L 121.0L 121.4L 122.0L 122.4L 123.0L 123.4L 124.0L 124.4L 125.0L 125.4L 126.0L 126.4L 127.0L 127.4L 128.0L 128.4L 129.0L 129.4L 130.0L 130.4L 131.0L 131.4L 132.0L 132.4L 133.0L 133.4L 134.0L 134.4L 135.0L 135.4L 136.0L 136.4L 137.0L 137.4L 138.0L 138.4L 139.0L 139.4L 140.0L 140.4L 141.0L 141.4L 142.0L 142.4L 143.0L 143.4L 144.0L 144.4L 145.0L 145.4L 146.0L 146.4L 147.0L 147.4L 148.0L 148.4L 149.0L 149.4L 150.0L 150.4L 151.0L 151.4L 152.0L 152.4L 153.0L 153.4L 154.0L 154.4L 155.0L 155.4L 156.0L 156.4L 157.0L 157.4L 158.0L 158.4L 159.0L 159.4L 160.0L 160.4L 161.0L 161.4L 162.0L 162.4L 163.0L 163.4L 164.0L 164.4L 165.0L 165.4L 166.0L 166.4L 167.0L 167.4L 168.0L 168.4L 169.0L 169.4L 170.0L 170.4L 171.0L 171.4L 172.0L 172.4L 173.0L 173.4L 174.0L 174.4L 175.0L 175.4L 176.0L 176.4L 177.0L 177.4L 178.0L 178.4L 179.0L 179.4L 180.0L 180.4L 181.0L 181.4L 182.0L 182.4L 183.0L 183.4L 184.0L 184.4L 185.0L 185.4L 186.0L 186.4L 187.0L 187.4L 188.0L 188.4L 189.0L 189.4L 190.0L 190.4L 191.0L 191.4L 192.0L 192.4L 193.0L 193.4L 194.0L 194.4L 195.0L 195.4L 196.0L 196.4L 197.0L 197.4L 198.0L 198.4L 199.0L 199.4L 200.0L 200.4L 201.0L 201.4L 202.0L 202.4L 203.0L 203.4L 204.0L 204.4L 205.0L 205.4L 206.0L 206.4L 207.0L 207.4L 208.0L 208.4L 209.0L 209.4L 210.0L 210.4L 211.0L 211.4L 212.0L 212.4L 213.0L 213.4L 214.0L 214.4L 215.0L 215.4L 216.0L 216.4L 217.0L 217.4L 218.0L 218.4L 219.0L 219.4L 220.0L 220.4L 221.0L 221.4L 222.0L 222.4L 223.0L 223.4L 224.0L 224.4L 225.0L 225.4L 226.0L 226.4L 227.0L 227.4L 228.0L 228.4L 229.0L 229.4L 230.0L 230.4L 231.0L 231.4L 232.0L 232.4L 233.0L 233.4L 234.0L 234.4L 235.0L 235.4L 236.0L 236.4L 237.0L 237.4L 238.0L 238.4L 239.0L 239.4L 240.0L 240.4L 241.0L 241.4L 242.0L 242.4L 243.0L 243.4L 244.0L 244.4L 245.0L 245.4L 246.0L 246.4L 247.0L 247.4L 248.0L 248.4L 249.0L 249.4L 250.0L 250.4L 251.0L 251.4L 252.0L 252.4L 253.0L 253.4L 254.0L 254.4L 255.0L 255.4L 256.0L 256.4L 257.0L 257.4L 258.0L 258.4L 259.0L 259.4L 260.0L 260.4L 261.0L 261.4L 262.0L 262.4L 263.0L 263.4L 264.0L 264.4L 265.0L 265.4L 266.0L 266.4L 267.0L 267.4L 268.0L 268.4L 269.0L 269.4L 270.0L 270.4L 271.0L 271.4L 272.0L 272.4L 273.0L 273.4L 274.0L 274.4L 275.0L 275.4L 276.0L 276.4L 277.0L 277.4L 278.0L 278.4L 279.0L 279.4L 280.0L 280.4L 281.0L 281.4L 282.0L 282.4L 283.0L 283.4L 284.0L 284.4L 285.0L 285.4L 286.0L 286.4L 287.0L 287.4L 288.0L 288.4L 289.0L 289.4L 290.0L 290.4L 291.0L 291.4L 292.0L 292.4L 293.0L 293.4L 294.0L 294.4L 295.0L 295.4L 296.0L 296.4L 297.0L 297.4L 298.0L 298.4L 299.0L 299.4L 300.0L 300.4L 301.0L 301.4L 302.0L 302.4L 303.0L 303.4L 304.0L 304.4L 305.0L 305.4L 306.0L 306.4L 307.0L 307.4L 308.0L 308.4L 309.0L 309.4L 310.0L 310.4L 311.0L 311.4L 312.0L 312.4L 313.0L 313.4L 314.0L 314.4L 315.0L 315.4L 316.0L 316.4L 317.0L 317.4L 318.0L 318.4L 319.0L 319.4L 320.0L 320.4L 321.0L 321.4L 322.0L 322.4L 323.0L 323.4L 324.0L 324.4L 325.0L 325.4L 326.0L 326.4L 327.0L 327.4L 328.0L 328.4L 329.0L 329.4L 330.0L 330.4L 331.0L 331.4L 332.0L 332.4L 333.0L 333.4L 334.0L 334.4L 335.0L 335.4L 336.0L 336.4L 337.0L 337.4L 338.0L 338.4L 339.0L 339.4L 340.0L 340.4L 341.0L 341.4L 342.0L 342.4L 343.0L 343.4L 344.0L 344.4L 345.0L 345.4L 346.0L 346.4L 347.0L 347.4L 348.0L 348.4L 349.0L 349.4L 350.0L 350.4L 351.0L 351.4L 352.0L 352.4L 353.0L 353.4L 354.0L 354.4L 355.0L 355.4L 356.0L 356.4L 357.0L 357.4L 358.0L 358.4L 359.0L 359.4L 360.0L 360.4L 361.0L 361.4L 362.0L 362.4L 363.0L 363.4L 364.0L 364.4L 365.0L 365.4L 366.0L 366.4L 367.0L 367.4L 368.0L 368.4L 369.0L 369.4L 370.0L 370.4L 371.0L 371.4L 372.0L 372.4L 373.0L 373.4L 374.0L 374.4L 375.0L 375.4L 376.0L 376.4L 377.0L 377.4L 378.0L 378.4L 379.0L 379.4L 380.0L 380.4L 381.0L 381.4L 382.0L 382.4L 383.0L 383.4L 384.0L 384.4L 385.0L 385.4L 386.0L 386.4L 387.0L 387.4L 388.0L 388.4L 389.0L 389.4L 390.0L 390.4L 391.0L 391.4L 392.0L 392.4L 393.0L 393.4L 394.0L 394.4L 395.0L 395.4L 396.0L 396.4L 397.0L 397.4L 398.0L 398.4L 399.0L 399.4L 400.0L 400.4L 401.0L 401.4L 402.0L 402.4L 403.0L 403.4L 404.0L 404.4L 405.0L 405.4L 406.0L 406.4L 407.0L 407.4L 408.0L 408.4L 409.0L 409.4L 410.0L 410.4L 411.0L 411.4L 412.0L 412.4L 413.0L 413.4L 414.0L 414.4L 415.0L 415.4L 416.0L 416.4L 417.0L 417.4L 418.0L 418.4L 419.0L 419.4L 420.0L 420.4L 421.0L 421.4L 422.0L 422.4L 423.0L 423.4L 424.0L 424.4L 425.0L 425.4L 426.0L 426.4L 427.0L 427.4L 428.0L 428.4L 429.0L 429.4L 430.0L 430.4L 431.0L 431.4L 432.0L 432.4L 433.0L 433.4L 434.0L 434.4L 435.0L 435.4L 436.0L 436.4L 437.0L 437.4L 438.0L 438.4L 439.0L 439.4L 440.0L 440.4L 441.0L 441.4L 442.0L 442.4L 443.0L 443.4L 444.0L 444.4L 445.0L 445.4L 446.0L 446.4L 447.0L 447.4L 448.0L 448.4L 449.0L 449.4L 450.0L 450.4L 451.0L 451.4L 452.0L 452.4L 453.0L 453.4L 454.0L 454.4L 455.0L 455.4L 456.0L 456.4L 457.0L 457.4L 458.0L 458.4L 459.0L 459.4L 460.0L 460.4L 461.0L 461.4L 462.0L 462.4L 463.0L 463.4L 464.0L 464.4L 465.0L 465.4L 466.0L 466.4L 467.0L 467.4L 468.0L 468.4L 469.0L 469.4L 470.0L 470.4L 471.0L 471.4L 472.0L 472.4L 473.0L 473.4L 474.0L 474.4L 475.0L 475.4L 476.0L 476.4L 477.0L 477.4L 478.0L 478.4L 479.0L 479.4L 480.0L 480.4L 481.0L 481.4L 482.0L 482.4L 483.0L 483.4L 484.0L 484.4L 485.0L 485.4L 486.0L 486.4L 487.0L 487.4L 488.0L 488.4L 489.0L 489.4L 490.0L 490.4L 491.0L 491.4L 492.0L 492.4L 493.0L 493.4L 494.0L 494.4L 495.0L 495.4L 496.0L 496.4L 497.0L 497.4L 498.0L 498.4L 499.0L 499.4L 500.0L 500.4L 501.0L 501.4L 502.0L 502.4L 503.0L 503.4L 504.0L 504.4L 505.0L 505.4L 506.0L 506.4L 507.0L 507.4L 508.0L 508.4L 509.0L 509.4L 510.0L 510.4L 511.0L 511.4L 512.0L 512.4L 513.0L 513.4L 514.0L 514.4L 515.0L 515.4L 516.0L 516.4L 517.0L 517.4L 518.0L 518.4L 519.0L 519.4L 520.0L 520.4L 521.0L 521.4L 522.0L 522.4L 523.0L 523.4L 524.0L 524.4L 525.0L 525.4L 526.0L 526.4L 527.0L 527.4L 528.0L 528.4L 529.0L 529.4L 530.0L 530.4L 531.0L 531.4L 532.0L 532.4L 533.0L 533.4L 534.0L 534.4L 535.0L 535.4L 536.0L 536.4L 537.0L 537.4L 538.0L 538.4L 539.0L 539.4L 540.0L 540.4L 541.0L 541.4L 542.0L 542.4L 543.0L 543.4L 544.0L 544.4L 545.0L 545.4L 546.0L 546.4L 547.0L 547.4L 548.0L 548.4L 549.0L 549.4L 550.0L 550.4L 551.0L 551.4L 552.0L 552.4L 553.0L 553.4L 554.0L 554.4L 555.0L 555.4L 556.0L 556.4L 557.0L 557.4L 558.0L 558.4L 559.0L 559.4L 560.0L 560.4L 561.0L 561.4L 562.0L 562.4L 563.0L 563.4L 564.0L 564.4L 565.0L 565.4L 566.0L 566.4L 567.0L 567.4L 568.0L 568.4L 569.0L 569.4L 570.0L 570.4L 571.0L 571.4L 572.0L 572.4L 573.0L 573.4L 574.0L 574.4L 575.0L 575.4L 576.0L 576.4L 577.0L 577.4L 578.0L 578.4L 579.0L 579.4L 580.0L 580.4L 581.0L 581.4L 582.0L 582.4L 583.0L 583.4L 584.0L 584.4L 585.0L 585.4L 586.0L 586.4L 587.0L 587.4L 588.0L 588.4L 589.0L 589.4L 590.0L 590.4L 591.0L 591.4L 592.0L 592.4L 593.0L 593.4L 594.0L 594.4L 595.0L 595.4L 596.0L 596.4L 597.0L 597.4L 598.0L 598.4L 599.0L 599.4L 600.0L 600.4L 601.0L 601.4L 602.0L 602.4L 603.0L 603.4L 604.0L 604.4L 605.0L 605.4L 606.0L 606.4L 607.0L 607.4L 608.0L 608.4L 609.0L 609.4L 610.0L 610.4L 611.0L 611.4L 612.0L 612.4L 613.0L 613.4L 614.0L 614.4L 615.0L 615.4L 616.0L 616.4L 617.0L 617.4L 618.0L 618.4L 619.0L 619.4L 620.0L 620.4L 621.0L 621.4L 622.0L 622.4L 623.0L 623.4L 624.0L 624.4L 625.0L 625.4L 626.0L 626.4L 627.0L 627.4L 628.0L 628.4L 629.0L 629.4L 630.0L 630.4L 631.0L 631.4L 632.0L 632.4L 633.0L 633.4L 634.0L 634.4L 635.0L 635.4L 636.0L 636.4L 637.0L 637.4L 638.0L 638.4L 639.0L 639.4L 640.0L 640.4L 641.0L 641.4L 642.0L 642.4L 643.0L 643.4L 644.0L 644.4L 645.0L 645.4L 646.0L 646.4L 647.0L 647.4L 648.0L 648.4L 649.0L 649.4L 650.0L 650.4L 651.0L 651.4L 652.0L 652.4L 653.0L 653.4L 654.0L 654.4L 655.0L 655.4L 656.0L 656.4L 657.0L 657.4L 658.0L 658.4L 659.0L 659.4L 660.0L 660.4L 661.0L 661.4L 662.0L 662.4L 663.0L 663.4L 664.0L 664.4L 665.0L 665.4L 666.0L 666.4L 667.0L 667.4L 668.0L 668.4L 669.0L 669.4L 670.0L 670.4L 671.0L 671.4L 672.0L 672.4L 673.0L 673.4L 674.0L 674.4L 675.0L 675.4L 676.0L 676.4L 677.0L 677.4L 678.0L 678.4L 679.0L 679.4L 680.0L 680.4L 681.0L 681.4L 682.0L 682.4L 683.0L 683.4L 684.0L 684.4L 685.0L 685.4L 686.0L 686.4L 687.0L 687.4L 688.0L 688.4L 689.0L 689.4L 690.0L 690.4L 691.0L 691.4L 692.0L 692.4L 693.0L 693.4L 694.0L 694.4L 695.0L 695.4L 696.0L 696.4L 697.0L 697.4L 698.0L 698.4L 699.0L 699.4L 700.0L 700.4L 701.0L 701.4L 702.0L 702.4L 703.0L 703.4L 704.0L 704.4L 705.0L 705.4L 706.0L 706.4L 707.0L 707.4L 708.0L 708.4L 709.0L 709.4L 710.0L 710.4L 711.0L 711.4L 712.0L 712.4L 713.0L 713.4L 714.0L 714.4L 715.0L 715.4L 716.0L 716.4L 717.0L 717.4L 718.0L 718.4L 719.0L 719.4L 720.0L 720.4L 721.0L 721.4L 722.0L 722.4L 723.0L 723.4L 724.0L 724.4L 725.0L 725.4L 726.0L 726.4L 727.0L 727.4L 728.0L 728.4L 729.0L 729.4L 730.0L 730.4L 731.0L 731.4L 732.0L 732.4L 733.0L 733.4L 734.0L 734.4L 735.0L 735.4L 736.0L 736.4L 737.0L 737.4L 738.0L 738.4L 739.0L 739.4L 740.0L 740.4L 741.0L 741.4L 742.0L 742.4L 743.0L 743.4L 744.0L 744.4L 745.0L 745.4L 746.0L 746.4L 747.0L 747.4L 748.0L 748.4L 749.0L 749.4L 750.0L 750.4L 751.0L 751.4L 752.0L 752.4L 753.0L 753.4L 754.0L 754.4L 755.0L 755.4L 756.0L 756.4L 757.0L 757.4L 758.0L 758.4L 759.0L 759.4L 760.0L 760.4L 761.0L 761.4L 762.0L 762.4L 763.0L 763.4L 764.0L 764.4L 765.0L 765.4L 766.0L 766.4L 767.0L 767.4L 768.0L 768.4L 769.0L 769.4L 770.0L 770.4L 771.0L 771.4L 772.0L 772.4L 773.0L 773.4L 774.0L 774.4L 775.0L 775.4L 776.0L 776.4L 777.0L 777.4L 778.0L 778.4L 779.0L 779.4L 780.0L 780.4L 781.0L 781.4L 782.0L 782.4L 783.0L 783.4L 784.0L 784.4L 785.0L 785.4L 786.0L 786.4L 787.0L 787.4L 788.0L 788.4L 789.0L 789.4L 790.0L 790.4L 791.0L 791.4L 792.0L 792.4L 793.0L 793.4L 794.0L 794.4L 795.0L 795.4L 796.0L 796.4L 797.0L 797.4L 798.0L 798.4L 799.0L 799.4L 800.0L 800.4L 801.0L 801.4L 802.0L 802.4L 803.0L 803.4L 804.0L 804.4L 805.0L 805.4L 806.0L 806.4L 807.0L 807.4L 808.0L 808.4L 809.0L 809.4L 810.0L 810.4L 811.0L 811.4L 812.0L 812.4L 813.0L 813.4L 814.0L 814.4L 815.0L 815.4L 816.0L 816.4L 817.0L 817.4L 818.0L 818.4L 819.0L 819.4L 820.0L 820.4L 821.0L 821.4L 822.0L 822.4L 823.0L 823.4L 824.0L 824.4L 825.0L 825.4L 826.0L 826.4L 827.0L 827.4L 828.0L 828.4L 829.0L 829.4L 830.0L 830.4L 831.0L 831.4L 832.0L 832.4L 833.0L 833.4L 834.0L 834.4L 835.0L 835.4L 836.0L 836.4L 837.0L 837.4L 838.0L 838.4L 839.0L 839.4L 840.0
--------------	--



