4078522093

COURTESYCHEVROLET

# CourtesyO Chevrolet

at the Airport

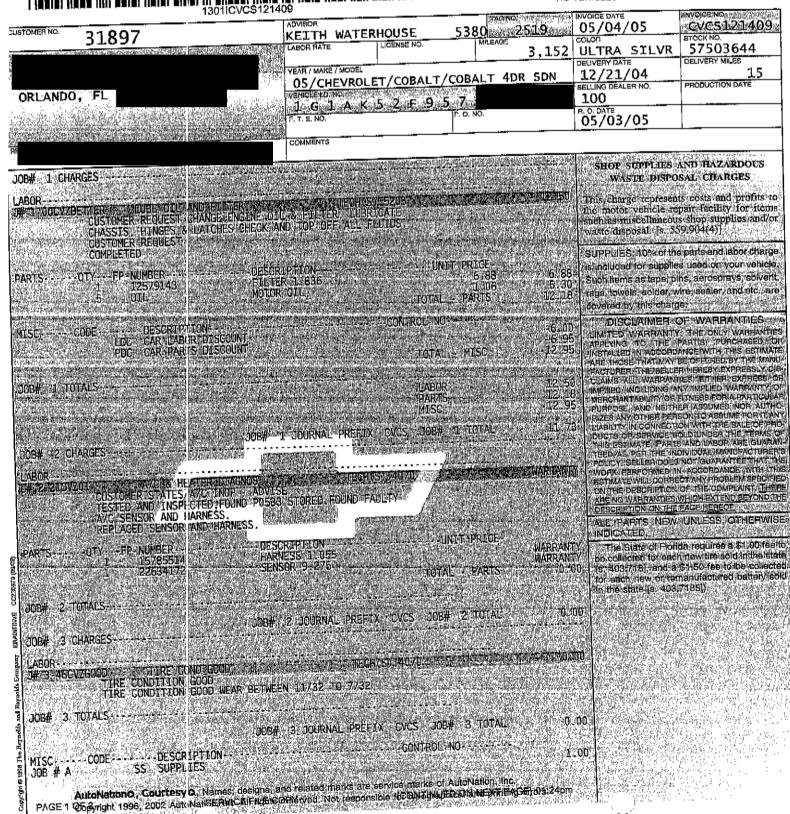
5600 Lee Vista Blvd. Orlando, Florida 32812 Telephone (407) 857-5700 www.courtesydealers.com

STATE OF FLORIDA REGISTRATION # MV 04770



SERVICE DEPARTMENT HOURS ARE FROM 7:00 A.M. TO 7:00 P.M. MONDAY-FRIDAY FROM 8:00 A.M. TO 4:00 P.M. SATURDAY

NO VEHICLES RELEASED AFTER SERVICE HOURS



COURTESYCHEVROLET



CM PEREPRMANCE PARTS

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

VWS121409

**Courtesyo** Chevrolet

at the Airport

5600 Lee Vista Blvd. Orlando, Florida 32812 Telephone (407) 857-5700 www.courtesydealers.com

STATE OF FLORIDA REGISTRATION # MV 04770

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INVOICE DATE IVOICE NO. TANK INCOMENTATION OF THE PARTY OF T GWWS121409 5380 2519 CUSTOMER NO. 05/06/05 31897 KEITH WATERHOUSE LABOR BATE 57503644 3,152 ULTRA SILVR DELIVERY DATE DELIVERY MILES YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR SDN 12/21/04 15 ELLING DEALER NO. BODUCTION DATE ORLANDO, FL MEHICCEALDY NO. 100 9.5.7 AK O DATE O, NO E.T.E.NO 05/03/05 COMMENTE SHOP SUPPLIES AND HAZARDOUS JOB# 2 CHARGES WASTE DISPOSAL CHARGES DADOR 1072003 TO ARCHA73 WITHER DIACNOS 2 DILISTS COUPLINAR RESOLUTION AND RESOLU This charge represents costs and profits to the motor wonde repair facility for items euclyssemisecilaneous stop supplies and/or waste disposal (s. 559/904(4)) in the SUPPLIES 10% of the parts and labor charge SINGERICAS 12.9 - 19799 - 18299 23190 - 33746 isiincluded for eupplies used on your vehicle. **33**446 Such iteme as tapo, pine, aerosprays, solvent TEGS towels solder, wire sealer, and etc., are 47.45 TOTAL coverod by this charge COVERCE BY THIS CHAIGE CONCERNMENT OF A CONCERNMENT OF A CONFIGURATION 和在这种地名和普尔 JOB# 2 TOTALS 28.6 LABOR N7.45 PARTS TOP# JOE# 12, DOURNALL PREFIX CVWS 76.12 30B#1 2 TOTAL 10.00 76.12 R/O TAX RECOLUTIONALS WARRANT ACLAST MIDEN ADDE TO MALES CO D CLIATE TOTALS NZ6 NI Description on the back Hereory w ALL PARTS NEW UNLESS LOTHERWISE INDIGATED APPROVED BY TSUGNATURE The State of Florida recultes a \$1,00 fee to be collected for pacing with soid in the state DES AUDIT SEIP (6:4065718) and assisted the ito be collected DCS-DATA-FILLES -GMGMWF 388724 for and her with the manufactured battery sold WARRANTY NEW GLADM 05706//2005 **VEN** in the state (s. 403.7185)) DIAV DEALER ODOMETER SERVICE ADVISOR 1075 RO NUMBER RO DATE VIN 121409 05/08/2005 JGLAK52F957 3152 26550 3.3 PHONE WORK OUSTOMER NAME: MEDRSUS ILN JOB GLICG FC BARTING, TOT PIS, FC LABOR LIARS GARS NET ANT LAB TOT. 1 02 0J - 15786514 47745 93 N9525 4 LN-TOT: 76 12 TEGHISSN: 28.67 COMMENTS: CUSTOMER STATES AT AND OME 407-859-1078 COMMENTS CUSTOMER STATES ALC INOP ADVISE INSPECTED FOUND POSSI STORED FOUND FAULTY ALC SERSOR AND HARNESS ESTED AND REPLACED S ENSOR AND HARNESS 76 12 ROTAL AutoNationo, Courtesyo, Namos, designa, and related marker are service marks of AutoNation, inc. PAGE 1 Opplyight 1998, 2002, Auto Valling End CEIFIDEL: OF Eved : Not responsible for typographic Graphic Property 51am