RD NUMBER	DATE CLOSED	MILEAGE	S W R	T E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
49208126	APR06	846256	13W	4C	9741	FRONT DOOR TRIFMC		FREE 50 POINT		
49060913	APR06	801978	07	C10		SEE COMMENTS	1SOP	PART ON ORDER		
48891629	MAR06	728672	85W	4R0125		Radio - Reprog				
47768508	DEC05	380852	25C	03KQ		3.000 MILE GM	9998	NO DESCRIPTION	9997	NO DESCRIPTION
46790419	SEP05	113257	57W	4C3348		TRIM ASSEMBLY.				
46303501	AUG05	343561	12W	4E0027		COVER WHEEL - 10		CLEANED WINDOW	B9640	LAMP ASSEMBLY
46173421	JUL05	132300	9C	IA201		COBALT APPEARAX		NEW CAR POI WA		VEHICLE OPERAT

CURRENT MILEAGE 9096



**EXCLUSION OF WARRANTIES**

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall damages for any incidental or consequential damages or commercial losses arising out of such purchase be recoverable. The undersigned purchaser further agrees that the warranties excluded by dealer herein are not limited to, but are limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: \_\_\_\_\_ SIGNED: X \_\_\_\_\_

SIGNED: X

PAGE 1 OF 1

CUST. NO.	0829	STOCK NO.	C5670	TAG NO.	T32	COLOR	BL				
DATE	VEHICLE IDENTIFICATION NUMBER			MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RC NUMBER	
11MAY2006	1G1AK12F557 [REDACTED]			9096	21JUL05	[REDACTED]	05	CHEVROLET COBALT	57	493891	
I hereby authorize this repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in car at this shop or any other place beyond your control or for any delays caused while in care of me, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in work attributable to the supplier or transporter. I further agree to accept your responsibility to complete the vehicle within described in above, however no warranty is given for the purpose of testing and/or inspection. All repairs must be approved by me before beginning work. It is my responsibility to ensure the amount of repairs therefor. I am responsible for damage from freezing due to lack of maintenance.									TIME PROMISED ** WATER **		
PRELIMINARY ESTIMATE \$ [REDACTED]									[REDACTED]		
AUTHORIZED BY: X				CITY/STATE/ZIP ROCHESTER NY [REDACTED]				P.O. NO.	BUSINESS PHONE		
REVISED ESTIMATE(1) \$	DATE	TIME	BY	BILL TO:				[REDACTED]			
REVISED ESTIMATE(2) \$				ENGINE NO. 2.2 Liter MFI DOHC				TRANSM. NO. MXO	AXLE NO. 7.21.5	PROD. DATE 04JUL00	LABOR RATE 82.00
HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES: <i>J.B.K.</i>									METHOD OF PAYMENT CASH		
									WARRANTY EXPIRES		
									GAS OIL/GREASE AMOUNT		

CUSTOMER SIGNATURE \_\_\_\_\_  
LINE OF CODE \_\_\_\_\_

### LABOR INSTRUCTIONS AND DESCRIPTION

CUST COMP OF RATTLING WHEEL COVERS

TOWING	AMOUNT
--------	--------

MISC. CHARGES	AMOUNT
---------------	--------

SUBJECTS	AMOUNT
P.O. NO.	

FOREMAN'S SIGNATURE **X**

TECHNICIAN WORKORDER COPY



RO NUMBER	DATE	DESCRIPTION	OF CODE	DESCRIPTION	OF CODE	DESCRIPTION	OF CODE	DESCRIPTION	OF CODE	DESCRIPTION
50825410	JUL06	92007198 C1SOP	150P	PART ON ORDER.						
49389115	MAY06	80965757W4E0027		COVER WHEEL						
49208126	APR06	84625613W4C9741		FRONT DOOR TRIFMC						
49060913	APR06	80197807 C10	150P	SEE COMMENTS						
48891629	MAR06	72867285W4R0125		Radio - Reprog						
47768508	DEC05	38085252C03KQ	9998	3.000 MILE GM						
46790419	SEP05	11325757W4C3348		TRIM ASSEMBLY.						

DOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 11623

BASED ON THE CURRENT MILEAGE IF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.



1271 West Ridge Rd.  
Rochester, NY 14615  
(585) 663-4040  
www.bobjohnsonchevrolet.com

EXCLUSION OF WARRANTIES  
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchases. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.  
DATE: \_\_\_\_\_ SIGNED: X

CUST. NO. 83289		STOCK NO. C53670		TAG NO. T3447		COLOR BL		PAGE 1 OF 1	
DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL		WRITTEN BY	SO NUMBER
17JUL2006	1G1AK12F557	11623	21JUL05		05	CHEVROLET COBALT		71	501519
								TIME PROMISED	
								19:00 17JUL06	
PRELIMINARY ESTIMATE \$		CITY/STATE/ZIP		P.O. NO.		BUSINESS PHONE			
AUTHORIZED BY: X		ROCHESTER NY							
REVISED ESTIMATE(1) \$	DATE	TIME	BY	ENGINE NO.		TRANS. NO.		AXLE NO.	
REVISED ESTIMATE(2) \$				2.2 Liter MFI DOHC		MX0		7.21.5	
HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:				1)4444		PROD. DATE		LABOR RATE	
						04JUL00		82.00	
						METHOD OF PAYMENT		CASH	
						SELLING DEALER			
						WARRANTY EXPIRES			
CUSTOMER SIGNATURE				LABOR INSTRUCTIONS AND DESCRIPTION		GAS/OIL/GREASE		AMOUNT	

A S12 40 CUST COMP FOAM AROUND DOOR CHECK PEELING - INSTALL SOP

B4450  
B4451

B S12 40 CUST COMP DRIVERS SEAT IS WEARING - INSTALL SOP

C6871  
C7051

C S12 40 CUST COMP RADIO POWERS ON/OFF ON ITS OWN

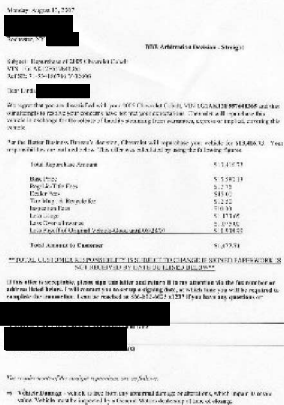
Order Rad-i

OK For overlapping Labor ops  
Peter Palanc  
7/18/06

FOREMAN'S SIGNATURE X

TECHNICIAN WORKORDER COPY







## **ADR REPURCHASE CHECKLIST**

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

- ☒ Cover sheet denoting a **Request #** and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
- ☒ PRA FORM (Voluntary Repurchase only)
- ☐ 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> [REDACTED]	<b>SR #:</b> 71-534186786	<b>BBB#:</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

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	15580.13
<b>MSRP</b> (from BARS Invoice screen)	- 16040.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	<input type="checkbox"/> -459.87

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

<b>Trade Allowance</b> (from Bill of Sale)	9330.75
<b>Actual Cash Value (ACV)</b> (from ACV Statement)	- 9330.75
<b>Subtract the ACV from the Trade Allowance</b> If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	<input type="checkbox"/> 0.00

### Section 3

<b>Trade Allowance</b> (from Bill of Sale)	9330.75
<b>Payoff on Trade</b> (from Bill of Sale)	- 8775.00
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	<input type="checkbox"/> 555.75

### Section 4

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	15580.13
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 0.00
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
<b>Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).</b>	<input type="checkbox"/> 15580.13

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



CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN HUMMER

August 6, 2007  
BOB JOHNSON CHEVROLET  
1271 W RIDGE RD  
ROCHESTER, NY 14615

*Dealer Confirmation Letter-Straight*

Subject: 2005 Chevrolet Cobalt  
Customer: [REDACTED]  
VIN: 1G1AK12F557 [REDACTED]  
Ref SR: 71-S34186786 V-32029

Dear Phil Garofolo:

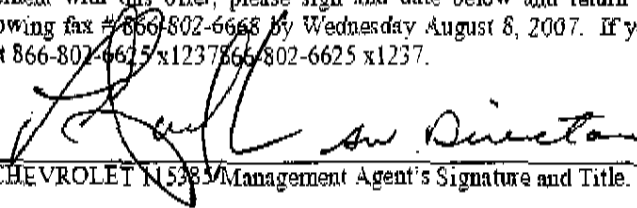
General Motors will issue a check in the amount of \$1,489.15 made payable to [REDACTED]. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of \$11,927.58 to GMAC. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion 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

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax #866-802-6625 by Wednesday August 8, 2007. If you have any questions you may reach me at 866-802-6625 x1237 or 866-802-6625 x1237.

  
\_\_\_\_\_  
BOB JOHNSON CHEVROLET N15385 Management Agent's Signature and Title.

\_\_\_\_\_  
BOB JOHNSON CHEVROLET N15385 Management Agent's Printed Name and Title.







CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN HUMMER

August 6, 2007  
BOB JOHNSON CHEVROLET  
1271 W RIDGE RD  
ROCHESTER, NY 14615

*Dealer Confirmation Letter-Straight*

Subject: 2005 Chevrolet Cobalt  
Customer: [REDACTED]  
VIN: 1G1AK12F557 [REDACTED]  
Ref SR: 71-S34186786 V-32029

Dear Phil Garofolo:

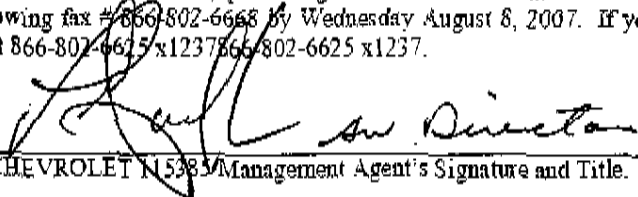
General Motors will issue a check in the amount of \$14,891.15 made payable to [REDACTED]. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of \$11,927.58 to GMAC. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion 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

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax #866-802-6625 by Wednesday August 8, 2007. If you have any questions you may reach me at 866-802-6625 x1237 or 866-802-6625 x1237.

  
\_\_\_\_\_  
BOB JOHNSON CHEVROLET 115385 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 OF 8 PAGES  
INCLUDING THIS COVER SHEET.

IF YOU HAVE ANY PROBLEMS RECEIVING THIS  
TRANSMISSION, PLEASE CALL (585) 663-4040.

TO: Giovanna Florens

Per 

FROM: Phil G. @ Bob Johnson Chevy

DATE: 7-6-07

PLEASE DELIVER THIS TRANSMISSION TO THE PROPER PARTY ASAP  
THANK YOU.

It's a better place to buy a car!™

/866 8937512



1271 West Ridge Rd.  
Rochester, NY 14615  
Main (585) 663-4040  
Fax (585) 663-2701  
www.bobjohnsonchevrolet.com

UNIT# 11774670

83289

531216

\*INVOICE\*

DUPLICATE 2  
PAGE 1

ROCHESTER, NY

HOME: [REDACTED] BUS: [REDACTED]

N.Y.S. REG. #R7003558

SERVICE ADVISOR: 56 WAYNE PORTEUS

HOME: [REDACTED] [REDACTED]		SERVICE ADVISOR: 58 WAYNE FORBES		MILEAGE IN/OUT		TAG
N.Y.S. REG. #R7003558						
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BL	05	CHEVROLET COBALT	1G1AK12F557 [REDACTED]	[REDACTED]	17088/17091	T4042
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO.	RATE	PAYMENT
21JUL05	DD04JUL00		WAIT 26APR07		82.00	CASH
R.O. OPENED		READY	26APR07			
		OPTIONS:	STR: C53670 ENG: 2.2 Liter MFI DOHC			
		TRN: MX0	AXL: 7.21.5 1)4444			

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

10:44 26APR07 15:20 26APR07  
LINE OPCODE TECH TYPE HOURS

A CUST COMPS OF A SQUEAK NOISE WHILE DRIVING SEEMS TO BE THE WHEEL  
COVERS

CAUSE: WHEEL COVERS LOOSE

E0027 COVER, WHEEL - ALL - REPLACE

12 W4

3 88950636 INSUL KIT

FC: 93

PART#: 88950636

COUNT: 3

CLAIM TYPE:

AUTH CODE:

NU

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

17091 WHEEL COVERS LOOSE DROVE VEH, HEAR A SQUEAK NOISE WHEN DRIVING.  
INSP VEH, FOUND HUB CAPS LOOSE, FOUND BULLETIN TO INSTALL WHEEL COVER  
INSULATORS. INSTALLED INSULATORS, DROVE VEH NO LONGER HEAR SQUEAK NOISE

B FREE 50 POINT CHECK AND BATTERY SYSTEM TEST  
FMC FREE 50 POINT CHECK AND BATTERY SYSTEM TEST

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*  
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 COVERED BY THE GM  
GOODWRENCH SERVICE PLUS LIMITED LIFETIME  
WARRANTY. IT MUST BE PAID BY THE CUSTOMER.

ANY WARRANTIES ON THE PRODUCTS  
SOLD THROUGH ARE THOSE MADE BY THE  
MANUFACTURER. THE SELLER HEREBY  
EXPRESSLY DISCLAIMS ALL WARRANTIES,  
WHETHER EXPRESS OR IMPLIED, INCLUDING  
ANY IMPLIED WARRANTY OF  
MERCHANTABILITY OR FITNESS FOR A  
PARTICULAR PURPOSE, AND NEITHER  
SELLER NOR AUTHORIZED ANY OTHER  
PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE SALE OF SAID  
PRODUCTS.  
THE DEALERSHIP UTILIZES THE HOURS  
FULFILLED IN THE FACTORY LABOR TIME  
GUIDE, CHITON MANUAL AND MOTORS  
CRASH BOOK, WHICH REFLECTS AN  
AVERAGE TIME REQUIREMENT FOR THE  
PERFORMANCE OF SPECIFIC VEHICLE  
REPAIRS, AND WHICH MAY THEREFORE BE  
EITHER MORE OR LESS THAN THE ACTUAL  
CLOCK TIME IN ANY GIVEN INSTANCE.

### SERVICE HOURS

MONDAY - THURSDAY  
7:30 A.M. - 8:00 P.M.  
FRIDAY  
7:30 A.M. - 5:30 P.M.  
SATURDAY  
8:00 A.M. - 2:00 P.M.

WE ACCEPT -- AMEX, DISCOVER, MASTERCARD, VISA, GMPP  
SHUTTLE SERVICE \* EARLY BIRD PROGRAM

CUSTOMER SIGNATURE X

Visit our new Website  
www.bobjohnsonchevrolet.com

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL LUBE	0.00
SMILET 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

\* Bank Bldg. Open  
\* Shuttle Service Available  
\* Lunch Closes 12:00pm  
\* Lounge With Refreshments



1271 West Ridge Rd.  
Rochester, NY 14613  
Main (585) 663-4040  
Fax (585) 663-2701  
www.bobjohnsonchevrolet.com

UNIT# 11774670

83289

528012

INVOICE

PAGE 1

ROCHESTER, NY  
HOME: 585-544-3661 BUS  
N.Y.S. REG. #R7003558

SERVICE ADVISOR: 56 WAYNE PORTEUS

HOME: 585-544-3681 BUS			SERVICE ADVISOR: 56 WAYNE FORTUOS				
N.Y.S. REG. #R7003558			VIN		LICENSE	MILEAGE IN/OUT	TAG
COLOR	YEAR	MAKE/MODEL					
BL	05	CHEVROLET COBALT	1G1AK12F557			16167/16171	T5421
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21JUL05	DD04JUL00		WAIT 28MAR07		82.00	CASH	30MAR07
R.O. OPENED		READY	OPTIONS: STR: C53670 ENG: 2.2_Liter_MFI_DOHC				
			TRN: MX0 AXL: 7.21.5 1)4444				

09:25 28MAR07 10:16 30MAR07

LINE OPCODE TECH TYPE HOURS

A RECALL 06217

CAUSE: RECALL

V1556 Install Energy Absorbing Device

19 W4

2 25844441 F-ABSORBER

FC: 96

PART#: 25844441

COUNT: 2

CLAIM TYPE:

AUTH CODE:

MA

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

16171 PERFORMED RECALL 06217

B CUST STATES GROANING NOISE FROM FRONT SUSPENSION, CHECK UNDERNEATH VEH FOR ANYTHING LOOSE, VISUAL FOR CUST SATISFACTION, MAY BE NORMAL NOISES

CAUSE: WORN

E3557 BUSHINGS AND/OR SHAFT, FRONT CONTROL ARM - LOWER BOTH REPLACE

19 W4

2 15240087 BUSHING

FC: 4X

PART#: 15240087

COUNT: 2

CLAIM TYPE:

AUTH CODE:

NE

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

ANY WARRANTIES ON THE PRODUCTS, SOLD HEREIN ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THE DEALER/SELLER UTILIZES THE HOURS ESTIMATED IN THE FACTORY LABOR TIME GUIDE, CHIEFLY MATERIAL AND MOTOR CRASH TEST, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL ELAPSE TIME IN ANY GIVEN INSTANCE.

### SERVICE HOURS

MONDAY - THURSDAY

7:30 A.M. - 8:00 P.M.

FRIDAY

7:30 A.M. - 5:30 P.M.

SATURDAY

8:00 A.M. - 2:00 P.M.

WE ACCEPT -- AMEX, DISCOVER, MASTERCARD, VISA, GMPP

SHUTTLE SERVICE \* EARLY BIRD PROGRAM

CUSTOMER SIGNATURE X

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

Visit our new Website  
www.bobjohnsonchevrolet.com

- \* Only One Stop
- \* Shuttle Service Available
- \* Senior Citizen Discount
- \* Loans With Refinancing

UNIT# 11774670

93289

528012

INVOICE



1271 West Ridge Rd.  
Rochester, NY 14615  
Main (585) 663-4040  
Fax (585) 663-2701  
www.bobjohnsonchevrolet.com

PAGE 2

ROCHESTER, NY

HOME:

BUS:

SERVICE ADVISOR: 56 WAYNE PORTEUS

N.Y.S. REG. #R7003558

HOME: [REDACTED] [REDACTED] [REDACTED]			SERVICE ADVISOR: 56 WAYNE PORTER				
N.Y.S. REG. #R7003558							
COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN/ OUT	TAG
BL	05	CHEVROLET COBALT	1G1AK12F557 [REDACTED]		[REDACTED]	16167/16171	T5421
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21JUL05	DD04JUL00		WAIT 28MAR07		82.00	CASH	30MAR07
R.O. OPENED		READY	OPTIONS: STK: C53670 ENG: 2.2 Liter MPI DOHC				
			TRN: MX0 AXL: 7.21.5 1)4444				

09:25 28MAR07 10:16 30MAR07

LINE OPCODE TECH TYPE HOURS

16171 TEST DROVE FELT CLUNK OVER BUMPS FOUND BOTH A-ARM BUSHINGS FAULTY  
REPLACED BOTH FAULTY FRONT BUSHINGS SET TOE TEST DROVE NO NOISE PRESENT

\*\*\*\*\*

C 2-WAY SHUTTLE

CAUSE: RENTAL

27902 ENTERPRISE RENT A CAR PO#132055

(N/C)

998 W4

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

SUBL ENTERPRISE RENT A CAR PO#132055 PO#

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D FREE 50 POINT CHECK AND BATTERY SYSTEM TEST

FMC FREE 50 POINT CHECK AND BATTERY SYSTEM TEST

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

16167

\*\*\*\*\*

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 COVERED BY THE GM  
GOODWRENCH SERVICE PLUS LIMITED LIFETIME  
WARRANTY. IT MUST BE PAID BY THE CUSTOMER.

ANY WARRANTY OR THE PRODUCTS  
SOLE WARRANTY ARE MADE BY THE  
MANUFACTURER. THE SELLER HEREBY  
EXPRESSLY DISCLAIMS ALL WARRANTIES,  
EITHER EXPRESS OR IMPLIED, INCLUDING  
ANY IMPLIED WARRANTY OF  
MERCHANTABILITY OR FITNESS FOR A  
PARTICULAR PURPOSE, AND FURTHER  
ADVISES THAT THE SELLER IS NOT  
RESPONSIBLE FOR ANY OTHER  
PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE SALE OF SAID  
PRODUCTS.  
THIS DEALERSHIP OFFERS THE HOURS  
FURNISHED BY THE FACTORY LABOR TIME  
CARD. CHILTON MANUAL AND MOTORS  
CRANK POCK, WHICH REFLECTS AN  
AVERAGE TIME REQUIREMENT FOR THE  
PERFORMANCE OF SPECIFIC VEHICLE  
REPAIRS, AND WHICH MAY THEREFORE BE  
EITHER MORE OR LESS THAN THE ACTUAL  
CLOCK TIME IN ANY GIVEN SITUATION.

## SERVICE HOURS

MONDAY - THURSDAY

7:30 A.M. - 8:00 P.M.

FRIDAY

7:30 A.M. - 5:30 P.M.

SATURDAY

8:00 A.M. - 2:00 P.M.

WE ACCEPT -- AMEX, DISCOVER, MASTERCARD, VISA, GMP

SHUTTLE SERVICE \* EARLY BIRD PROGRAM

CUSTOMER SIGNATURE X

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

Visit our new Website  
www.bobjohnsonchevrolet.com

• Early Bird Drop  
• Shuttle Service Available  
• Special Customer Discounts  
• Financing With Recommendations



1271 West Ridge Rd.  
Rochester, NY 14615  
Main (585) 663-4040  
Fax (585) 663-2701  
www.bobjohnsonchevrolet.com

UNIT# 11774670

83289

504214

INVOICE

PAGE 1

ROCHESTER, NY

HOME: [REDACTED] US: 585- [REDACTED]

N.Y.S. REG. #N7003558

SERVICE ADVISOR: 44 JEREMY JENNY

HOME: [REDACTED]		SERVICE ADVISOR: 44 JEREMY DENNY					
N.Y.S. REG. #N7003558		VIN		LICENSE	MILEAGE IN/ OUT		TAG
COLOR	YEAR	MAKE/MODEL					
BL	05	CHEVROLET COBALT		1G1AK12F557 [REDACTED]	[REDACTED]	11899/11899	T5217
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21JUL05	IS04JUL00		19:00 10AUG06		82.00	CASH	21AUG06
P.O. OPENED		READY	OPTIONS: STK: C53670 ENG: 2.2 Liter MFI DOHC				
			TRN: MY0 AXI: 7-21.5 1)4444				

07:32 10 AUG 06 19:40 21 AUG 06  
LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUST COMP CD WAS STUCK IN CD PLAYER, LOCKED UP, WAS ABLE TO GET CD OUT  
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:

OL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

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. CUST. WILL TRY OTHER CD'S AND/OR STOP IN WHEN THE  
PROBLEM IS CURRENT.

B ENTERPRISE RENTAL

CAUSE: ENTERPRISE RENTAL

Z7901 MUST DO AS SUBLET

91 CLINT PERKINS LIC#: 95M8

(N/C)

W4  
FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

SUBL ENTERPRISE RENTAL P.O. 124509

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

ANY WARRANTIES ON THE PRODUCT  
SAID HEREBY ARE THOSE MADE BY THE  
MANUFACTURER. THE SELLER HEREBY  
EXPRESSLY DISCLAIMS ALL WARRANTIES,  
EITHER IMPLICIT OR IMPLIED, INCLUDING  
ANY IMPLIED WARRANTY OF  
MERCHANTABILITY OR FITNESS FOR A  
PARTICULAR PURPOSE, AND HEREBY  
AGREES NOT TO ASSUME ANY OTHER  
PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE SALE OF SAID  
PRODUCTS.  
THE DEALERSHIP UTILIZES THE HOURS  
RECORDED IN THE FACTORY LABOR TIME  
GUIDE, CUSTOMER MANUAL AND MOTORS  
SEARCH BOOK, WHICH REFLECTS AN  
AVERAGE TIME REQUIREMENT FOR THE  
REPAIRS, AND WHICH MAY THEREFORE BE  
EITHER MORE OR LESS THAN THE ACTUAL  
CLOCK TIME IN ANY GIVEN INSTANCE.

### SERVICE HOURS

MONDAY - THURSDAY

7:30 A.M. - 8:00 P.M.

FRIDAY

7:30 A.M. - 5:30 P.M.

SATURDAY

8:00 A.M. - 2:00 P.M.

WE ACCEPT -- AMEX, DISCOVER, MASTERCARD, VISA, GMPP  
SHUTTLE SERVICE \* EARLY BIRD PROGRAM

CUSTOMER SIGNATURE X

Visit our new Website  
www.bobjohnsonchevrolet.com

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

\* Early Bird Drop  
\* Shuttle Service Available  
\* Dealer's Choice Program  
\* Lounge With Refreshments



1271 West Ridge Rd.  
Rochester, NY 14615  
Main (585) 663-4040  
Fax (585) 663-2701  
www.bobjohnsonchevrolet.com

UNIT# 11774670

83289

504214

INVOICE

PAGE 2

ROCHESTER, NY

HOME: [REDACTED] BUS: [REDACTED]

N.Y.S. REG. #R7003553

SERVICE ADVISOR: 44 JEREMY JENNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BL	05	CHEVROLET COBALT	1G1AK12F557	[REDACTED]	11899/11899	T5217
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
21JUL05	IS04JUL00		19:00 10AUG06		82.00	CASH
R.O. OPENED	READY	OPTIONS:	STK: C53670	ENG: 2.2 Liter	MFI	DOHC
		TRN: MX0	AXL: 7.21.5	1) 4444		
07:32 10AUG06	19:40 21AUG06					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET TOTAL
11899						

\*\*\*\*\*

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 COVERED BY THE GM  
GOODWRENCH SERVICE PLUS LIMITED LIFETIME  
WARRANTY. IT MUST BE PAID BY THE CUSTOMER.

ANY WARRANTIES ON THE PRODUCTS  
SOLD HEREIN ARE THOSE MADE BY THE  
MANUFACTURER. THE SELLER HEREBY  
EXPRESSLY DISCLAIMS ALL WARRANTIES,  
WHETHER EXPRESS OR IMPLIED, INCLUDING  
ANY IMPLIED WARRANTY OF  
MERCHANTABILITY OR FITNESS FOR A  
PARTICULAR PURPOSE, AND NEITHER  
ADVISES NOR AUTHORIZES ANY OTHER  
PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE SALE OF RATED  
PRODUCTS.  
THE DEALERSHIP UTILIZES THE HOURS  
PUBLISHED IN THE FACTORY LABOR TIME  
CHART, CHilton MANUAL AND MOTOR  
CRASH BOOK WHICH REFLECTS AN  
AVERAGE TIME REQUIREMENT FOR THE  
PERFORMANCE OF SPECIFIC VEHICLE  
REPAIRS, AND WHICH MAY THEREFORE IN  
EITHER MORE OR LESS THAN THE ACTUAL  
CLOCK TIME IN ANY GIVEN INSTANCE.

### SERVICE HOURS

MONDAY - THURSDAY  
7:30 A.M. - 8:00 P.M.  
FRIDAY  
7:30 A.M. - 5:30 P.M.  
SATURDAY  
8:00 A.M. - 2:00 P.M.

WE ACCEPT -- AMEX, DISCOVER, MASTERCARD, VISA, GMPP  
SHUTTLE SERVICE \* EARLY BIRD PROGRAM

CUSTOMER SIGNATURE X

Visit our new Website  
www.bobjohnsonchevrolet.com

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

\* Early Bird 10am  
\* Shuttle Service Available  
\* General Vehicle Repairs  
\* Lounge With Refreshments



1271 West Ridge Rd.  
Rochester, NY 14615  
Main (585) 663-4040  
Fax (585) 663-2701  
www.bobjohnsonchevrolet.com

93289

502993

UNIT# 11774670

\*INVOICE\*

DUPLICATE 2  
PAGE 1

ROCHESTER, NY

HOME: [REDACTED] BUS: [REDACTED]

N.Y.S. REG. #R7003558

SERVICE ADVISOR: 44 JEREMY JENNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BL	05	CHEVROLET COBALT	1G1AK12F557	[REDACTED]	11805/11807	T4321
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
21JUL05	IS04JUL00		12:00 03AUG06		82.00	CASH
R.O. OPENED	READY	OPTIONS	STK: C53670	ENG: 2.2 Liter	MFI DOHC	
		TRN: MX0 AXL: 7.21.5 1) 4444				

08:19 31JUL06 16:54 03AUG06

LINE OPCODE TECH TYPE HOURS

A CUST COMP RADIO JUST INSTALLED IS NOW INOP

CAUSE: INOPERATIVE

R0125 Radio - Reprogram

68 W4

91 CLINT PERKINS LIC#: 95M8

W4

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OJ

N4800 MODULE, COMPUTER (CONTROL) BODY - REPLACE

91 CLINT PERKINS LIC#: 95M8

W4

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE: E

OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

11807 RADIO NEEDED PASS THROUGH PROGRAMING VERIFIED CUST CONCERN  
VEHICLE RADIO IN LOCK TRIED REPROGRAMING WITH TECH 2 DID NOT WORK CK  
BULLINTINS FOUND ONE REGARDING LOCK ISSUES PERFORM VEHICLE VIN RELEARN  
PROGRAM DID NOT WORK CALLED TECH HOTLINE SAID HAVE HAD PROBLEMS WITH  
BCM WITH RADIO COCERNS SAID TO REPROGRAM PASS THRU TIS 2000 DID AND  
RADIO UNLOCKED FOR NOW, TECH SAID IF VEHICLE COMES BACK REPLACE BCM  
RADIO IS WORKING PRESENTLY RELEASE VEHICLE 7/31-8/3. TECH 91. THE  
METHOD WOULD NOT STAY UNLOCKED. REPROGRAMMING WITH THE PASS-THROUGH  
METHOD WOULD UNLOCK IT FOR ONE OR TWO KEY CYCLES. THE SET-UP PROCEDURE  
WITH THE TECH 2 DIDN'T WORK RIGHT. CALLED T.A.C. TO DISCUSS THE  
PROBLEM. CALLED TECHLINE TWICE, CASE #1254880 AND 1255384. WOUND UP  
REPLACING THE RADIO AGAIN AND BACK-DATING THE TECH 2 TO VERSION 26.005  
TO SET-UP THE RADIO PROPERLY. THERE IS A PROBLEM WITH VERSIONS 26.006

ANY WARRANTIES ON THE PRODUCTS  
BOLD TYPE ARE THOSE MADE BY THE  
MANUFACTURER. THE SELLER HEREBY  
EXPRESSLY DISCLAIMS ALL WARRANTIES,  
BOTH EXPRESS AND IMPLIED, INCLUDING  
ANY WARRANTY OF MERCHANTABILITY  
OR FITNESS FOR A PARTICULAR  
PURPOSE, AND NEITHER  
ASSUMES NOR ASSURES ANY OTHER  
PERSON TO ASSUME FOR IT ANY LIABILITY  
IN CONNECTION WITH THE SALE OF SAID  
PRODUCTS.  
THE SELLER UTILIZES THE HOURS  
TURNING IN THE FACTORY LABOR TIME  
GUIDE, CHRYSLER MANUAL AND MOTORS  
CHRYSLER BOOK WHICH REFLECTS AN  
AVERAGE TECH REQUIREMENT FOR THE  
PERFORMANCE OF SPECIFIC VEHICLE  
REPAIRS, AND WHICH MAY THEREFORE BE  
EITHER MORE OR LESS THAN THE ACTUAL  
CLOCK TIME IN ANY GIVEN SITUATION.

### SERVICE HOURS

MONDAY - THURSDAY

7:30 A.M. - 8:00 P.M.

FRIDAY

7:30 A.M. - 5:30 P.M.

SATURDAY

8:00 A.M. - 2:00 P.M.

WE ACCEPT -- AMEX, DISCOVER, MASTERCARD, VISA, GMPP

SHUTTLE SERVICE \* EARLY BIRD PROGRAM

CUSTOMER SIGNATURE X

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

Visit our new Website  
www.bobjohnsonchevrolet.com





1271 West Ridge Rd.  
Rochester, NY 14615  
Main (585) 663-4040  
Fax (585) 663-2701  
www.bobjohnsonchevrolet.com

502993

\*INVOICE\*

DUPLICATE 2  
PAGE 2

UNIT# 11774670

83289

ROCHESTER, NY

BUS:

SERVICE ADVISOR: 44 JEREMY JENNY

HOME: [REDACTED]

M.V.S. REG. #R7003558

MAKE/MODEL

1G1AK12F557

LICENSE

MILEAGE IN/OUT

TAG

11805/11807

T4321

COLOR

YEAR

CHEVROLET COBALT

PO NO.

RATE

PAYMENT

INV. DATE

BL

05

PROMISED

82.00

CASH

03 AUG 06

21 JUL 05

ISO 4 JUL 00

12:00 03 AUG 06

STR: C53670 ENG: 2.2 Liter MPI DOHC

R.O. OPENED

READY

OPTIONS:

TRN: MX0 AXL: 7.21.5 1)4444

LIST

NET

TOTAL

08:19 31 JUL 06

16:54 03 AUG 06

LINE OPCODE TECH TYPE HOURS

AND 26.007. CLOSED T.A.C. CASE #9089377. CASE # 9089377 SPOKE TO WES

NICHOLAS

B\*\* CUST COMP RADIO INOP STILL

10 SEE COMMENTS

91 CLINT PERKINS LIC#: 95M8

0.00

0.00

PARTS:

0.00

LABOR:

0.00

OTHER:

0.00

TOTAL LINE B:

0.00

11807 SEE LINE A.

C\*\* ENTERPRISE RENTAL

Z7901 MUST DO AS SUBLET

998

C

0.00

0.00

PARTS:

0.00

LABOR:

0.00

OTHER:

0.00

TOTAL LINE C:

0.00

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 COVERED BY THE GM GOODWRENCH SERVICE PLUS LIMITED LIFETIME WARRANTY. IT MUST BE PAID BY THE CUSTOMER.

ANY WARRANTIES ON THE PRODUCTS SOLD HEREIN ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE FACTORY LABOR TIME GUIDE, CHRYSLER MANUAL, AND MOTORS CRASH BOOK WHICH REFLECT AN AVERAGE TIME REQUIREMENT FOR THE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

### SERVICE HOURS

MONDAY - THURSDAY

7:30 A.M. - 8:00 P.M.

FRIDAY

7:30 A.M. - 5:30 PM

SATURDAY

8:00 A.M. - 2:00 P.M.