**Courtesyo** Chevrolet

at the Airport

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COURTESYCHEVROLET

5600 Lee Vista Blvd.

Orlando, Florida 32812 Telephone (407) 857-5700

www.courtesydealers.com

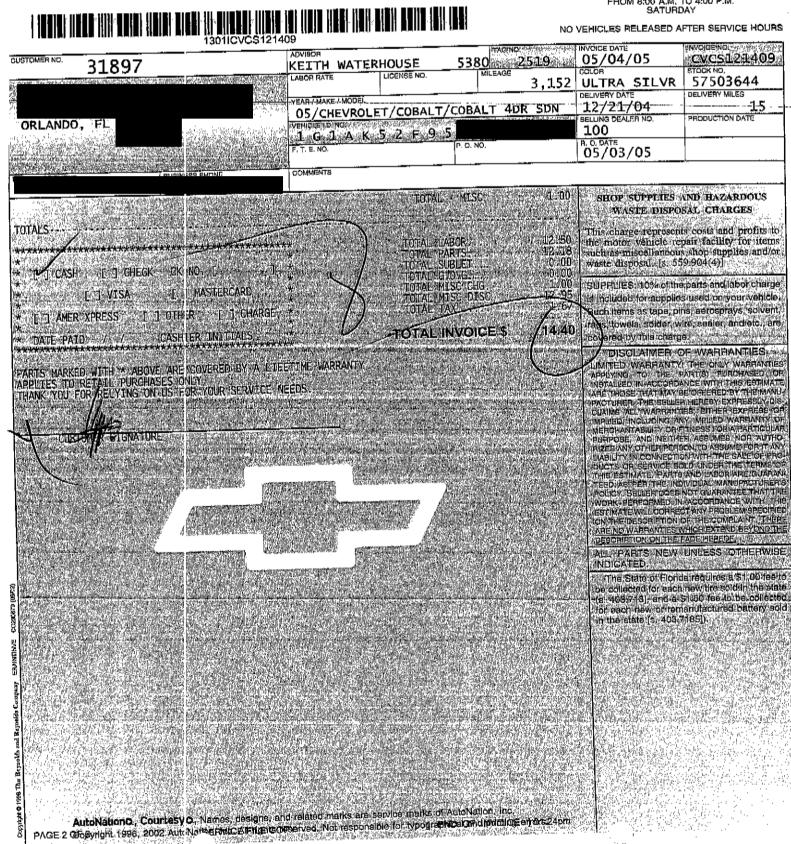
STATE OF FLORIDA REGISTRATION # MV 04770



DRMANCE PARTS

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



09/04/2007 06:43 4078522093	COURTESY	/CHEVROLET	PAGE 18/21
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	4	Courtesy O.	hevrolet
۰۰ <sup>(</sup>	152044	at the Airport	
ISTOMER #:31897	WORKORDER	5600 Lee Vista Blvd.	f Frances
	. W	Orlando, Florida 32812 Telephone (407) 857-570	0
LANDO, FL	PAGE 2	www.courtesydealers.co #MV - 47	
ME: BUS:		R: 5704 MCKENZIE, IA	
COLOR YEAR MILKE/MODEL	VIN		
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COURTESYCHEVROLET

31897	152044	<b>Courtesy O</b> at the Airport	Chevrolet
	*INVOICE*	5600 Lee Vista Blvd. Orlando, Florida 32812 Telephone (407) 857-5	700
DRLANDO, FL T	PAGE 1	www.courtesydealers.c	om
IOME BUS:		: 5704 IAN MCKENZ	
COLOR YEAR MAKE/MODEL	MIN CONTRACTOR	MILEA	GE IN / OUT TAG
	G1AK52F957		2/6742 T1594
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an da ja ja kai ja sa daga ang mangang na kai kai na ka Na kai na kai	operandional metallika of the anti-angle a		J
LIMITED WARRANTY: The only warranties applying to the part(s) installad accordance with this estimate and/or repair order are those which may		D LABOR AMOUNT	0.00
offered by the manufacturer. The seller horeby expressly disclaims	of CASH EXPRE	55	0,00
merchantability or fitness for a particular purpose, and fetner assumes	/ith CHECK VISA	GAS, OIL, LUBE	0.00
the sale of products or services sold under the terms of this estimate and	03. DISCOVER MASTER		0.00
whichover comes last. Seller does not guarantee that the work performed accordance with this estimate and/or repair order will correct any problem.	3 <b>4</b> 1 1	B LESS INSURANCE	0.00
specified on the description of the complaint.	STATE OF FLORID	A SALES TAX	0.00
×	REGISTRATION NUM #MV - 4770	BER PLEASE PAY THIS AMOUNT	0.00
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09/04/2007 06:43	4078522093	COURTESY	CHEVROLET	PAGE 20/21
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	- A		Courtesy O	Chevrolet
	•	165972	at the Airport	ĸ
ISTOMER #:31897		WORKORDER	5600 Lee Vista Blvd. Orlando, Florida 32812	· ·
		PAGE 2	Telephone (407) 857-570 www.courtesydealers.co	)0 m
RLANDO, FL BUS			#MV - 47	
			R: 5554 MENIHAN, MAT	THEW SEIN/OUT
GOLOH YEAR MA	REIMODEL	VIN		
LTRA-SILV 05 CHEVRO		G1AK52F957	RATE PAYMENT	/ <u>11898</u>
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A standard charge for supplics, materials an hazardous materials and waste generated un 10% of parts & labor up to \$30.00. "This charge represents costs and profits 1 "This charge represents costs and profits 1	d used in vehicle repair order. The and	inneous shop supplies or EST		
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Original equipment manufacturer parts and	repair work is guaranteed for 12 h			
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STATEMENTS BELOW	AND SIGN: I UN	DERSTAND THA	estimate. Seller doet not outraning that the work	educts or service sold (after the terms of will performed in eccordance with this estimate will i the compliant. Perfs and inder are quaranteed as, excluding tune-ups and wheel oligoments.
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09/04/2007 06:43 4078522093	COURTESYC	HEVROLET	PAGE 21/21
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		Courtesy O	Chevrolet
31897	165972	at the Airport	
· ·		5600 Lee Vista Blvd.	
	*INVOICE*	Orlando, Florida 32812	
		Telephone (407) 857-57	
RLANDO, FL	PAGE 1	www.courtesydealers.co	
IOME BUS		R: 5554 MATTHEW MEN	THAN
		ICENSE MILEAG	EIN / OUT
COLOR YEAR NIAKE/MODEL			
	<u>AK52F957</u>		2/12962 T1898
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apacitive of the enderprise of the second state	STATE OF FLORI REGISTRATION NUL	MBER	
× (1')	#MV - 4770	PLEASE PAY THIS AMOUNT	
CUSTOM IR SIGNATURE			