WE ACCEPT -- AMEX, DISCOVER, MASTERCARD, VISA, GMPP  
SHUTTLE SERVICE \* EARLY BIRD PROGRAM

CUSTOMER SIGNATURE X

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

Visit our new Website  
www.bobjohnsonchevrolet.com

Privileged and Confidential Information

Case Assessment By:Giovanna Floreno		Siebel/CARS Request #:71-534186786	
Customer Name: [REDACTED]			
Veh year:2005	Make:Chevrolet	Model:Cobalt	Current mileage:19,527
Veh ID #:1G1AK12F557 [REDACTED]	In Service Date:7/2005	Purchased:	If used:
What is the customer seeking?customer would like to have the vehicle replaced			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

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

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

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

OTHER SYMPTOM/CONCERN:

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

Team Lead Approval:

Date:

Privileged and Confidential Information

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

**VEHICLE MEETS PRESUMPTION LEMON LAW?      YES:                      NO: ☒**

**What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?**  
**Customer is eligible for repairs, reimbursement, replacement and/or repurchase under NYS and GM program summary**

**DVM and/or DEALER RECOMMENDATION(s):**

**CRS RECOMMENDATION ☐ RATIONALE (EXPLAIN):** \_\_\_\_\_

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

**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

[REDACTED]  
[REDACTED]  
Rochester, NY [REDACTED]

**BBB Arbitration Decision - Straight**

Subject: Repurchase of 2005 Chevrolet Cobalt  
VIN: 1G1AK12F557 [REDACTED]  
Ref SR: 71-534186786 V-32029

Dear [REDACTED]

We regret that you are dissatisfied with your 2005 Chevrolet Cobalt, VIN **1G1AK12F557** [REDACTED] 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
<u>Less Payoff of Original Vehicle-Good until 08/18/07</u>	<u>\$11,927.58</u>
<b>Total Amount to Customer</b>	<b>\$1,489.15</b>

□ 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**  
[REDACTED]

**Worksheet Filled Out By:**  
J.Robertson

☐ **Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information

**Vehicle VIN:**  
1G1AK12F557 [REDACTED]

**Date:**  
August 13, 2007

USAGE FORMULAS		STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE				
1	<b>To calculate usage:</b>	1	Base Price	\$15,580.13	1	Down Pmt / Cap Cost Reduction	\$0.00	
2	Use ONLY one of the 4 methods in this column or	2	Conversion / Upfit cost	\$0.00	2	Pmts (includes 1st month if lease)	\$0.00	
3	follow applicable lemon law formula for your state	3	Reg./Lic./Title Fees	\$17.75	3	Reg/Lic/Title Fees (leases only)	\$0.00	
4		4	Dealer Fee	\$45.00	4	Tax (leases only)	\$0.00	
5	<b>A. USAGE USING L.L. FORMULA</b>	5	Tire & Mngt. & Recycle fee	\$12.50	5	Aftermarket Items	\$0.00	
6	Base Price/Total Repurch Price	\$15,580.13	6	Sales Tax	\$0.00	6	Other-Explain	\$0.00
7	Mileage	7,533	7	Finance Charges	\$0.00	7	Other-Explain	\$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	\$0.00	8	Other-Explain	\$0.00
9	<b>Usage</b>	<b>\$1,173.65</b>	9	Inspection fee	\$10.00	9	Other-Explain	\$0.00
10			10	<b>Total Purchase Price</b>	<b>\$15,665.38</b>	10	<b>Total Additions</b>	<b>\$0.00</b>
11	<b>B. USAGE - NEGOTIATED</b>	<b>\$0.00</b>	11			11		
12			12	<b>* Usage/Depreciation</b>	<b>\$1,173.65</b>	12	<b>* Usage/Depreciation</b>	<b>\$1,173.65</b>
13			13	Damage	\$0.00	13	Damage	\$0.00
14	<b>C. USAGE USING CENTS/MILE</b>		14	Late charges	\$0.00	14	Late charges	\$0.00
15	Mileage	0	15	Over-Allowance	\$1,075.00	15	Over-Allowance	\$0.00
16	Cents per mile	\$0.000	16	Negative Equity	\$0.00	16	Negative Equity	\$0.00
17	<b>Usage</b>	<b>\$0.00</b>	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	\$0.00	19	Extended Service Contract	\$0.00
20	<b>D. USAGE-CALIFORNIA ONLY</b>		20	Other-Explain	\$0.00	20	Gap Insurance	\$0.00
21	Base price section-Used when <b>NOT</b> financed.		21	Other-Explain	\$0.00	21	Over Mileage Penalty	\$0.00
22	<b>"Actual Price Paid" (Base)</b>	<b>\$15,652.88</b>	22	<b>Total Deductions</b>	<b>\$2,248.65</b>	22	<b>Total Deductions</b>	<b>\$1,173.65</b>
23	Mileage	0	23			23		
24	<b>Usage</b>	<b>\$0.00</b>	24	<b>Repurchase Subtotal</b>	<b>\$13,416.73</b>	24	<b>Total Refund to Customer</b>	<b>-\$1,173.65</b>
25	<b>OR</b>		25	Loan Payoff good thru 08/28/07	\$11,938.99	25	Dir Buyout (lease) or Loan Payoff	\$0.00
26	Payment/Lease-Used <b>when</b> financed.		26	<b>Total Refund to Customer</b>	<b>\$1,477.74</b>	26	(GMAC=DL quote) good thru xx/xx/xx	
27	<b>"Actual Price Paid" (Pmt/Lease)</b>	<b>\$0.00</b>	27	Attorney's Fees	\$0.00	27	Attorney's Fees	\$0.00
28	Mileage	0	28	<b>Total Repurchase</b>	<b>\$13,416.73</b>	28	<b>Total Repurchase</b>	<b>-\$1,173.65</b>
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	\$0.00	29	NADA (Legal Only)	\$0.00
30	<b>Usage</b>	<b>\$0.00</b>	30	<b>Estimated Auction Value</b>	<b>\$0.00</b>	30	<b>Estimated Auction Value</b>	<b>\$0.00</b>
31			31	<b>Projected Loss</b>	<b>\$13,416.73</b>	31	<b>Projected Loss</b>	<b>-\$1,173.65</b>
	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)	\$ -
	<b>DIFFERENCE</b>	<b>\$ (823.87)</b>		<b>DIFFERENCE</b>	<b>\$ (555.75)</b>		OVERALLOWANCE	\$ 1,075.00
	if positive look for over allowance			if negative=negative equity			<b>ACTUAL PRICE</b>	<b>\$ 14,505.13</b>
				<b>TRADE ALLOWANCE</b>	<b>\$ 8,775.00</b>			
				ACV OF TRADE	\$ 7,700.00		Do not include fuel fill credit	
	Authorized Signature	Date		<b>DIFFERENCE</b>	<b>\$ 1,075.00</b>		Include GM card points	
				ACV=actual cash value				

**ADR File Checklist**

**SR Number: 71-534186786**

**BBB Case: CHV0746548**

**Customer:** [REDACTED]

**VIN: 1G1AK12F557** [REDACTED]

**Make/Model/Year: Chevrolet/Cobalt/205**

**In Service: 7/2005**

**Mileage: 19527**

**Received Date: 7/2/2007**

**Day 15 Date: 7/17/2007**

**Goes Active:**

**Primary Concern: A/C**

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

☒ **Initial Calls (72 hrs):**

☐ **Customer**

**Completion Date/Time: /**

☐ **Dealer Svc Mgr**

**Completion Date/Time: /**

☐ **Dealer Finance Mgr**

**Completion Date/Time: /**

☐ **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 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: David Thomson**

**Node/Box: 914055 8111**

**Service Dealer: Bob Johnson Chevrolet**

**Svc Mgr:**

**Selling Dealer: Bob Johnson Chevrolet**

**Contact:**

**NOTES:**



FI990B

F&amp;I CUSTOMER SCREEN

DEAL NUMBER 158972

BJC-FI

CUSTOMER CO-BUYER  
1) Cust#: 83289  
Name: [REDACTED]  
L, F: [REDACTED]  
Addr: [REDACTED]  
City: ROCHESTER  
State: NY  
Zip: [REDACTED]  
Cnty: MONROE  
HP#: [REDACTED] On NSO  
WP#: [REDACTED]  
DOB: 09/06/1956 Age 50  
Spse:  
DOB:  
E-mail: [REDACTED]

FUNCTION (#, DP, DL, CA, CO, CS, K, P, V, M, G, L, @):

F1=Help F2=Home F3=Save F4=Cancel

1 of 2  
Case #  
71-534186736

FI990B

## Purchase Information Screen

BJC-FI

Deal No: 158972  
1) Contract Date: 07/21/05  
2) Fin Inst: GMSB  
3) Stock Number: C53670  
4) M.S.R.P.: \$ 16,040.00  
5) Cash Price: \$ 15,580.13  
6) Balloon Rt/Amt: 49.00% \$ 7,859.60  
7) Mileage Penalty:  
8) Cash Down/Deposit: \$ 915.25  
9) Rebate:  
10) C.O.D....  
11) First Time Buyer:  
12) GM Card Earnings:  
13) Total Trade Allow: \$ 8,775.00  
Total Down: \$ 359.50  
14) Total Fee/Options: \$ 85.25  
15) Total Taxes: \$ 544.41

## TRADE-IN INFORMATION

1) Trade-In 1 Allowance: \$ 8,775.00  
2) Trade-In 1 Payoff: \$ 9,330.75  
3) Trade-In 1 ACV: \$ 7,700.00  
4) Trade-In 2 Allowance:  
5) Trade-In 2 Payoff:  
6) Trade-In 2 ACV:

Correct (Y,R1,R2,#,E,?):

Total Financed: \$ 15,850.29  
Finance Charge: \$ 1,670.16  
Total Other Charges:  
Total of Payments: \$ 17,520.45  
Deferred Price: \$ 17,879.95  
Unpaid Balance: \$ 15,850.29

Command: 13

Enter the Actual Cash Value amount for this trade. 1500 = \$1500.00.

F1=Help F3=Exit

2 of 2

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

May 31, 2011

[REDACTED]  
Orlando, FL [REDACTED]

Service Request: 71-541667553  
Customer Relationship Specialist: Kelly Squires

Dear [REDACTED]:

Thank you again for making us aware of the situation with your 2005 Chevrolet Cobalt. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, Chevrolet believes that our customers should have the opportunity to deal with unresolved matters in a fast and fair resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related issues.

As a Chevrolet customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle's Warranty and Owner Assistance Information Booklet.

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

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

2005 COBALT 4-DOOR SEDAN		CHEVROLET MOTOR DIVISION
95U ULTRA SILVER METALLIC	/L4G	GENERAL MOTORS CORPORATION
14B GRAY		100 RENAISSANCE CENTER
ORDER NO. HPCP8B/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1 AK52 F9 57		VEHICLE INVOICE 1AD53506118
*****		*****13*26550S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
1AK69 COBALT 4-DOOR SEDAN	13625.00	12739.38 INVOICE 11/09/04
FE9 50-STATE EMISSIONS	N/C	N/C SHIPPED 11/07/04
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				
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.

COURTESY CHEVROLET AT THE AIRPORT	REMIT TO GMAC NO. 029
	VIN 1G1AK52F957
	\$ 14575.01 INV 1AD53506118
	DUE 11/23/04 DEALER 26-550

**Privileged and Confidential Information****CASE ASSESSMENT**

By: Adam Labonte State: Florida

Customer Name: [REDACTED] Service Request: 71-541667553 BBB Case No.: CHV0751943

Vehicle ID No.: 1G1AK52F957 [REDACTED] In Service Date: {mm/dd/yy} Vehicle is: NEW BAC Code: 114788

Year, Make ☐ Model: 2005 Chevrolet Cobalt  
 Mileage at Time of BBB Filing 22,000

Lien holder: GMAC ☐ Other ☐ : {Name}  
 DVM Name: Mike Hurrell  
 Phone/Cell Number: 321-246-0505

Vehicle Purchased Used on: {n/a or mm/dd/yy} at  
 odometer {odometer}

Sale Type: Purchase ☐ Lease ☐ Other ☐ : {Type}  
 CAM Name: {Name}  
 Phone Number: {Phone Number}

**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.

☐ Power steering locked up while driving

**Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:**

5/25/07 45646

☐ Turn signals were not working

**Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:**

☐ Recall on exhaust

**Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:**

☐ Recall on airbags

**Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:**

☐ {Symptom}

**Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:**

☐ {Symptom}

**Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:**

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

**Date:**      **RO #:**      **Days Out:**      **Mileage:**      **Description of Complaint and Repair Performed:**

☐ Other

**Date:**      **RO #:**      **Days Out:**      **Mileage:**      **Description of Complaint and Repair Performed:**

## THE STATE LEMON LAW READS:

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}

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

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

Number of repair attempts in the presumption period:

{☐ of repair attempts}

Total days out of service during the presumption period:

{☐ of Days}

Total days out of service during customer's ownership:

{☐ of Days}

<b>Vehicle Meets Presumption of Lemon Law    YES or    NO</b>
---

## PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Power Steering locked up while driving

Date ☐ Offer/Result: Customer was offered L.O.F. for inconvenience by CAC

Concern: {TEXT}

Date ☐ Offer/Result: {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}

<b>CRS FINAL OFFER:</b>	<b>{REPAIR/REP/TRADE}:</b>	<b>DATE: {Date}</b>	<b>CUST {Accepted / Declined}</b>
<b>Goodwill: {Type}</b>		<b>Attorney Fees (if applicable): \${Amount}</b>	

<b>TEAM LEAD APPROVING:</b>	<b>{Name}</b>	<b>Date: {Date}</b>
-----------------------------	---------------	---------------------



**GMC**

**HUMMER®**

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: [REDACTED]  
Siebel Request: 71-541667553  
2005 Chevrolet Cobalt  
VIN □ 1G1AK52F957 [REDACTED]

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

**Privileged and Confidential Information****CASE ASSESSMENT**

By: Adam Labonte State: Florida

Customer Name: [REDACTED] Service Request: 71-541667553 BBB Case No.: CHV0751943

Vehicle ID No.: 1G1AK52F957 [REDACTED] In Service Date: 12/21/2004 Vehicle is: NEW BAC Code: 114788

Year, Make ☐ Model: 2005 Chevrolet Cobalt Vehicle Purchased Used on: NA at odometer NA  
 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**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<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**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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	196299	1	25,744	Customer states left turn signal inoperable. Blown bulb. Install new bulb.
3/2/06	165972	<input type="checkbox"/>	12,962	Left turn signal inoperable. Blown turn signal bulb. Replace bulb.

**x Recall on exhaust**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

There are no concerns documented.

**x Recall on airbags**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
7/10/07	175459	<input type="checkbox"/>	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 Electrical- Radio

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- 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 Trim- Door

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 Trim- Rear mirror

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 Warning Lamps- SES light

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/24/07	196299	□	25,744	Customer states engine light on. Lose gas cap tighten gas cap.
7/10/07	175459	□	16,102	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 Tire

Date:	RO #:	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 HVAC

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. Found P0533 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

<b>Vehicle Meets Presumption of Lemon Law</b>	<b>NO</b>
---	-----------

## PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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.

<b>CRS FINAL OFFER:</b>	Repair	<b>DATE:</b> 9/10/07	<b>CUST Declined</b>
<b>Goodwill:</b> NA		<b>Attorney Fees (if applicable):</b> \$NA	

<b>TEAM LEAD APPROVING:</b>	Kim Sinclair	Date: September 13, 2007
-----------------------------	--------------	--------------------------

**ADR File Checklist**

**SR Number: 71-541667553**

**BBB Case: CHV0751943**

**Customer:** [REDACTED]

**VIN: 1G1AK52F957** [REDACTED]

**Make/Model/Year: 2005/Chevrolet/Cobalt**  
22,000

**In Service: 12/21/2004**

**Mileage:**

**Received Date: 08/28/07**

**Day 15 Date:**

**Goes Active:**

**Primary Concern: Recall on airbags , recall on exhaust , turn signals were not working ,  
Power steering locked up while driving**

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

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time: /**

☒ **Dealer Svc Mgr**

**Completion Date/Time: /**

☐ **Dealer Finance Mgr**

**Completion Date/Time: /**

☒ **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 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: Mike Hurrell**

**Node/Box: 404082 8134**

**Service Dealer: COURTESY CHEVROLET AT THE AIRPORT Svc**

**Mgr:**

**Tommy Gallagher**

**Selling Dealer: courtesy**

**Contact: Tommy Gallagher**

**NOTES:**

**Courtesy Chevrolet**  
at the Airport

1 6 5 9 7 2

\*INVOICE\*

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

PAGE 2

ORLANDO, FL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 5554 MATTHEW MENIHAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ULTRA-SILV	05	CHEVROLET COBLT	1G1AK52F957		12962/12962	T1898	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
21DEC04 IS			19:00 02MAR06			CASH	02MAR06
R.O. OPENED		READY	OPTIONS: STK:57503644 DLR:100				
13:54 02MAR06		16:04 02MAR06	ENG:2.2_LITER_MFI_DOHC				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

12962 DONE

\*\*\*\*\*

E\*\* LEFT TURN SIGNAL INOP

CAUSE: F

2EL001 DIAGNOSE ELECTRICAL

4408 WG

(N/C)

1 12450108 BULB

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

12962 BLOWN TURN SIGNAL BULB REPLACED BULB

\*\*\*\*\*

**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 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 authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate and/or repair order. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes last. Seller does not guarantee that the work performed in

problem

**PAYMENT METHOD**

CASH

AMERICAN EXPRESS

CHECK

VISA

DISCOVER

MASTERCARD

INTERNAL

OTHER

STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 4770

DESCRIPTION	TOTALS
LABOR AMOUNT	39.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.39
TOTAL CHARGES	44.34
LESS INSURANCE	0.00
SALES TAX	2.88
PLEASE PAY THIS AMOUNT	47.22

CUSTOMER SIGNATURE

SERVICE FILE COPY

CUSTOMER # [REDACTED]

175459

**Courtesy Chevrolet**  
at the Airport

WORKORDER

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

PAGE 2

#MV - 4770

ORLANDO, FL

HOME [REDACTED]

EUS: [REDACTED]

SERVICE ADVISOR: 1821 MCNUTT, DOROTHY

SERVICE ADVISOR: 1821 MCNUTT, DOROTHY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ULTRA-SILV	05	CHEVROLET COBLT	1G1AK52F957		16102/	T2161	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
21DEC04	IS		19:00 10JUL06			CASH	

R.O. OPENED

READY

OPTIONS: STK:57503644 DLR:100  
ENG:2.2 LITER MFI DOHC

10JUL2006 10:03

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	LOF		CP	LUBE, OIL & FILTER CHANGE

# B	LFF04		CP	ROTATE TIRES
-----	-------	--	----	--------------

# C	TIRE		CP	C/S NAIL IN LEFT REAR TIRE REPAIR
-----	------	--	----	-----------------------------------

# D	WV		INW	WASH & VACUUM VEHICLE
-----	----	--	-----	-----------------------

# E	2DV001		WG	C/S CK ENGINE LIGHT ON CK AND ADVISE
-----	--------	--	----	--------------------------------------

# F	2TL001		WG	C/S KEYS DONT ALWAYS COME OUT OF IGNITION CK AND ADVISE
-----	--------	--	----	---

# G	RECALL		WG	05046 A/C SYSTEM WIRING AND DUAL STAGE AIRBAG MODULE WORKING
-----	--------	--	----	--

CLIENT LABOR CHARGES ARE BASED ON FLAT RATE AND HOURLY UNLESS OTHERWISE INDICATED.

You will be notified upon completion of work.

**CUSTOMER APPRECIATION CERTIFICATE****NO CHARGE  
CAR WASH**

Upon completion of any service performed, we will wash and vacuum your vehicle.

**FREE**

WITH COUPON

**Goodwrench**COURTESY CHEVROLET  
VIN: 1G1AK52F957503644**Courtesy Chevrolet**

Must present when order is written. Chevrolet vehicles only. Not valid with any other offer. Valid only at Courtesy Chevrolet - Airport. Plus tax, shop supplies, hazardous waste fee, if applicable. Some models may be higher. Not responsible for typographical or printing errors. Expires on 09/19/06.

Dan Marino  
Spokesperson

DATE: 10/10/06 SIGNATURE: X



1 7 5 4 5 9

**Courtesy Chevrolet**  
at the Airport

\*INVOICE\*

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

PAGE 2

SERVICE ADVISOR: 1821 DOROTHY MCNUTT

ORLANDO, FL

HOME: BJS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ULTRA-SILV	05	CHEVROLET COBLT	1G1AK52F957		16102/16102	T2161

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21DEC04 IS			19:00 10JUL06			CASH	10JUL06

R.O. OPENED READY OPTIONS: STK:57503644 DLR:100

ENG:2.2 LITER MFI DOHC

10:03 10JUL06 14:41 10JUL06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

E C/S CK ENGINE LIGHT ON CK AND ADVISE

2DV001 DIAGNOSE DRIVABILITY

4119 NG

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

16102 CODE P0442 DIAGNOIS LOOSE GAS CAP WITH SMOG MACHINE AND TIGHTEN  
AND RECHECK SYSTEM

\*\*\*\*\*

F C/S KEYS DONT ALWAYS COME OUT OF IGNITION CK AND ADVISE

2TI001 DIAGNOSE TRIM INTERIOR

4119 NG

(N/C)

1 15244165 CONTROL

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

16102 ATTACHED BULLETIN FLOOR SHIFTER LOCK UP REPLACE FLOOR MOUNT  
SHIFTER PER BULLETIN

\*\*\*\*\*

G 05046 A/C SYSTEM WIRING AND DUAL STAGE AIRBAG MODULE WIRING

RECALL PERFORM RECALL--

3377 WG

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

\*\*\*\*\*

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 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 \$1.00 fee to be collected for each new tire  
[s.403.7181] and a \$1.50 fee to be collected for each new  
state, [s.403.7185].

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
INTERNAL OTHERSTATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 4770

## DESCRIPTION

DESCRIPTION	TOTALS
LABOR AMOUNT	12.45
PARTS AMOUNT	13.15
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.82
TOTAL CHARGES	28.42
LESS INSURANCE	0.00
SALES TAX	2.50
PLEASE PAY THIS AMOUNT	30.92

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

SERVICE FILE COPY

**Courtesy Chevrolet**  
at the Airport

175459

\*INVOICE\*

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

PAGE 1

ORLANDO, FL

HOME: BJS:

SERVICE ADVISOR: 1821 DOROTHY MCNUTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ULTRA-SILV	05	CHEVROLET COBLT	1G1AK52F957		16102/16102	T2161	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21DEC04 IS			19:00 10JUL06			CASH	10JUL06

R.O. OPENED

READY

OPTIONS: STK:57503644 DLR:100

ENG:2.2 LITER MFI DOHC

10:03 10JUL06 14:41 10JUL06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	LUBE, OIL & FILTER CHANGE						
	LOF LUBE, OIL & FILTER CHANGE						
	4119 3P					12.50	12.50
	1 12579143 FILTER				6.85	6.85	6.85
	5 OIL MOTOR OIL				1.36	1.26	6.30
	COUP COUPON						
	4119 C3D					-3.50	-3.50
	COUP COUPON						
	3377 CPD					-6.50	-6.50
PARTS:	13.15	LABOR:	2.50	OTHER:	0.00	TOTAL LINE A:	15.65

16102 DONE

B ROTATE TIRES

1PF04 ROTATE TIRES						9.95	9.95
4119 3P							
PARTS:	0.00	LABOR:	9.95	OTHER:	0.00	TOTAL LINE B:	9.95

16102 DONE

C C/S NAIL IN LEFT REAR TIRE REPAIR

TIRE TIRES						0.00	0.00
4119 CP							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

16102 DID NOT PENETRATE

D WASH &amp; VACUUM VEHICLE

WV WASH & VACUUM VEHICLE							(N/C)
3330 INW							
SUEL WASWH INV#47803							
PO#175459							

INW							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

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 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 \$1.00 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 remanufactured battery sold in the state, [s.403.7185].

X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH AMERICAN EXPRESS

CHECK VISA

DISCOVER MASTERCARD

INTERNAL OTHER

STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 4770

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY  
THIS AMOUNT

TOTALS

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

SERVICE FILE COPY

**Courtesy Chevrolet**  
at the Airport

196299

\*INVOICE\*

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.comDUPLICATE 1  
PAGE 2

ORLANDO, FL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 2632 SCOTT LIVASY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ULTRA-SILV	05	CHEVROLET COBLT	1G1AK52F957 [REDACTED]		25744/25744	T4106

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21DEC04 IS			WAIT 24MAY07			CASH	24MAY07

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: STK:57503644 DLR:100  
ENG:2.2 LITER MFI DOHC

08:55 24MAY07 11:27 24MAY07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

4078580 NORMAL OPERATION

\*\*\*\*\*

E MULTI-POINT INSPECTION AND BRAKE INSPECTION

1FF35 MULTI-POINT INSPECTION AND BRAKE INSPECTION

	1440	CP				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

4078580 MPI DONE

\*\*\*\*\*

**Courtesy**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 \$1.00 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 remanufactured battery sold in the state (s.403.7185).

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
INTERNAL OTHERSTATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 4770

## DESCRIPTION

DESCRIPTION	TOTALS
LABOR AMOUNT	9.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.09
TOTAL CHARGES	11.04
LESS INSURANCE	0.00
SALES TAX	1.12
PLEASE PAY THIS AMOUNT	12.16

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED



**Courtesy Chevrolet**  
at the Airport

1 9 6 2 9 9

\*INVOICE\*

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.comDUPLICATE 1  
PAGE 1

ORLANDO, FL

HOME: BUS:

SERVICE ADVISOR: 2632 SCOTT LIVASY

SERVICE ADVISOR: 2832 SCOTT LIVASY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ULTRA-SILV	05	CHEVROLET COBLT	1G1AK52F957		25744/25744	T4106	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21DEC04 IS			WAIT 24MAY07			CASH	24MAY07
R.O. OPENED		READY	OPTIONS: STK:57503644 DLR:100				
08:55 24MAY07		11:27 24MAY07	ENG:2.2_LITER_MFI_DOHC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	ROTATE 4 TIRES						
	1DD4TR ROTATE 4 TIRES						
	1440	CP				15.95	15.95
	COUP COUPON						
	1440	CSD				-6.00	-6.00
PARTS:	0.00	LABOR:	9.95	OTHER:	0.00	TOTAL LINE A:	9.95

4078580 1440

B CUSTOMER STATES ENGINE LIGHT ON

2DMDV DIAGNOSTIC DRIVABILITY CHECKOUT TIME

1440 WG

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

4078580 LOSE GAS CAP TIGHTEN GAS CAP

C CUSTOMER STATES LEFT TURN SIGNAL INOP

2DMEL DIAGNOSTIC ELECTRICAL CHECKOUT TIME

1440 WG

(N/C)

1 12450108 BULB

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

4078580 BLOWN BULB INSTALLED NEW BULB

D CUSTOMER STATES INSIDE REAR VIEW MIRROR LOOSE

2DMTI DIAGNOSTIC TRIM INTERIOR CHECKOUT TIME

1440 WG

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

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 cost 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 \$1.00 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 remanufactured battery sold in the state, [s.403.7185].

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
INTERNAL OTHERSTATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 4770

## DESCRIPTION

LABOR AMOUNT  
PARTS AMOUNT  
GAS, OIL, LUBE  
SUBLET AMOUNT  
MISC. CHARGES  
TOTAL CHARGES  
LESS INSURANCE  
SALES TAX

## TOTALS

PLEASE PAY  
THIS AMOUNT

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

**Courtesy Chevrolet**  
at the Airport

196822

WORKORDER

PAGE 2

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

#MV -4770

ORLANDO, FL

HOME

BUS

SERVICE ADVISOR: 2632 LIVASY, SCOTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
ULTRA-SILV	05	CHEVROLET COBLT	1G1AK52F957		26002/	T4176	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
1DEC04	IS		** WAITER **			CASH	
R.O. OPENED		READY	OPTIONS: STK:57503644 DLR:100				
			ENG:2.2 LITER MFI DOHC				

1JUN2007 16:32

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A	2DMEL		NG	CUSTOMER STATES LEFT REAR TURN SIGNAL INOP

N0761 4  
05/65

**COURTESY**  
**WAITER**

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.

Additional person authorized to approve performance of repairs, if customer desires to designate such person: \_\_\_\_\_ Phone: \_\_\_\_\_ Date: \_\_\_\_\_

ADDITIONAL REPAIRS AUTHORIZED: I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

ESTIMATE \$	TIME
ADDITIONAL \$	DATE
TOTAL \$	OK'D
CUSTOMER SIGNATURE X	

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.  
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.  
 Dealer will dispose of replaced parts, unless subject to a manufacturer's warranty, core charge or otherwise specified.

(Customer Initials) Please save old parts for inspection or return. There may be an additional charge for the return of old parts.

**SHOP SUPPLIER AND HAZARDOUS MATERIALS CHARGE:** 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." is \$50.00 (in full). 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 remanufactured battery sold in the state (s.403.7185).

**DIAGNOSTIC WORK/PARTIALLY COMPLETED REPAIRS:** In the event that you authorize diagnostic work to estimate the cost of repair or commencement of repairs, but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. The vehicle shall be reassembled to a condition reasonably similar to when received, unless you waive reassembly of the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

**STORAGE CHARGES:** Storage charges will be assessed and shall accrue daily if you fail to pick up your vehicle within 3 working days from the date you are notified that the work on your vehicle has been completed. The daily charge for the storage of your vehicle will be \$20.00 per day.

**LIMITED WARRANTY:** PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR WARRANTY INFORMATION. I hereby authorize the Dealer to perform the above-described repair work and agree to pay for the repair, along with the necessary materials, in cash upon completion of the repair, unless the Dealer agrees to other payment arrangements in advance. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the cost of repairs and advance. An express mechanic's lien is not responsible for any delays caused by unavailability of parts or shipping materials. I further agree that the Dealer is not responsible for any delays caused by unavailability of parts or shipping materials. I hereby grant the Dealer permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I acknowledge that the Dealer is not responsible for damage to the vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond its control.





# Courtesy Chevrolet

## at the Airport

CUSTOMER #

197773

WORKORDER

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

#MV - 4770

ORLANDO, FL

HOME

BUS

SERVICE ADVISOR: 3782 MCKENZIE, IAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
LTTRA-SILV	05	CHEVROLET COBLT	1G1AK52F957		26525/	T5691	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
11DEC04	IS		19:00 16JUN07			CASH	
R.O. OPENED	READY	OPTIONS: STK:57503644 DLR:100					
		ENG:2.2 LITER MFI DOHC					

16JUN2007 13:45

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS  
# A 2DMEL CP CUST STATES LEFT TURN SIGNAL INOP-SEE HISTORY

# WAITER

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

Additional person authorized to approve performance of repairs, if customer desires to designate such person \_\_\_\_\_ Phone: \_\_\_\_\_ Date: \_\_\_\_\_

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN:  
I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.  
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

ADDITIONAL REPAIRS AUTHORIZED: I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

ESTIMATE \$ _____	TIME _____
ADDITIONAL \$ _____	DATE _____
TOTAL \$ _____	OK'D _____
CUSTOMER SIGNATURE _____	

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.  
Dealer will dispose of replaced parts, unless subject to a manufacturer's warranty, core charge or otherwise specified.  
(Customer initials) Please save old parts for inspection or return. There may be an additional charge for the return of old parts.  
**SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGE:** 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.388.905 (1) (h)).  
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.710), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7105).  
**DIAGNOSTIC WORK/PARTIALLY COMPLETED REPAIRS:** In the event that you authorize diagnostic work to estimate the cost of repair or commencement of repairs, but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. The vehicle shall be reassembled to a condition reasonably similar as when received, unless you waive reassembly or the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.  
**STORAGE CHARGES:** Storage charges will be assessed and shall accrue daily if you fail to pick up your vehicle within 3 working days from the date you are notified that the work on your vehicle has been completed. The daily charge for the storage of your vehicle will be \$20.00 per day.  
**LIMITED WARRANTY:** PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR WARRANTY INFORMATION.  
I hereby authorize the Dealer to perform the above-described repair work and agree to pay for the repairs, along with the necessary materials, in cash upon completion of the repairs, unless the Dealer agrees to other payment arrangements in advance. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the cost of parts and labor. I further agree that the Dealer is not responsible for any delays caused by unavailability of parts or shipping materials. I hereby grant the Dealer permission to operate the vehicle on streets, highways or public places.

**Courtesy O. Chevrolet**  
at the Airport

197773

\*INVOICE\*

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

PAGE 1

ORLANDO, FL

HOME:

BIJS:

SERVICE ADVISOR: 3782 IAN MCKENZIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ULTRA-SILV	05	CHEVROLET COBLT	1G1AK52F957		26525/26525	T5691	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21DEC04 IS			19:00 16JUN07			CASH	16JUN07
R.O. OPENED		READY	OPTIONS: STK:57503644 DLR:100				
13:45 16JUN07		14:13 16JUN07	ENG:2.2 LITER MFI DOHC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES LEFT TURN SIGNAL INOP-SEE HISTORY						
	CAUSE: E						
	2DMEL DIAGNOSTIC ELECTRICAL CHECKOUT TIME						
	3590	WG					(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

26525 POOR CONN IN LF PARK SOCKET DO TEMP REPAIR ON LF PARK SOCKET HIGH  
RESIST ORDERED LAMP PER MIKE O

\*\*\*\*\*

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 \$1.00 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 remanufactured battery sold in the state. [s.403.7185].

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
INTERNAL OTHER

STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 4770

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER #: [REDACTED]

1 9 8 2 3 7

**Courtesy O Chevrolet**  
at the Airport

WORKORDER

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

PAGE 2

#MV - 4770

ORLANDO, FL [REDACTED]

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3993 POSAVETZ, DUANE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ULTRA-SILV	05	CHEVROLET COBLT	1G1AK52F957		26821/	T3964	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
21DEC04	IS		** WATTER **			CASH	

R.O. OPENED

READY

OPTIONS: STK:57503644 DLR:100  
ENG:2.2\_LITER\_MFI\_DOHC

23JUN2007 09:47

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A 2DMEL 3912 .3 WG LEFT TURN SIGNAL INOP. S/O PART IN.