# **ADR File Checklist**

SR Number:71-541667553 Customer: Make/Model/Year: 2005/Chevrolet/Cobalt Received Date: 08/28/07 Day 15 Da Primary Concern: Recall on airbags , rec Power steering locked up while driving	8 ,
Case Scan / Acknowledgement (24 hrs	) Completion Date/Time:
<ul> <li>☑ Initial Calls (72 hrs):</li> <li>☑ Customer</li> <li>☑ Dealer Svc Mgr</li> <li>☑ Dealer Finance Mgr</li> <li>☑ AVM</li> </ul>	Completion Date/Time: 8/28/2007 / 5:08 pm Completion Date/Time: 8/29/07 / 10:42 am Completion Date/Time: / Completion Date/Time: 8/29/2007 / 10:45 am
🛛 Repair Orders Requested:	<b>Received:</b> 9/4/2007 @ 6:20 pm EST
Sales Documents:	<b>Received:</b> 9/4/2007 @ 6:20 pm EST
BARS / Finance Sheet	
Case Assessment (by Day 14): Lemon Law Eligible: Presumption:	Yes No No Yes No No X
GM Position – Customer / BBB Due I	<b>Date</b> (7-10 days):
Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
Arbitration Date:	
Closing Activities: Settlement Executive Summary Close Siebel	<b>Completion Date/Time: 9/13/07</b> / 11:50 am <b>Completion Date/Time:</b> 9/13/07 / 11:49 am <b>Completion Date/Time:</b> 9/13/07 / 12:00 pm
<b>DVM:</b> Mike Hurrell Service Dealer: COURTESY CHEVROL	Node/Box: 404082 8134 ET Svc Mgr: Tommy Gallagher

Contact: Tommy Gallagher

**NOTES:** 

Selling Dealer: courtesy



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

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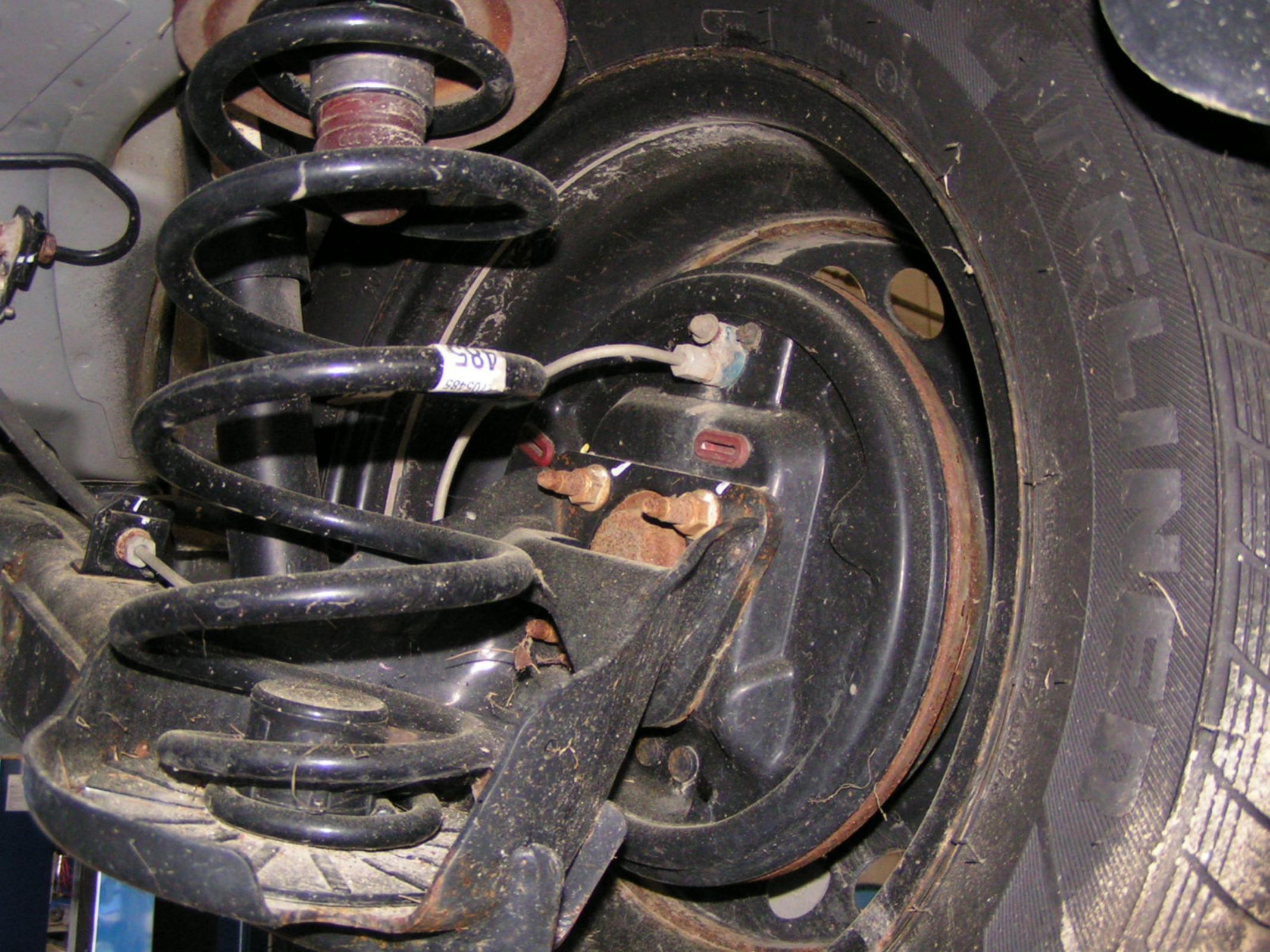


