B7289 .3

QT/6M

WAIT

## 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.

Additional person authorized to approve performance of repairs, if customer desires to designate

such person \_\_\_\_\_ Phone: \_\_\_\_\_ Date: \_\_\_\_\_

ADDITIONAL REPAIRS AUTHORIZED: I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

ESTIMATE	_____	TIME	_____
ADDITIONAL	_____	DATE	_____
TOTAL	_____	OK'D	_____
CUSTOMER SIGNATURE	_____		

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.  
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

Dealer will dispose of replaced parts, unless subject to a manufacturer's warranty, core charge or otherwise specified.

(Customer Initials) Please save old parts for inspection or return. There may be an additional charge for the return of old parts.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGE: We have added a charge equal to 10 % of the cost of parts &amp; 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.558.905 (1) (H)). The State of Florida requires a \$1.00 fee to be collected for each new or remanufactured battery sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.718).

DIAGNOSTIC WORK/PARTIALLY COMPLETED REPAIRS: In the event that you authorize diagnostic work to determine the cost of repair or commencement of repairs, but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. The vehicle shall be reassembled to a condition reasonably similar as when received, unless you waive reassembly or the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

STORAGE CHARGES: Storage charges will be assessed and shall accrue daily if you fail to pick up your vehicle within 3 working days from the date you are notified that the work on your vehicle has been completed. The daily charge for the storage of your vehicle will be \$25.00 per day.

LIMITED WARRANTY: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR WARRANTY INFORMATION.

I hereby authorize the Dealer to perform the above-described repair work and agree to pay for the repairs, along with the necessary materials, in Cash upon completion of the repairs, unless the Dealer agrees to other payment arrangements in advance. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the cost of repairs and

2542802

1 9 8 2 3 7

**Courtesy Chevrolet**  
at the Airport

\*INVOICE\*

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

PAGE 1

ORLANDO, FL

HOME BUS

SERVICE ADVISOR: 3993 DUANE POSAVETZ

SERVICE ADVISOR: 3993 DUANE ROSAVEIZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ULTRA-SILV	05	CHEVROLET COBLT	1G1AK52F957		26821/26821	T3964	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
21DEC04	IS		WAIT 23JUN07			CASH	23JUN07

R.O. OPENED

READY

OPTIONS: STK:57503644 DLR:100  
ENG:2.2\_LITER\_MFI\_DOHC

09:47 23JUN07 10:39 23JUN07

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A LEFT TURN SIGNAL INOP. S/O PART IN.

CAUSE:

2DMEL DIAGNOSTIC ELECTRICAL CHECKOUT TIME

3912 WG

(N/C)

1 25784531 HEADLAMP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

26821 POOR CONNECTION B7289 0.3 POOR CONNECTION AT SOCKET ASSY.

REPLACED HEADLAMP ASSY, OK

\*\*\*\*\*

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 \$1.00 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  
tire sold in the state [s.403.7185].

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
INTERNAL OTHERSTATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 4770

## 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	



CUSTOMER #: 2542802

201161

**Courtesy Chevrolet**  
at the Airport

WORKORDER

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

PAGE 2

#MV - 4770

ORLANDO, FL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3484 GALLAGHER, THOMAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
ULTRA-SILV	05	CHEVROLET COBLT	1G1AK52F957		27931/ ✓	T4699	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21DEC04 ✓ IS			17:00 07AUG07			CASH	

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: STK:57503644 DLR:100  
ENG:2.2 LITER MFI DOHC

06AUG2007 12:59

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	2DMSR	WG		CUST SAYS POWER STEERING FREEZES UP AFTER 5-10 MINUTES OF DRIVING AND STEERING MESSAGE COMES ON DRIVER INFORMATION SYSTEM.

JA/C0475  
E7680 1-1

# B	2DMEL	WG		CUST SAYS RADIO LOCKS UP AT TIMES, SOMETIMES AFTER FIRST STARTED, SOMETIMES AFTER DRIVING AWHILE
-----	-------	----	--	--

# C	2DMEL	WG		CUST SAYS IGNITION KEY HARD TO REMOVE AT TIMES
-----	-------	----	--	--

# D	2DMTI	WG		CUST SAYS RIGHT FRONT DOOR HARD TO CLOSE AT TIMES
-----	-------	----	--	---

# E	2DMTI	WG		CUST SAYS WINDSHIELD REAR VIEW MIRROR LOOSE
-----	-------	----	--	---

# F	LOF	CP		LUBE, OIL & FILTER CHANGE
-----	-----	----	--	---------------------------

CLIENT LABOR CHARGES ARE BASED ON FLAT RATE AND HOURLY UNLESS OTHERWISE INDICATED.  
You will be notified upon completion of an estimate. 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.

Person authorized to approve repairs: [REDACTED] to designate parts: [REDACTED]

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN:  
I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.  
[ ] I REQUEST A WRITTEN ESTIMATE.

[ ] I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ [REDACTED] THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
[ ] I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: [REDACTED] DATE: [REDACTED]

TECH: [REDACTED] SIGNATURE X

ADDITIONAL REPAIRS AUTHORIZED: I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

ESTIMATE \$ [REDACTED]  
ADDITIONAL \$ [REDACTED]  
TOTAL \$ [REDACTED]  
CUSTOMER SIGNATURE X [REDACTED]

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. Dealer will dispose of replaced parts, unless subject to a manufacturer's warranty, cash change or otherwise specified.

(Customer Initials) Please save old parts for inspection or return. There may be an additional charge for the return of old parts.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGE: 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." (A.558.805 (i) (h)).  
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (A.403.718), and a \$1.00 fee to be collected for each new or remanufactured battery sold in the state (A.403.718).

DIAGNOSTIC WORK/PARTIALLY COMPLETED REPAIRS: In the event that you authorize diagnostic work to estimate the cost of repair or commencement of repairs, but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. The vehicle shall be reassembled to a condition reasonably similar as when received, unless you waive reassembly or the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

STORAGE CHARGES: Storage charges will be assessed and shall accrue daily if you fail to pick up your vehicle within 3 working days from the date you are notified that the work on your vehicle has been completed. The daily charge for the storage of your vehicle will be \$20.00 per day.

LIMITED WARRANTY: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR WARRANTY INFORMATION.

I hereby authorize the Dealer to perform the above-described repair work and agree to pay for the repairs, along with the necessary materials, in cash upon completion of the repairs, unless the Dealer agrees to other payment arrangements in advance. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the cost of repairs and materials. I further agree that the Dealer is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter. I hereby grant the Dealer permission to operate the vehicle on any state, highway or public roadway for the purpose of testing and/or inspecting the vehicle. I acknowledge that the Dealer is not responsible for loss of or damage to the vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond its control.



2542802

201161

**Courtesy Chevrolet**  
at the Airport

\*INVOICE\*

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

ORLANDO, FL

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3484 THOMAS GALLAGHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ULTRA-SILV	05	CHEVROLET COBLT	1G1AK52F957		27931/27931	T4699	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21DEC04 IS			17:00 07AUG07			CASH	07AUG07
R.O. OPENED		READY	OPTIONS: STK:57503644 DLR:100 ENG:2.2 LITER MFI DOHC				
12:59 06AUG07		16:09 07AUG07					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
A CUST SAYS POWER STEERING FREEZES UP AFTER 5-10 MINUTES OF DRIVING AND  
STEERING MESSAGE COMES ON DRIVER INFORMATION SYSTEM.

CAUSE:  
2DMSR DIAGNOSTIC STEERING SYSTEM CHECKOUT TIME  
4551 WG (N/C)  
1 15914408 COLUMN KI (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

27931 INSPECT FOUND CODE C0475 DID TEST STEPS STEERING COLUMN FAILURE  
REPLACE COLUMN ASSY

B CUST SAYS RADIO LOCKS UP AT TIMES, SOMETIMES AFTER FIRST STARTED,  
SOMETIMES AFTER DRIVING AWHILE  
2DMEL DIAGNOSTIC ELECTRICAL CHECKOUT TIME  
4551 WG (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

27931 TEST DRIVE INSPECT RADIO WORKING OK NO PROBLEM FOUND

C CUST SAYS IGNITION KEY HARD TO REMOVE AT TIMES  
CAUSE:  
2DMEL DIAGNOSTIC ELECTRICAL CHECKOUT TIME  
4551 WG (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

27931 INSPECT KEY RELEASE WORKS OK AFTERMARKET KEY NO PROBLEM FOUND

D CUST SAYS RIGHT FRONT DOOR HARD TO CLOSE AT TIMES

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 cost 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 \$1.00 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 remanufactured battery sold in the state, [s.403.7185].

X

CUSTOMER SIGNATURE

PAYMENT METHOD  
CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
INTERNAL OTHER  
STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 4770

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

# Courtesy Chevrolet

at the Airport

201161

\*INVOICE\*

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

2542802

PAGE 2

LANDO, FL

BUS

SERVICE ADVISOR: 3484 THOMAS GALLAGHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TRA-SILV	05	CHEVROLET COBLT	1G1AK52F95		27931/27931	T4699
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
						INV DATE
DEC04 IS			17:00 07AUG07			CASH
R.O. OPENED	READY	OPTIONS: STK:57503644 DLR:100				
		ENG:2.2 LITER MFI DOHC				

LIST	NET	TOTAL
2:59 06AUG07	16:09 07AUG07	
LINE OPCODE TECH TYPE: HOURS		
2DMTI DIAGNOSTIC TRIM INTERIOR CHECKOUT TIME		(N/C)
4551 WG		
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00
		TOTAL LINE D: 0.00

27931 NO ABNORMAL PROBLEM FOUND

\*\*\*\*\*  
1 CUST SAYS WINDSHIELD REAR VIEW MIRROR LOOSE  
2DMTI DIAGNOSTIC TRIM INTERIOR CHECKOUT TIME  
4551 WG  
1-25603373 MIRROR

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE E: 0.00
-------------	-------------	-------------	--------------------

27931 LOOSE PIVOT REPLACE MIRROR ASSY

F LUBE, OIL &amp; FILTER CHANGE

LOF LUBE, OIL &amp; FILTER CHANGE

LOF 10000	4551 CP	6.85	6.85	
	1 12605566 FILTER	1.36	1.26	6.20
	5 OIL MOTOR OIL			
PARTS:	13.15 LABOR:	14.50 OTHER:	0.00 TOTAL LINE F:	27.65

27931 DUE DONE

\*\*\*\*\*  
G MULTI-POINT INSPECTION AND BRAKE INSPECTION  
1FF35 MULTI-POINT INSPECTION AND BRAKE INSPECTION

G MULTI-POINT INSPECTION AND BRAKE INSPECTION				0.00	0.00
1FF3S MULTI-POINT INSPECTION AND BRAKE INSPECTION					0.00
4551 CP					
PARTS: 0.00				LABOR: 0.00	OTHER: 0.00
				TOTAL LINE G: 0.00	

27931 DONE

\*\*\*\*\*  
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 (1) (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 remanufactured battery sold in the state, [s.403.7185].

PAYMENT METHOD  
CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
INTERNAL OTHER

STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 4770

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

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

SERVICE ADVISOR: 3484 THOMAS GALLAGHER

ORLANDO, FL  
HOME: [REDACTED]

BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ULTRA-SILV	05	CHEVROLET COBLT	1G1AK52F957		27931/27931	T4699	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01DEC04	IS		17:00 07AUG07			CASH	07AUG07

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: STK:57503644 DLR:100

ENG:2.2\_LITER\_MFI\_DOHC

2:59 06AUG07 16:09 07AUG07

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

\*\* WASH &amp; VACUUM VEHICLE

WV WASH &amp; VACUUM VEHICLE

3330 INW

(N/C)

SUBL WASH AND VAC/INV 100330

INW

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

\*\*\*\*\*

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.558.905 (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 re [REDACTED] [s.403.7185].

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
INTERNAL OTHERSTATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 4770

## DESCRIPTION

## TOTALS

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
PLEASE PAY THIS AMOUNT	32.70

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

SERVICE FILE COPY

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

Customer



Request # **71-541667553**

BBB # **CHV0751943**

<b>PURCHASE PRICE:</b> <i>(From dealer Bill of Sale) -- (Selling Price)</i>	(+) <b>14,674.87</b>
<b>MSRP:</b> <i>(From BARS Invoice)</i>	(-) <b>15,315.00</b>
<b>DIFFERENCE:</b>	(=) <b>-640.13</b>

<b>TRADE ALLOWANCE:</b> <i>(from dealer Bill of Sale)</i>	(+) <b>0.00</b>
<i>Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file.</i>	
<b>NADA Retail Value for:</b>	
VEHICLE:	
ACCESSORIES:	(-) <b>0.00</b>
MILEAGE ADJUSTMENT:	
<b>OVER ALLOWANCE:</b> <i>(Trade more than NADA)</i>	(=) <b>0.00</b>

<b>PAYOFF:</b> <i>(If dealer added negative equity into contract, do not subtract)</i>	(=) <b>0.00</b>
--	-----------------

<b>PURCHASE PRICE</b> <i>(From dealer Bill of Sale) – (before tax, tag, etc.)</i>	(+) <b>14,674.87</b>
<b>GM CARD POINTS:</b>	<b>DO NOT INCLUDE</b>
<b>INCENTIVES (from BARS):</b> <i>(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)</i> 1: NFH 2: 3: <b>TOTAL INCENTIVES</b> <i>(Not included in Purchase Price)</i>	(-) <b>0.00</b>
<b>OVERALLOWANCE:</b> <i>(From above)</i>	(-) <b>0.00</b>
<b>NEGATIVE EQUITY:</b> <i>(If NOT shown in contract))</i>	(-) <b>0.00</b>

<b>Actual price of Vehicle that should be presented to BBB for ATA</b>	(=) <b>14,674.87</b>
--	----------------------

2542802

09/05/2007 16:04

(FAX)

P.001/001



GMC

**HUMMER**

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

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 Labonte}

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: Adam Labonte From: Tommy Gallagher  
Fax: 866-554-4009 Date: 9-6-07  
Phone: \_\_\_\_\_ Pages: 35  
Re: [REDACTED] CC: \_\_\_\_\_

**CHECK ONE:**

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

**COMMENTS:**

Request #: 71-541667553

**GM**

# General Motors Corporation

## CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

GULLERMO WILLIAMS KARMY

CUSTOMER NAME:

VIN: 1 G 1 A K 5 2 F 9 5 7 [REDACTED] (or see attached list\*)**CUSTOMER INCENTIVE(S)****1. Customer Incentive**

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

Incentive Program Reference	Amount	GM Incentive Code
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ _____	_____

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

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

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

**— CUSTOMER AND DEALER ACKNOWLEDGMENT —**

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 12/21/04. I acknowledge receipt of incentive(s) as described in Item # \_\_\_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]Date: 12 / 21 / 04

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

Authorized Dealer Signature: [REDACTED]

COURTESY CHEVROLET-AIRPORT

Date: 12 / 21 / 04

Dealership 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 Chevrolet - Airport

5600 Lee Vista Blvd. • Orlando, Florida 32812  
(407) 857-5700 • Fax (407) 852-2091  
www.AutoNation.com

CUSTOMER # 31897  
STOCK # 57503644  
SALESPERSON GARY NEEV  
DATE SOLD 12/21/2004

PURCHASER'S NAME		DOB	SSN	DOB
[REDACTED]		K650299512220		06/22/51
CO-PURCHASER'S NAME		DOB	SSN	DOB
[REDACTED]		K650174665040		01/04/86
ADDRESS		CITY	STATE	COUNTY
[REDACTED]		ORLANDO	FL	ORANGE
CITY		STATE	COUNTY	ZIP
ORLANDO		FL	ORANGE	32812
PHONE		[REDACTED]		

VEHICLE PURCHASED									
SERIAL #	[REDACTED]								
YEAR	2005								
MAKE	CHEVROLET								
MODEL	COBALT								
TRIM	GRAY CLTH								
MPG	15								
EXTERIOR	COBA								
MODEL	LAKE9								
Please enter my offer for <input checked="" type="checkbox"/> New car/truck <input type="checkbox"/> Used car/truck									
Check here:									
<input type="checkbox"/> If vehicle was previously used as a demonstrator									
<input type="checkbox"/> If vehicle was previously used for rental or hire									

WARRANTY									
The warranty on this vehicle is set forth in the Warranty Facts Book that is either in the glove compartment or will be given to you on delivery. It is designated a LIMITED WARRANTY and complies with the provisions of the Magnuson-Moss Warranty Federal Trade Commission Improvement Act (Public Law 90-279). We call your attention to the fact that, in compliance with the Act, that there is NO OTHER EXPRESS WARRANTY ON THIS VEHICLE AND NO OTHER EXPRESS WARRANTY MADE BY THE DEALER FOR LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR CONSEQUENTIAL DAMAGES, AND ANY IMPLIED WARRANTY OF THE FITNESS OF THIS VEHICLE FOR THE USE OF WHICH IT IS INTENDED IS LIMITED BY THE GUARANTEES IN THE WARRANTY FACTS BOOKLET.									
COURTESY CHEVROLET-AIRPORT has acquired the vehicle being offered for sale from the manufacturer or a previous owner. We do not guarantee that this vehicle has not incurred minor or major damage prior to our acquisition of unit.									
If credit is to be extended in connection with this sale, disclosure of terms is made by separate document which becomes part of this transaction. If full, complete and satisfactory disclosure of credit terms is not made prior to delivery, buyer may cancel order and receive deposit if applicable.									
BEFORE SIGNING A RETAIL ORDER, IF YOU REQUEST IT, THE FULL WARRANTY BOOK AS ISSUED BY THE MANUFACTURER IS AVAILABLE FOR YOUR INSPECTION. AS WELL AS THE PUBLIC LAW 93-637, IN THE SALES MANAGER'S OFFICE.									
It is the desire of this Dealership to comply with all Federal & State laws.									