#### **CDR File Information**

1G1AK52F757
david heikkinen
71-745741179
Wednesday, August 15 2007
Friday, June 1 2007
1G1AK52F757 CDR
Wednesday, August 15 2007 at 11:46:24 AM
Crash Data Retrieval Tool 2.900
Crash Data Retrieval Tool 2.9016
airbag module
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 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	**1AK52F*5*625807
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)	Invalid
Transmission Selector Position (If Equipped)	Invalid
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)	46
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)	Invalid	Invalid
Cruise Control Resume Switch Active (If Equipped)	Invalid	Invalid
Cruise Control Set Switch Active (If Equipped)	Invalid	Invalid

#### Pre-crash data

			1		
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	Invalid	Invalid	Invalid	Invalid	Invalid
Engine Speed (RPM)	1920	1920	1920	1920	1920
Percent Throttle	37	37	37	37	37
Accelerator Pedal Position (percent)	24	24	24	24	24
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

1G1AK52F757625807





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



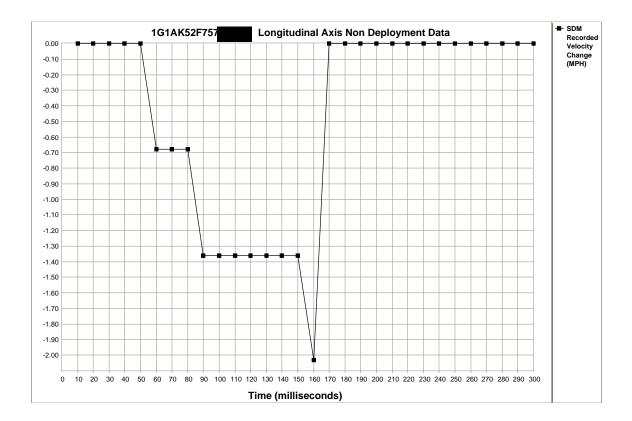


# System Status At Non-Deployment

Ignition Cycles At Investigation	4651
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	4628
Ignition Cycles At Event	4629
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	BUCKLED
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)	6.16
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	170
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



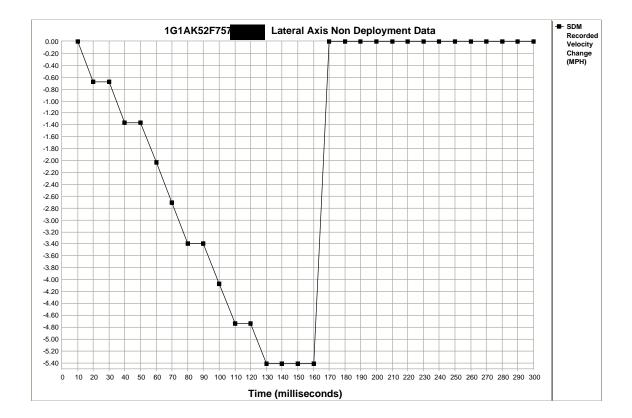




Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis Recorded Velocity	0.00	0.00	0.00	0.00	0.00	-0.68	-0.68	-0.68	-1.36	-1.36	-1.36	-1.36	-1.36	-1.36	-1.36
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Longitudinal Axis Recorded Velocity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







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	-0.68	-0.68	-1.36	-1.36	-2.03	-2.71	-3.39	-3.39	-4.07	-4.74	-4.74	-5.42	-5.42	-5.42
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	-5.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00





## **Hexadecimal Data**

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\$39 \$3A \$3B \$3C	00 03 00 31 35 00 20 00 00 FE	00 06 00 41 62 00 A5 00 FF 12	00 00 0C 00	00 00 00 00	00 00 00 00	80 80 00 00	00 00 00 C0	





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\$78 \$78	FF F0	гг 00	гг 00	FF F0	гг 00	гг 00	00									
\$79 \$7A	81	FF	FF	FF	00	00	00									
\$7В	82 FF	FF FF	FF FF	00 FF	00 FF	00 FF	00 00									
\$01	41	55	01	02	03	04	52	53	41	32	03	09	01	AA	AA	01
\$02 \$03	01 41	02 54	03 01	04 02	03	04	52	53	41	32	03	09	01	AA	AA	01
\$04 \$05	01 42	02 55	03 FF	04 FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$06 \$07	FF 42			FF FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$08 \$0D	41		34	37	30	35	52	35	30	32	35	32	33	38	5A	48
\$0E \$0F	01 41	5A 4A		31 02	03	04	52	45	41	32	03	09	01	00	01	01
\$10 \$13	01 42	02 52		04 FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
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#### Comments

owner could not remember exact date

















































				1 of 11
		ARY INSPE		
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-545741179	<u>Model:</u> <u>VIN:</u>	Inspection Date: Cobalt 1G1AK52F757	8/15/2007
Mileage at Inspection: Inspector's phone number: 2	07-212-1098	Inspecte	<u>n Location:</u> Talarico Cheve Milford, NH 03 d By: David Heikkinen, E	055
Section 1		TION SUM		
<u>BRIEFLY Describe the ca</u> The owner alleges that the {{				er into the right side guard rail.
vehicle has collision dan the right rear ¼ panel. Th exhibits damage to the o groove around the inside {	cracked completely nage to the right sid ne right front hub ca utside surface arou sidewall. Vetronix	y through b le front bun ng is missin nd the bolt was downle	etween the 2 bolts that f nper cover, right front fe g the right rear hub cap circle and around the be oaded from the ALDL. A	asten the spindle to the strut. The nder, both right side doors and is damaged. The right front wheel ead area. The right front tire has a tech II was used to scan for dtc's.
Section 2	INTER	VIEW - INCI	DENT DETAILS	
Obtain all of the information of				MANT
Interview date: 8/14/2 Was a police/fire departer Provide driver/claimant's d of other vehicles involved; may be placed in section 9) The interview was condu- year old son was driving of the incident. He stated	2007 nent report obtained escription of incident describe all objects of acted with the owned alone at the time of I that his son was d il on the right side of	If there was contacted an r/claimant. I f the incider riving on Ro of the road.	x No s a collision, describe all o ad the sequence in which t He was not in the vehiclo nt. The owner/claimant o t 101, Milford, NH when t He stated that it was ove	nd Time: June 2007, 8:00 am collision events; include description hey were contacted. (Additional cmts e at the time of the incident. His 18 ould not remember the exact date he vehicle suddenly went to the ercast, not raining at the time. He

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities ):

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PRODUCT ALLEGATION RESOLUTION	
PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTE	MS
Customer's Name: Inspection Date: 8/1	15/2007
Vehicle Brand:ChevroletModel:Cobalt	
<u>File # 71-545741179 VIN:</u> 1G1AK52F757	
ſ	
Describe where other occupants were seated & extent of any injuries: The driver was alone	in the vehicle at the time
of the incident.	
{	
{	
What was the exact location of the incident. Rt 101, Milford, NH	
Driving conditions at the time of the incident:	
Weather conditions & Visibility: overcast, good visibilityApproximate Temp	→ ( <sup>°</sup> F): <b>60</b>
Road Surface:   Concrete   xAsphalt   Gravel   Crushed rock   Dirt	
Road Condition:       x Dry       Wet       Icy       Other:         Shoulder       Curb x:       Concrete       xAsphalt       Gravel       Crushed rock       Dirt	
Shoulder/Curb Condition: x Dry Wet Icy Other:	
Posted Speed Limit unknown	
Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) no	
Length of Drive Prior to incident:	
Total Time (hrs. & mins.): <b>30 minutes</b> Distance (miles): <b>20</b> Estimate of vehicle speed: <b>55</b> mph Source of est. <b>owner/claimant</b>	
Estimate of vehicle speed. <u>55</u> mph Source of est. <b>owner/claimant</b> Estimated vehicle speed at impact: <u>55</u> mph Source of est. <b>owner/claimant</b>	
(Do Not report speed information from the Vetronix data here)	
If the driver/claimant description of the vehicle operation prior to and during the incide	ent does not include the
following information, please obtain it.	
Steering Normal Other x Describe suddenly went to right	
Suspension Normal x Other Describe {	
Brakes Normal x Other Describe {	
Engine Normal x Other Describe {	
Electrical Normal x Other Describe {	
Were any warning lights illuminated or driver information center messages displayed?	Y Tyes x No If "Yes", aet
the details and describe the event(s).	
Has the vehicle behavior noted during this incident ever been noted prior to this incident?	Yes x No If "Yes", get the
details and describe the event(s).	
Also, determine whether there were any warning lights illuminated, messages on driver inform	nation panel, unusual noises.
smoke or steam observed. No lights, messages, noises, smoke or steam observed.	······
	ther: no time for evasive
action	
Describe cargo (in the vehicle interior, trunk and/or trailer (if any):	
Estimated total weight of cargo: _{ Estimated weight of the trailer, if any. {	
If a trailer was being towed, photograph the hitch structure, both on the trailer and towing veh	nicle.
Did the vehicle leave the roadway?: x Yes $\Box$ No Describe: The vehicle suddenly went to guardrail.	) the right and hit a

	3 of 11			
PRODUCT ALLEGATION RESOLUTION				
PRELIMINARY INSPECTION				
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
Customer's Name: Inspection Date: 8/15/2007				
Vehicle Brand: Chevrolet Model: Cobalt				
<u>File # 71-545741179 VIN: 1G1AK52F757</u>				
<u>1110 # 71-343741173 VIIN.</u> 101AK32F737				
Objects Impacted:_guardrail				
How was the vehicle transported from the incident site to the present location? Tow Truck Flat Bed xOth	er			
Additional comments concerning the incident: The son drove the vehicle to the next highway exit then had the vehicle towed with a flatbed tow truck. {	e 			
Section 3 INTERVIEW - VEHICLE HISTORY				
Source of information (name, address, phone number, & relationship), if other than claimant:				
Comments: (Additional cmts may be placed in section 9)				
{				
Did the owner purchase the vehicle new? x Yes No Date June 2005 Used? Yes No Date				
VEHICLE MODIFICATIONS / ALTERATIONS Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc) Describe: There are no modifications or alterations on the vehicle.	springs,			
{				
VEHICLE REPAIR / SERVICE HISTORY         Prior electrical system service?       No       xYes       If yes, describe:       B7288, Headlamp assy replace, R0760 rate         r, both on 4/20/2006       @ 15216 mi.       If yes, describe:       B7288, Headlamp assy replace, R0760 rate	dio, r &			
Prior collision repair? No xYes If yes, describe: passenger side front sheet metal				
Repaired by whom? (name, address, phone) <b>Dobles Chevrolet, 1250 S. Willow St, Manchester, NH 03103, 603-669-</b> <b>2450</b>				
Prior chassis system service, repair, or replacement? No xYes If yes, describe what was done: H0122, front brake rotor refinish. E3927, mount assy front strut bearing replace both. E7700, shaft steering intermediate replace. All on 12/6/2006 @ 23844 mi				
Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number) Talarico Chevrolet, 419 Elm St, Milford, NH 03055, 603-673-3333				
Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? x No Yes If yes, describe: <u>{</u>				
۲۲				
Section 4 VEHICLE INSPECTION – VISUAL/PHOTO				
<u>THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRIT</u> OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.	TEN			

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.

	PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
Customer's Name:Vehicle Brand:File #71-54574		Inspection Date: Cobalt 1G1AK52F757	8/15/2007		

## DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

There is collision damage to the right front bumper, right side fender, both right side doors and the right side 1/4 panel.

<u>UNDERBODY / FRAME / CHASSIS AREA</u>: Describe <u>any damage</u> 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 right front spindle is cracked completely through between the 2 bolts that fasted the spindle to the strut. The engine cradle has minor scrape marks on the bottom surface. The right front tire has a groove on the inside sidewall caused by contact with the strut assembly.

CORNER ASSEMBLIES

Struts/shocks Springs Control arms Ball joints Steering knuckles Axle assemblies

Tire/wheel assemblies

Comments: the right front spindle assembly is cracked completely through between the 2 bolts that fasted the spindle to the strut. The right front tire has a groove around the inside sidewall as a result of contact with the strut. There is no other damage present.

## **UNDERHOOD**

Engine compartment Brake fluid level and condition Power steering lines, hoses, clamps and connections Power steering fluid level and condition

Comments:

{\_

There is no damage to the under hood area. The vehicle is equipped with electronic steering assist.

## **GENERAL OBSERVATIONS**

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

Comments:

There is no aftermarket equipment or modifications on the vehicle.

\_\_\_\_\_

Section 5

## **VEHICLE INSPECTION - PASSENGER COMPARTMENT**

## **INTERIOR**

Instrument panel Controls Overall view of seat position Odometer Steering wheel and column Driver and passenger seat back angle (inclinometer measurement)

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS	
Customer's Name:Inspection Date:8/15/2007Vehicle Brand:ChevroletModel:CobaltFile #71-545VIN:1G1AK52F757	
Photo of options label-glove box/trunk Sunvisors and headliner Personal items/cargo	
INTERIOR INSPECTION (Describe any damage and photograph ) There is no damage to the interior of the vehicle. {	
{	

Section 6

## STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

PRODUCT ALLEGATION RESOLUTION					
PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS					
STEERING, SUSPENSION, ALLE, TIKE AND WHEEL STSTENS					
Customer's Name:	Inspection Date: 8/15/2007				
	vrolet <u>Model:</u> Cobalt				
	45741179 VIN: 1G1AK52F757				
	OBSERVATIONS/TEST RESULTS				
Steering system-Are all	There is no damage to any steering component. The steering would turn right				
components in place and	to left with no binding. Full lock to lock turns were not attempted due to				
connected in a normal manner? Can the steering wheel be	damage to right front spindle.				
rotated lock to lock with					
appropriate movement of the					
front wheels. Is there any					
binding, sticking or uneven feel?					
Steering linkage-Is the linkage	There is no damage to the steering sustem.				
free from cracks, bends,					
fractures, etc. Are there any					
scrapes, abrasions, signs of					
contact with any of the linkage?	There is no domage to the reak and ninion or heats				
Gear/rack and pinion-Any sign of leakage, damage to boots on	There is no damage to the rack and pinion or boots.				
the rack, contact by foreign					
objects?	-				
Steering column, ignition switch,	The vehicle is not equipped with a locking steering column.				
intermediate shaft. Does the					
column unlock with the ignition	–				
key "on"? Is the steering column					
properly fastened to the dash?	The ushiele is assumed with electronically applied newsy stearing. The				
Steering pump, drive, hoses, connections, flow, pressure. If	The vehicle is equipped with electronically assisted power steering. The assist is normal, but lock to lock was not attempted due to damage to the				
possible, start the engine and	right front spindle.				
rotate the steering wheel lock to					
lock. Is power assist normal? If					
not, it may be necessary to					
check pressure and flow.					
PS fluid level and condition-	_n/a				
Color, contamination, odor	<u> </u>				
Steering knuckle-All	All attachments are secure. The right front spindle is cracked completely				
Steering knuckle-All attachments secure and	through.				
proper?	<u>unougn.</u>				
Suspension components – LF	The left front components are not damaged.				
Strut attachments, springs					
intact; control arms properly					
attached, deformed, broken,					
scraped, etc. Sway bars properly attached.					
Strut attachments, springs	The right front spindle is cracked completely through between the 2 bolts that				
intact; control arms properly	secure it to the strut. There is no other damage present.				
attached, deformed, broken,	<u> </u>				
scraped, etc. RF	_				

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	PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION ERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS	
	vrolet Model: Cobalt 545741179 <u>VIN:</u> 1G1AK52F757	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars, trailing arms properly attached and undamaged. LR	There is no damage to the left rear components.	_
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	There is no damage to the right rear components.	
Rear axle assembly-deformed, signs of impact, properly located, etc. Deformation to the frame	There is no damage to the rear axle assembly.	
	-	

	vrolet <u>Model:</u> Cobalt 45741179 <u>VIN:</u> 1G1AK52F757
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	OBSERVATIONS/TEST RESULTS
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	<u>There are minor scrapes on the engine cradle assembly that may have</u> <u>occurred during this incident.</u>
Electronic level control system/components	
Engine (normal, other)-Obtain codes using a Tech II.	There are no PCM dtc's present
Electrical (normal, other)	normal
Warning lights/messages displayed? Describe and obtain codes using a Tech II	There are no lights / messages displayed. All modules were scanned for dtc's.         The air bag module had no dtc's. The radio had 3 dtc', B1001, Open         configuration error. B1025, Audio output circuit short. U2103, fewer         controllers on bus than programmed. The power steering module had 2 dtc's.         U2107, Lost communications with BCM. :U2100, CAN bus communication.         The BCM had 1 dtc, U2100 CAN bus communication
Anything components missing?	_The right front hub cap is missing.