USED VEHICLE TRADE-IN #1									
SERIAL #	[REDACTED]								
YEAR	[REDACTED]								
MAKE	[REDACTED]								
MODEL	[REDACTED]								
EXTERIOR	[REDACTED]								

USED VEHICLE TRADE-IN #2									
SERIAL #	[REDACTED]								
YEAR	[REDACTED]								
MAKE	[REDACTED]								
MODEL	[REDACTED]								
EXTERIOR	[REDACTED]								

LIEN PAYOFF AGREEMENT									
THIS IS AN ESTIMATED PAYOFF ONLY, AND INCLUDES ONLY THE TRADE-IN FIGURE SUBMITTED ON THIS IS. SINCE WE CANNOT CONFIRM AN EXACT AMOUNT AT THIS TIME, AND IF THE ACTUAL PAYOFF IS HIGHER THAN THE AMOUNT STATED, IT WILL BE NECESSARY TO COLLECT ADDITIONAL MONEY.									
CUSTOMER AGREES TO PAY ANY ADDITIONAL MONIES OWED WITHIN 48 HOURS OF BEING NOTIFIED. IF PAYMENT IS NOT RECEIVED, THE UNDERSIGNED CUSTOMER AUTHORIZES COURTESY CHEVROLET-AIRPORT TO RECORD A LIEN ON THE VEHICLE BEING PURCHASED OR ANY OTHER REMEDY AUTHORIZED BY LAW.									
X	Date 12/21/2004								

Suggested Retail Price		
1		\$ 14674.87
2	TRADE-IN OVERVALUANCE ADJUSTMENT	N/A
3		N/A
ACCESSORIES/OPTIONS		
Item #1		N/A
Item #2		N/A
Item #3		N/A
Item #4		N/A
Item #5		N/A
4	TOTAL ACCESSORIES/OPTIONS	N/A
5	TOTAL VEHICLE SELLING PRICE (1 + 2 + 3 + 4)	\$ 14674.87
6	Trade Value <input checked="" type="checkbox"/> N/A TRADE ALLOWANCE	N/A
7	ADMINISTRATIVE FEE	\$ 499.00
8	Electronic Filing	N/A
9	Waste Title Fee	\$ 51.00
10	Battery Fee	\$ 11.50
11	CASH DIFFERENCE (5 + 6 + 7 + 8 + 9 + 10)	\$ 15180.37
12	Sales Tax	\$ 910.82
13	County Tax ORANGE	\$ 25.00
14	Liquor Tax	N/A
15	Payoff (estimated) SEE LIEN PAYOFF AGREEMENT	N/A
16	Tax fee (estimated) 240.00	\$ 240.00
17	Make Whole Warranty Test Fee	\$ 2.00
18		N/A
19	SUBTOTAL (11 + 12 + 13 + 14 + 15 + 16 + 17 + 18)	\$ 16358.19
20	REBATE/INCENTIVE	\$ 500.00
21		N/A
22	PARTIAL PAYMENT	\$ 4000.00
23	TOTAL AMOUNT DUE (19 - 20 - 21)	\$ 11858.19

This charge represents cost and profit to the dealer for items such as shipping, cleaning, and adjusting vehicles, and preparing documents relating to the sale.

**"AS IS"**  
Any warranties on the product sold hereby are those made by the manufacturer. This 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 releases any other person to assume for it any liability in connection with the sale of said product.

As a material part of this purchase, the Purchaser represents to COURTESY CHEVROLET-AIRPORT that the information set forth above regarding the used car trade-in (or other property used as a basis) is true and correct and that there are no liens or encumbrances other than those as shown above.

It is expressly understood and agreed to by and between the parties hereto that this offer to purchase by the Purchaser, and that of offer to sell by COURTESY CHEVROLET-AIRPORT and further, that this offer to purchase does not become a binding contract on the parties hereto until accepted in writing by an authorized officer of COURTESY CHEVROLET-AIRPORT.

THE PURCHASE ORDER constitutes the entire agreement between PURCHASER and COURTESY CHEVROLET-AIRPORT.

Purchaser 1: [REDACTED] Date 12/21/2004  
Purchaser 2: [REDACTED] Date 12/21/2004



# RETAIL INSTALMENT SALE CONTRACT

## GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

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

Creditor (Seller name and address)

ORLANDO ORANGE FL  
March of birth of registered owner JUNE

COURTESY CHEVROLET-AIRPORT  
5608 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 agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Weight (lbs.)	Make and Model	Vehicle Identification No.	Primary Use to Which Purchased
NEW	2005		CHEVROLET COBALT	1G1AK52F957	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> business <input type="checkbox"/> diagnostic

Your trade-in is: Year Make Model

### FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of \$ 4500.00.
4.98 %	\$ 1858.64	\$ 11899.84	\$ 13758.48	\$ 10258.48

### Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	\$ 191.09	Monthly beginning 01/21/2005	

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

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

- Cash price (including any accessories, services, and taxes) \$ 16358.19 (1)
- Total downpayment = (If negative enter "0" and see line 4) below
 

Gross trade-in \$	N/A	payoff by seller \$	N/A
- net trade-in \$	N/A	+ cash \$	4000.00
+ other (describe) <b>CASH REBATE</b>			\$ 4500.00 (2)
- Unpaid balance of cash price (1 minus 2) \$ 11858.19 (3)
- Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):
 

A Cost of optional credit insurance paid to the insurance company or companies	
Life \$	N/A
Disability \$	N/A
B Other insurance paid to the insurance company \$	N/A
C Official fees paid to government agencies (describe)	
D Government license and/or registration fees (describe)	
E Government documentary stamp taxes \$	41.65
F Government taxes not included in cash price (describe)	
G Government certificate of title fees (including \$ N/A security interest recording fee) \$	N/A
H Other charges (Seller must identify who is paid and describe purpose.)	

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

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

Check the insurance you want and sign below:

### Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both  
Term N/A

☐ Credit Disability (Buyer Only)  
Term N/A

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

N/A  
(Insurance Company)  
N/A  
(Home Office Address)

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

If the box above is checked, to indicate that you want credit life insurance, please read and sign the following acknowledgements:

1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this credit and that you do not have to purchase this credit life insurance policy in order to obtain the credit.

X  
Buyer Signature Date

X  
Co-Buyer Signature Date

2. You understand that the credit life coverage you are purchasing may be deferred if, at the time of this application, you are unable to engage in employment or unable to perform normal activities of a person of your like age and sex. (You do not have to sign this acknowledgement if the proposed credit life insurance policy does not contain this restriction.)

X  
Buyer Signature Date

X  
Co-Buyer Signature Date

3. You understand that the benefits under this credit life insurance policy will ☐ will not ☐ terminate when you reach a certain age and you verify that your age is accurately represented on the application or policy.

X

D Government license and/or registration fees (describe) \_\_\_\_\_ \$ N/A

E Government documentary stamp taxes \_\_\_\_\_ \$ N/A

F Government taxes not included in cash price (describe) \_\_\_\_\_ \$ 41.55

G Government certificate of title fees (including S.H.P. security interest recording fee) \$ N/A

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

to _____	for _____	\$ <u>N/A</u>
to <u>N/A</u>	for <u>N/A</u>	\$ <u>N/A</u>
to <u>N/A</u>	for <u>N/A</u>	\$ <u>N/A</u>
to _____	for _____	\$ <u>N/A</u>
to <u>N/A</u>	for <u>N/A</u>	\$ <u>N/A</u>
to <u>N/A</u>	for _____	\$ <u>N/A</u>

I Net trade-in/paidoff to N/A \$ N/A

Total other charges and amounts paid to others on your behalf \$ 41.55

5 Amount financed (3 + 4) \$ 11,899.46

Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

X \_\_\_\_\_  
Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

2. You understand that this credit life coverage you are purchasing may be deferred if, at the time of this application, you are unable to engage in employment or unable to perform normal activities of a person of your like age and sex. (You do not have to sign this acknowledgment if the proposed credit life insurance policy does not contain this restriction.)

X \_\_\_\_\_  
Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

X \_\_\_\_\_  
Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

3. You understand that the benefits under this credit life insurance policy will ☐ will not ☐ terminate when you reach a certain age and you verify that your age is accurately represented on the application or policy.

X \_\_\_\_\_  
Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

X \_\_\_\_\_  
Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

Other Insurance.

☐ N/A Type of Insurance \_\_\_\_\_ Term \_\_\_\_\_

Premium \$ N/A

N/A (Insurance Company)

N/A (Home Office Address)

I want the insurance checked above.

X \_\_\_\_\_  
Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

X \_\_\_\_\_  
Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY AND PROPERTY 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 be in writing and signed by both parties. Changes are binding.

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

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

See back for other important agreements.

#### Notice to the Buyer

- (a) Do not sign this contract before you read it or if it contains any blank spaces.  
(b) You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

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

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

Buyer Signs \_\_\_\_\_ Date 12/21/2004 Co-Buyer Signs X \_\_\_\_\_ Date 12/21/2004

Co-Buyer \_\_\_\_\_ Buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X \_\_\_\_\_ Date \_\_\_\_\_ Address \_\_\_\_\_

Creditor Signs \_\_\_\_\_ Date COURTESY CHEVROLET AIRCRAFT 12/21/2004 By X \_\_\_\_\_ Title \_\_\_\_\_

Seller assigns its interest in this contract to: <input checked="" type="checkbox"/> General Motors Acceptance Corporation (GMAC) <input type="checkbox"/> GMAC Automotive Bank <input type="checkbox"/> Hivell Credit Corporation, under the terms of Seller's agreement with assignee.	
Assigned with recourse	Assigned without recourse or with limited recourse
Seller _____ By _____ Title _____	COURTESY CHEVROLET AIRCRAFT Seller _____ By _____ Title _____

# Courtesy Chevrolet

## at the Airport

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

Mr. Goodwrench



STATE OF FLORIDA REGISTRATION # MV 04770

### COMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

ALESPERSON NO.

**12-17**

**P D I**

**STATE REG# MV04770**

VEHICLE I.D. NO. **1G1AK52F957** YEAR/MAKE/MODEL **05/CHEVROLET/COBALT/COBALT 4DR SDN** PRODUCTION DATE **07/03/04** STOCK NO. **67503644** LICENSE NO. **111215**

CUSTOMER NO. **999990** SERVICE CONTRACT  DELIVERY DATE  DELIVERY MILES  SELLING DEALER NO.  R. D. DATE **12/16/04**

COLOR **ULTRA SILVR MET/G** CONTRACT NO.  EXPIRATION DATE  EXPIRATION MILES  TAG NO.

TURBO  M/MC **CVZZ** AIR COND.  P. S.  TRANS  MILEAGE **4** ASM NO. **4406** ASM **THOMAS GALLAGHER**

**COURTESY CHEVROLET AT THE AIRP**  
**5600 LEE VISTA BLVD.**  
**ORLANDO, FL 32812**

RESIDENCE PHONE  BUSINESS PHONE **407-857-5700**

TIME RECEIVED **12:46pm** DATE/TIME PRO. USED **12/16/04 07:00pm** PRIORITY

Cell Phone  Pager Number  E-Mail Address

APPOINTMENT ☒ Yes ☐ No

**LABOR INSTRUCTIONS**

**1** **75CVZ** **27000** **NEW VEHICLE PREDELIVERY INSPECTION** **7663** **0.7**

**2** **75CVZ02** **ETCH** **PERFORM GLASS ETCH** **4423** **AN6432322** **0.3**

**3** **75CVZ03** **48NCLOT** **NEW VEHICLE CLEAN FOR LOT** **4888**

**PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.**

☐ I REQUEST A WRITTEN ESTIMATE.  
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100.00. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I hereby authorize the repair work to be done on my vehicle with the necessary material and agree that I am responsible for any damage to vehicle or contents of vehicle in case of fire, theft, or any other cause beyond your control or for any damage caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employee permission to examine the vehicle for the purpose of determining the extent of damage and for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges.

NOTE: 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 more, whichever is greater, not to exceed \$50.00. If you are not notified, you agree to pay for the repair, or cancel the order for repair.  
STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$5.00.  
CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar to when received unless the customer wishes maintenance or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of (rebuild), the cost of parts and labor to replace the vehicle destroyed by fire, theft, or other cause.

ADDITIONAL PERSON WHO MAY AUTHORIZE REPAIR WORK \_\_\_\_\_ PHONE \_\_\_\_\_

PERSON CALLED \_\_\_\_\_ TIME \_\_\_\_\_ DATE \_\_\_\_\_ BY \_\_\_\_\_

DESC. OF ADDITIONAL WORK AUTHORIZED \_\_\_\_\_

ORIGINAL ESTIMATE \_\_\_\_\_ AUTH. ADD. REPAIR \_\_\_\_\_ TOTAL \_\_\_\_\_

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON ☐ HOURLY RATE ☐ FLAT RATE ☐ BOTH



# Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number

1G1AKS1F9S7

Dealer/BAC Code

114783

Stock #

S7503644

Repair Order #

111215

For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

## Initial Preparation:

- ☐ Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

AFTER: LF \_\_\_\_ RF \_\_\_\_ LR \_\_\_\_ RR \_\_\_\_

- ☐ Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- ☐ Leave door edge protection and other shipping/storage materials on until customer delivery

## Accessories:

- ☐ Verify RPO and RPA options
- ☐ Install all accessories; check fit, finish and operation

## Road Test:

**ODOMETER:** Before \_\_\_\_ After \_\_\_\_  
Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

## During Road Test:

Drive on a legal roadway with road conditions permitting evaluation of the following.

- ☐ Engine Performance: Cold start, idle quality
- ☐ HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ☐ Radio, cassette and CD player (regular, steering wheel and rear controls)
- ☐ Steering wheel - center position
- ☐ Steering for leads, pulls, vibration at idle, vibration while driving
- ☐ Wipers, delay and washers (front and rear)
- ☐ Brakes for noise, pulls, vibration or shudder at both high and low speeds

- ☐ Unusual wind noise
- ☐ Unusual noises/vibrations
- ☐ Squeaks and rattles
- ☐ Transfer case or TAPshift function (if equipped)
- ☐ Cruise/adaptive cruise (if equipped)
- ☐ OnStar for connectivity (if equipped)
- ☐ Transmission shifter, clutch, noise, shift smoothness
- ☐ Engine performance: Hot start, idle quality
- ☐ Check for MIL, SES, SVS, and warning lights

## Under Hood:

- ☐ Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

## VOLTAGE

DATE \_\_\_\_ INITIAL \_\_\_\_

- ☐ Remote hood release, latch and hood safety latch
- ☐ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ☐ Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- ☐ Fluid levels: Add as required

## Body/Chassis:

- ☐ Doors, locks, keys and keyless entry system
- ☐ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ☐ Neutral start safety switch (if equipped)
- ☐ Power mirrors (if equipped)
- ☐ Horn
- ☐ Electronic compass/temperature for function. Set compass to correct zone (if equipped)

- ☐ Seat belts: material, operation and latches
- ☐ Child Comfort Guide - elastic cord visible (if equipped)
- ☐ Removable top/panel, convertible top
- ☐ Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- ☐ Trunk safety release (if equipped)
- ☐ Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)

## Under Vehicle:

- ☐ Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- ☐ Brake/fuel lines secured in clips
- ☐ Check all fluid systems for leaks

## Final Inspection & Preparation:

Perform just prior to delivery.