Customer's Name:

Electrical (normal, othe Warning lights/messag displayed? Describe a codes using a Tech II Anything components Other

\_

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot". The vehicle is not driveable due to damage

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

Model

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION

Inspection Date:

8/15/2007

Cobalt

STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

		IARY INSPE		SYSTEMS	90111
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-545741179	<u>Model:</u> <u>VIN:</u>	Inspection Date: Cobalt 1G1AK52F757	8/15/2007	

followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation.

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

## TIRE AND WHEEL INSPECTION

## 1. IDENTIFICATION:

Numbers

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		 	
RF			
LR _	 	 	
RR			

2. <u>TIRE F</u>	PLACARD D	DATA:		
Record	d the followi	ng data: (located o	on driver's door edge or inside	the decklid)
		<u>SIZE</u>	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES				
SPARE T	IRE			

Section 7

#### SITE INSPECTION

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

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS									
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-545741179	<u>Model:</u> <u>VIN:</u>	Inspection Date: Cobalt 1G1AK52F757	8/15/2007					
Check the incident		s, gouges in	the pavement, debris, or a	ny other marks.					

- 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:

No site inspection performed due to time lapse since incident and inspection date.

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.

Section 9

## OTHER REPORT INFORMATION

					11 of 11						
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS											
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-545741179	<u>Model:</u> <u>VIN:</u>	Inspection Date: Cobalt 1G1AK52F757	8/15/2007							

## 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 x Data Downloads 
Other Records

#### **REVISION DATE 04-19-2004**





## **CDR File Information**

1G1AK52F757
david heikkinen
71-745741179
Wednesday, August 15 2007
Friday, June 1 2007
1G1AK52F757 CDR
Wednesday, August 15 2007 at 11:46:24 AM
Crash Data Retrieval Tool 2.900
Crash Data Retrieval Tool 2.9016
airbag module
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 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	**1AK52F*5*625807
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)	Invalid
Transmission Selector Position (If Equipped)	Invalid
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)	46
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)	Invalid	Invalid
Cruise Control Resume Switch Active (If Equipped)	Invalid	Invalid
Cruise Control Set Switch Active (If Equipped)	Invalid	Invalid

\_\_\_\_

## Pre-crash data

Parameter	Parameter -5 sec		-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	Invalid	Invalid	Invalid	Invalid	Invalid
Engine Speed (RPM)	1920	1920	1920	1920	1920
Percent Throttle	37	37	37	37	37
Accelerator Pedal Position (percent)	24	24	24	24	24
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
G1AK52F7576		Page 2 of 10	Printed on:	Friday, August 17 2007 at 0	1:02:49 PM





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



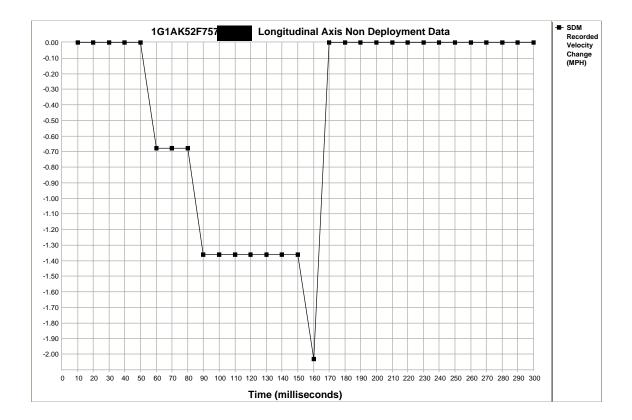


# System Status At Non-Deployment

Ignition Cycles At Investigation	4651
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	4628
Ignition Cycles At Event	4629
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	BUCKLED
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)	6.16
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	170
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



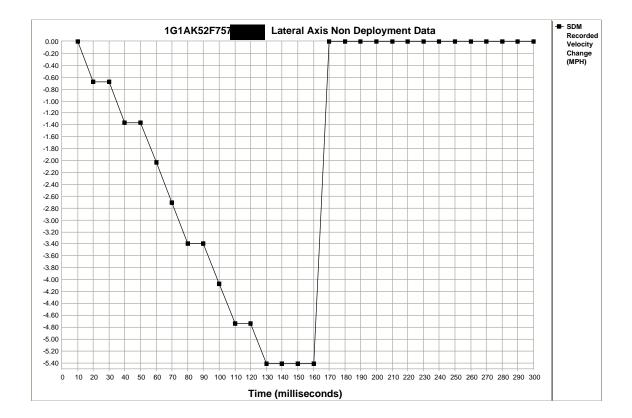




Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis Recorded Velocity	0.00	0.00	0.00	0.00	0.00	-0.68	-0.68	-0.68	-1.36	-1.36	-1.36	-1.36	-1.36	-1.36	-1.36
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Longitudinal Axis Recorded Velocity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







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	-0.68	-0.68	-1.36	-1.36	-2.03	-2.71	-3.39	-3.39	-4.07	-4.74	-4.74	-5.42	-5.42	-5.42
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	-5.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00





# **Hexadecimal Data**

\$	00020200000000000000000000000000000000	000 000 449 382 000 000 337 000 003 370 000 000 000 000	000 000 000 000 000 000 000 000 000 00	000 000 000 000 000 000 000 000 000 00	59000000000000000000000000000000000000	$\begin{array}{c} 0 \ 0 \\ 0 \ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\$	000 000 000 000 000 000 000 000 000 00	
\$39 \$3A \$3B \$3C	00 03 00 31 35 00 20 00 00 FE	00 06 00 41 62 00 A5 00 FF 12	00 00 0C 00	00 00 00 00	00 00 00 00	80 80 00 00	00 00 00 C0	