- ☐ Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- ☐ Install floor mats (if equipped)
- ☐ Thorough exterior wash and dry; check for water leaks
- ☐ Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- ☐ Erase all messages on voice recorder (if equipped)
- ☐ Reset fuel economy readings
- ☐ Set clock/calendar to local time
- ☐ Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- ☐ Thoroughly clean all glass surfaces

**Certification:** I certify that this Pre-Delivery Inspection has been completed by:

4423  
Technician (Print Name)

Service Manager (Signature)

Date

**Courtesy Chevrolet**  
at the Airport

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

CVP111215



CVP111215

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

NO VEHICLES RELEASED AFTER SERVICE HOURS

CUSTOMER NO. <b>999990</b>		ADVISOR <b>THOMAS GALLAGHER</b>	4406	INVOICE DATE <b>12/20/04</b>	INVOICE NO. <b>CVP111215</b>
COURTESY CHEVROLET AT THE AIRPORT 5600 LEE VISTA BLVD. ORLANDO, FL 32812		LABOR RATE	LICENSE NO.	COLOR <b>4 ULTRA SILVR</b>	STOCK NO. <b>57503644</b>
RESIDENCE PHONE		YEAR / MAKE / MODEL <b>05 / CHEVROLET / COBALT / COBALT 4DR SDN</b>	DELIVERY DATE	DELIVERY MILES	PRODUCTION DATE
BUSINESS PHONE <b>407-857-5700</b>		VEHICLE ID NO. <b>1G1AK52E957</b>	SELLING DEALER NO.	R. O. DATE <b>12/16/04</b>	
COMMENTS					
JOB# 1 CHARGES		SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES			
LABOR		This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. (\$550.00/4)			
NEW VEHICLE PREDELIVERY INSPECTION COMPLETED PREDELIVERY INSPECTION, ADDING NECESSARY ACCESSORIES		SUPPLIES: 10% of the parts and labor charge is included for supplies used on your vehicle. Such items as tape, pins, aerosprays, solvent, rags, towels, solder, wire sealer, and etc. are covered by this charge.			
JOB# 1 TOTALS		LABOR 76.63			
JOB# 1 JOURNAL PREFIX CVP		JOB# 1 TOTAL 76.63			
JOB# 2 CHARGES		DISCLAIMER OF WARRANTIES			
LABOR		LIMITED WARRANTY. THE ONLY WARRANTIES APPLYING TO THE PART(S) PURCHASED OR INSTALLED IN ACCORDANCE WITH THIS ESTIMATE ARE THOSE THAT MAY BE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, WHETHER 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 PRODUCTS OR SERVICE SOLD UNDER THE TERMS OF THIS ESTIMATE. PARTS AND LABOR ARE GUARANTEED AS PER THE INDIVIDUAL MANUFACTURER'S POLICY. SELLER DOES NOT GUARANTEE THAT THE WORK PERFORMED IN ACCORDANCE WITH THIS ESTIMATE WILL CORRECT ANY PROBLEM SPECIFIED ON THE DESCRIPTION OF THE COMPLAINT. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.			
PERFORM GLASS ETC		UNIT PRICE 5.00			
AN3132322		TOTAL PARTS 5.00			
DONE		LABOR 24.60			
PARTS		TOTAL 29.60			
JOB# 2 TOTALS		LABOR 24.60			
JOB# 2 JOURNAL PREFIX CVP		JOB# 2 TOTAL 29.60			
JOB# 3 CHARGES		ALL PARTS NEW UNLESS OTHERWISE INDICATED			
LABOR		The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s. 403.716) and a \$150 fee to be collected for each new or remanufactured battery sold in the state (s. 403.7165).			
NEW VEHICLE CLEAN FOR LOT		SUBLET 180.00			
NEW VEHICLE CLEANED FOR LOT		TOTAL 180.00			
SUBLET TO IMAGE MAKER APPEARANCE SYSTEMS		CONTROL NO. 15.88			
SUBLET		TOTAL MISC 15.88			
PO# 50320		SUBLET 180.00			
VEND INV# 2310		TOTAL 195.88			
INV DATE 12/18/04		JOB# 3 TOTAL 195.88			
DESCRIPTION CLEAN/23107		JOB# 3 JOURNAL PREFIX CVP			
MISC		JOB# 3 TOTAL 195.88			
CODE					
DESCRIPTION					
ISS INTERNAL SUPPLIES					
JOB# 3 TOTALS					
JOB# 3 JOURNAL PREFIX CVP					
JOB# 3 TOTAL					



# Courtesy Chevrolet

at the Airport

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

CVIP111215



CVIP111215

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

NO VEHICLES RELEASED AFTER SERVICE HOURS

CUSTOMER NO. <b>999990</b>		ADVISOR <b>THOMAS GALLAGHER</b>	FACTOR NO. <b>4406</b>	INVOICE DATE <b>12/20/04</b>	INVOICE NO. <b>CVIP111215</b>
COURTESY CHEVROLET AT THE AIRPORT 5600 LEE VISTA BLVD. ORLANDO, FL 32812		LABOR RATE	LICENSE NO.	COLOR <b>4 ULTRA SILVR</b>	STOCK NO. <b>57503644</b>
RESIDENCE PHONE <b>407-857-5700</b>		YEAR / MAKE / MODEL <b>05/CHEVROLET/COBALT/COBALT 4DR SDN</b>	DELIVERY DATE	SELLING DEALER NO.	PRODUCTION DATE
		VEHICLE IDENT NO. <b>1G1AK52F957</b>	R, O, DATE <b>12/16/04</b>		
		COMMENTS			

TOTALS	CONTROL#	ACCOUNT#	AMOUNT
	57503644		
TOTAL LABOR			101.28
TOTAL PARTS			5.00
TOTAL SUBLET			180.00
TOTAL G.O.I.G.			0.00
TOTAL MISC. CHG.			15.88
TOTAL MISC. DISC.			0.00
TOTAL TAX			0.00
<b>TOTAL INVOICE'S</b>			<b>302.11</b>

## SHOP SUPPLIES AND HAZARDOUS WASTE 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, to: 539/904/40)

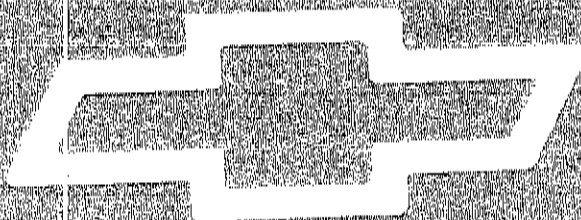
SUPPLIES: 10% of the parts and labor charge is included for supplies used on your vehicle. Such items as tape, pins, aerosols, solvent, rags, towels, solder, wire, sealer, and etc., are covered by this charge.

## DISCLAIMER OF WARRANTIES

LIMITED WARRANTY: THE ONLY WARRANTY APPLYING TO THE PARTS PURCHASED OR INSTALLED IN ACCORDANCE WITH THIS ESTIMATE ARE THOSE THAT MAY BE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PRODUCTS OR SERVICE SOLD UNDER THE TERMS OF THIS ESTIMATE. PARTS AND LABOR ARE GUARANTEED AS PER THE INDIVIDUAL MANUFACTURER'S POLICY. SELLER DOES NOT GUARANTEE THAT THE WORK PERFORMED IN ACCORDANCE WITH THIS ESTIMATE WILL CORRECT ANY PROBLEMS SPECIFIED ON THE DESCRIPTION OF THE COMPLAINT. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

## ALL PARTS NEW UNLESS OTHERWISE INDICATED

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 remanufactured battery sold in the state (s. 403.7165).



# Courtesy Chevrolet

## at the Airport

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

Mr. Goodwrench



STATE OF FLORIDA REGISTRATION # MV 04770

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/16/04	111215	4	4406	4423 4423 4888	I I	75CVZ 75CVZ02 75CVZ03	27000 ETCH 48NCLOT

SALESPERSON NO. 5285 GARY MANN

### SERVICE

STATE REG# MV04770

METHOD OF PAYMENT: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE ID NO. <b>1G1AK52F957</b>	YEAR/MAKE/MODEL <b>05/CHEVROLET/COBALT/COBALT 4DR SDN</b>	PRODUCTION DATE <b>07/30/04</b>	STOCK NO. <b>57503644</b>	LICENSE NO. <b>112244</b>
BASIS FOR CHARGE: <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	LOCATION <b>ORLANDO, FL</b>	CUSTOMER NO. <b>31897</b>	SERVICE CONTRACT <b>12/21/04</b>	DELIVERY MILES <b>15100</b>	SELLING DEALER NO. <b>12/31/04</b>
RETAIN PARTS: <input type="checkbox"/> YES <input type="checkbox"/> NO	BUSINESS PHONE	COLOR <b>ULTRA SILVR MET/G</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
APPOINTMENT: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TIME RECEIVED <b>12:12pm</b>	DATE/TIME PREPARED <b>12/31/04 07:00pm</b>	TURBO <b>CVZZ</b>	TRANS <b>10</b>	MILEAGE <b>4854</b>
APPOINTMENT		Call Phone	Pager Number	E-Mail Address	DAVID OGLESBY
<p><b>Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges</b></p> <p>A standard charge for supplies, materials and expenses related to the handling and disposal of toxic and hazardous materials and waste generated and used in vehicle repair is made on each repair order. The amount of this charge will be 10% of parts &amp; labor up to \$30.00.</p> <p>"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal."</p> <p>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 \$.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].</p> <p>Original equipment manufacturer parts and repair work is guaranteed for 12 months or 12,000 miles, whichever comes last, not first.</p> <p>(Excludes routine maintenance services and normal wear and tear. See store for details)</p>					

JOB 1 70CVZ **SUBLET**  
TINT WINDOWS PWE WE OWE

*Sublet Nick Stok*

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.  
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$\_\_\_\_\_. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_

TERMS: CASH UNLESS OTHERWISE NOTED. I hereby authorize the repair work hereon and I understand that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any damage caused by unavailability of parts or delays in parts shipment by the supplier or manufacturer. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or installation. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

NOTE: 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. If you are so notified, you may reply or in writing within 30 days, modify, or cancel the order for repair. STORAGE CHARGES: No storage charges shall accrue or be due until payment for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$5.00.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be considered to be in condition reasonably similar to when received unless the customer agrees otherwise or the recommended vehicle would be unsafe. The repair shop may charge for the cost of towback, the cost of parts and labor to replace items destroyed by towback and the cost to reassemble the vehicle.

ADD'L PERSON WHO MAY AUTHORIZE REPAIR WORK \_\_\_\_\_ PHONE \_\_\_\_\_

PERSON CALLED \_\_\_\_\_ TIME \_\_\_\_\_ DATE \_\_\_\_\_ BY \_\_\_\_\_

DESC. OF ADDITIONAL WORK AUTHORIZED \_\_\_\_\_

ORIGINAL ESTIMATE \_\_\_\_\_ AUTH. ADD'L REPAIR \_\_\_\_\_ TOTAL \_\_\_\_\_

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON \_\_\_\_\_

**Courtesy Chevrolet**  
at the Airport

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
[www.courtesydealers.com](http://www.courtesydealers.com)

CVI 61. (2004) wrench

CVIS112244



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

NO VEHICLES RELEASED AFTER SERVICE HOURS



13011CVIS112244

CUSTOMER NO.	31897	ADVISOR	DAVID OGLESBY	4654	TAG NO.	INVOICE DATE	12/31/04	INVOICE NO.	CVIS112244
		LABOR RATE		LICENSE NO.		COLOR	ULTRA SILVR	STOCK NO.	57503644
					MILEAGE	10			
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR SDN			DELIVERY DATE	12/21/04	DELIVERY MILES	15
ORLANDO, FL		VEHICLE ID NO.	1G1AK52F957			SELLING DEALER NO.	100	PRODUCTION DATE	
		F. T. E. NO.		P. O. NO.		R. O. DATE	12/31/04		
		COMMENTS							

[illegible]

APPROVED BY SIGNATURE

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 remanufactured battery sold in the state (s. 403.7186).



# Courtesy Chevrolet

at the Airport

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

CVCS112244 wrench

CVCS112244



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



1301ICVCS112244

NO VEHICLES RELEASED AFTER SERVICE HOURS

CUSTOMER NO.	31897	ADVISOR	DAVID OGLESBY	4654	INVOICE DATE	12/31/04	INVOICE NO.	CVCS112244
		LABOR RATE			COLOR	ULTRA SILVR	STOCK NO.	57503644
		LICENSE NO.			DELIVERY DATE	12/21/04	DELIVERY MILES	15
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR SDN		SELLING DEALER NO.	100	PRODUCTION DATE	
		VEHICLE ID NO.	1G1AK52F957		R.O. DATE	12/31/04		
		F.T.E. NO.						
		P.O. NO.						
COMMENTS								

## JOB# 1 CHARGES

## LABOR

TINT WINDOWS P/W/WE/OWE  
SUBLET NICK STEELE

SUBLET RO# VEND INV# INV DATE DESCRIPTION  
50781 54838 12/31/04 TINT WINDOW/54838

TOTAL - SUBLET 0.00

## MISC

CODE DESCRIPTION  
ISS INTERNAL SUPPLIES

CONTROL NO  
TOTAL MISC 0.00

## JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

## TOTALS

\* [ ] CASH [ ] CHECK G. NO. [ ]

\* [ ] VISA [ ] MASTERCARD

\* [ ] AMERXPRESS [ ] OTHER [ ] CHARGE

\* DATE PAID CASHIER INITIALS

TOTAL INVOICE \$ 0.00

PARTS MARKED WITH \* ABOVE ARE COVERED BY A LIFETIME WARRANTY  
APPLIES TO RETAIL PURCHASES ONLY  
THANK YOU FOR RELYING ON US FOR YOUR SERVICE NEEDS

## SHOP SUPPLIES AND HAZARDOUS WASTE 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. (s. 359.904(4))

SUPPLIES: 10% of the parts and labor charge is included for supplies used on your vehicle. Such items as tape, pins, aerosols, solvents, rags, towels, solder, wire, sealer, and etc. are covered by this charge.

## DISCLAIMER OF WARRANTIES

LIMITED WARRANTY: THE ONLY WARRANTIES APPLYING TO THE PARTS PURCHASED OR INSTALLED IN ACCORDANCE WITH THIS ESTIMATE ARE THOSE THAT MAY BE 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 AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PRODUCTS OF SERVICE SOLD UNDER THE TERMS OF THIS ESTIMATE. PARTS AND LABOR ARE GUARANTEED AS PER THE INDIVIDUAL MANUFACTURER'S POLICY. SELLER DOES NOT GUARANTEE THAT THE WORK PERFORMED IN ACCORDANCE WITH THIS ESTIMATE WILL CORRECT ANY PROBLEM SPECIFIED IN THE DESCRIPTION OF THE COMPLAINT. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

ALL PARTS NEW UNLESS OTHERWISE INDICATED

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 remanufactured battery sold in the state (s. 403.7185)

CUSTOMER SIGNATURE

# Courtesy Chevrolet

## the Airport

5600 Lee Vista Blvd.  
Orlando, Florida 32812  
Telephone (407) 857-5700  
www.courtesydealers.com

Mr. Goodwrench



STATE OF FLORIDA REGISTRATION # MV 04770

### COMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZ01	LUBE OIL AND FILTER	MI		00CVZGOOD	LUBE OIL AND FILTER	MI	
00CVZBETTER	LUBE OIL AND FILTER	MI		00CVZBEST	LUBE OIL AND FILTER	MI	

### SERVICE HISTORY

DATE	REPAIR ORDER	MI	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/31/04	112244	10	4654	4999		70CVZ	SUBLET
12/16/04	111215	4	4406	4423		75CVZ	27000
				4423		75CVZ02	ETCH
				4888		75CVZ03	48NCLOT

STATE REG# MV04770

SALESPERSON NO. 5285 GARY MANN

### SERVICE

VEHICLE ID NO. 1G1AK52F957  
YEAR/MAKE/MODEL 05/CHEVROLET/COBALT/COBALT 4DR SDN  
CUSTOMER NO. 31897  
COLOR ULTRA SILVR MET/G  
TURBO CVZ  
M/MC AIR COND. P.S. TRANS MILEAGE 3,152  
STOCK NO. 57503644  
DELIVERY DATE 12/21/04  
DELIVERY MILES 15  
EXPIRATION DATE 05/03/05  
EXPIRATION MILES 2519  
ASSN. NA  
ASSN. KEITH WATERHOUSE

METHOD OF PAYMENT:  
☐ CASH  
☐ CHECK  
☐ M.C.  
☐ VISA  
☐ AMX

BASIC FOR CHARGE  
☐ FLAT RATE  
☐ HRLY RATE  
☐ BOTH

RETAIN PARTS  
☐ YES  
☐ NO

APPOINTMENT  
☐ Yes  
☒ No

TIME RECEIVED 05:43pm  
DATE/TIME PROMISED 05/03/05 07:00pm  
PRIORITY

Call Phone  
Paper Number  
E-Mail Address

LABOR INSTRUCTIONS

**Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges**  
A standard charge for supplies, material and expenses related to the handling and disposal of toxic and hazardous materials and waste generated and used in vehicle repair is made on each repair order. The amount of this charge will be 10% of parts and labor up to \$30.00.  
"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal."  
[a.569.804(4)]  
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [a.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [a.403.718].  
Original equipment manufacturer parts and repair work is guaranteed for 12 months or 12,000 miles, whichever comes last, not first.  
(Excludes routine maintenance services and normal wear and tear. See store for details)

1 C 00CVZBETTER LUBE OIL AND FILTER  
CUSTOMER REQUEST CHANGE ENGINE OIL & FILTER, LUBRICATE CHASSIS, HINGES & LATCHES CHECK AND TOP OFF ALL FLUIDS.

5203 LOT DOR

2 W 21CVZ01 A/C & HEATER DIAGNOSIS  
CUSTOMER STATES A/C INOP - ADVISE

4020 A/C & HEATER WORK Engage note P-0533  
N-9525 Replaced Pressure Switch and INSTALLED HARNESS  
Q-1 COILING FAN VSS-200050487

3 C 46CVZGOOD  
TIRE CONDITION GOOD

4020

TIRE COND GOOD

Bulletin 05-01-38-006  
N9525  
4  
5/16C  
DIFE  
5  
ALTRA

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.  
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100.00. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_

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

NOTE: You will be notified immediately upon completion of any diagnostic work necessary to determine the cost of repairs 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. If you are so notified, you may only be in working order for 10% of the estimated repair cost.  
STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the time you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$5.00.  
CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be returned to a condition reasonably similar to when received unless the customer wishes reasonably or the manufacturer's vehicle would be unsafe. The repair shop may charge for the cost of breakdown, the cost of parts and labor to replace items destroyed by breakdown and the cost to reassemble the vehicle.

ADD'L PERSON WHO MAY AUTHORIZE REPAIR WORK  
PERSON CALLED: \_\_\_\_\_ TIME: \_\_\_\_\_ DATE: \_\_\_\_\_ BY: \_\_\_\_\_  
DESC. OF ADDITIONAL WORK AUTHORIZED  
ORIGINAL ESTIMATE AUTH. ADDL. REPAIRS TOTAL

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:  
☐ HOURLY RATE ☐ FLAT RATE ☐ BOTH

121409