\$	000 000 000 FFFFF F00 000 F81000 F87 FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF	000000 F F F F 00000000000000000000000	0000FFEB98000000000009FFFFFFFFFFFFFFFFFFFFFFFFF	000000FFEE000000000000CF0FFFFFFFFFFFFFF	0000FFDB9800000000000F0FFFFFFFFFFFFFFFFFFFFFFFF	00000FFEEE0000000000000000000000000000										
\$76 \$77	FF FF	FF FF	FF FF	FF FF	FF FF	FF FF	00 00									
\$77 \$78	FF F0	РР 00	гг 00	FF F0	гг 00	гг 00	00									
\$79 \$7A	81	FF	FF	FF	00	00	00									
\$7A \$7B	82 FF	FF FF	FF FF	00 FF	00 FF	00 FF	00 00									
\$01	41	55	01	02	03	04	52	53	41	32	03	09	01	AA	AA	01
\$02 \$03	01 41	02 54	03 01	04 02	03	04	52	53	41	32	03	09	01	AA	AA	01
\$04 \$05	01 42	02 55	03 FF	04 FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$06 \$07	FF 42	FF 54		FF FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$08 \$0D	41		34	37	30	35	52	35	30	32	35	32	33	38	5A	48
\$0E \$0F	01 41	5A 4A		31 02	03	04	52	45	41	32	03	09	01	00	01	01
\$10 \$13	01 42	02 52		04 FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$14	FF	FF	FF	$\mathbf{FF}$												
\$17 \$18	42 FF	54 FF	FF FF		F.F.	F.F.	F.F.	F.F.	FF	F.F.	F.F.	F.F.	F.F.	F.F.	F.F.	F.F.
\$21	31	12			Еб	87	91	9A								
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1G1AK5	JZF / 0											P	aye o	of 10		





\$45 07 01 07 01 05 01 \$46 FF 1A 1A 64 64 \$47 OA 64 02 04 04 05 OA 06 04 OA 00 00 FA 00 00 FF 04 64 \$48 18 08 08 \$B0 58 \$B1 FD FE 00 \$B2 FF FF FF FF FF \$B4 41 53 39 34 33 32 32 33 33 37 47 43 20 20 20 20 \$B7 50 AA 01 OF 01 \$B8 54 41 68 04 02 \$C1 30 46 30 31 \$CA 30 46 30 31 \$CB 00 E8 B0 18 \$CC 00 E8 B0 18 \$D1 00 00 \$DB 00 00 \$DC 00 00





## Comments

owner could not remember exact date

# PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name:			Inspection Date:	8/15/2007
Vehicle Brand:	Chevrolet	Model:	Cobalt	
<u>File #</u>	71-545741179	VIN:	1G1AK52F757	

## Inspector David Heikkinen

Number of Rolls digital 0 - 37

Roll Nun	nber
Neg.#	Description
0	r/f suspension Note: groove worn into inside tire sidewall
1.	l/f suspension
2.	l/s underbody
3.	r/s underbody
4.	r/rr suspension
5.	I/rr suspension
6.	Crack in spindle
7.	Crack in spindle
8.	Crack in spindle
9.	Crack in spindle
10.	Crack in spindle
11.	Crack in spindle
12.	
13.	Steering rack
14.	Scrape marks on cradle
15.	Steering rack
16.	I/f tie rod end, sway bar and ball joint
17.	r/f tie rod end, sway bar and ball joint
18.	<u>r/rr wheel</u>
19.	<u>r/f wheel</u>
20.	<u>l/f wheel</u>
21.	<u>l/rr wheel</u>
22.	I/rr wheel
23.	<u>l/f wheel</u>
24.	<u>r/f wheel</u>
25.	r/rr wheel
26.	<u>r/f damage</u>
27,	<u>r/f damage</u>
28.	<u>r/s damage</u>
29.	<u>r/s damage</u>
30.	<u>r/s damage</u>
31.	r/f damage Note: wheel camber
32.	Right front
33.	Right front
34.	Left front
35.	Left front
36. 27	Left rear
37.	Left rear

# PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name:			Inspection Date:	8/15/2007
Vehicle Brand:	Chevrolet	Model:	Cobalt	
<u>File #</u>	71-545741179	VIN:	1G1AK52F757	

## Inspector David Heikkinen

Number of Rolls digital a0 - a37

## Roll Number

<u>Neg.#</u>	Description
0	
1.	<u>Right rear</u>
2.	<u>Right rear</u>
3.	<u>Odometer</u>
4.	Air bag light off after bulb check
5.	<u>VIN</u>
6.	Engine compt l/s
7.	Engine compt center
8.	Engine compt r/s
9.	Master cylinder
10.	Brake fluid
11.	<u>l/f seat</u>
12.	<u>l/f door pad</u>
13.	Steering wheel
14.	<u>l/rr seat</u>
15.	<u>l/rr door pad</u>
16.	<u>r/rr seat</u>
17.	<u>r/rr door pad</u>
18.	<u>r/f seat</u>
19.	<u>r/f door pad</u>
20.	<u>r/s air bag and knee bolster</u>
21.	<u>l/f seat belt</u>
22.	I/f seat belt buckled
23.	<u>l/f d-ring</u>
24.	<u>Tire label</u>
25.	<u>r/f tire camber</u>
26.	Heater controls
27,	Light controls
28.	Wiper controls
29.	SPID label
30.	<u>r/f visor and headliner</u>
31.	<u>l/f visor and headliner</u>
32.	B1001 radio dtc
33.	<u>U2103 radio dtc</u>
34.	U2107 pwr stg control module dt
~-	

- 34.U2107 pwr stg control module dtc35.U2100 pwr stg control module dtc
- 36. B1025 radio dtc
- 37. U2100 BCM dtc

				1 of 11
		ARY INSPE		
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-545741179	<u>Model:</u> <u>VIN:</u>	Inspection Date: Cobalt 1G1AK52F757	8/15/2007
Mileage at Inspection: Inspector's phone number: 2	07-212-1098	Inspecte	<u>n Location:</u> Talarico Cheve Milford, NH 03 d By: David Heikkinen, E	055
Section 1		TION SUM		
<u>BRIEFLY Describe the ca</u> The owner alleges that the {{				er into the right side guard rail.
vehicle has collision dan the right rear ¼ panel. Th exhibits damage to the o groove around the inside {	cracked completely nage to the right sid ne right front hub ca utside surface arou sidewall. Vetronix	y through b le front bun ng is missin nd the bolt was downle	etween the 2 bolts that f nper cover, right front fe g the right rear hub cap circle and around the be oaded from the ALDL. A	asten the spindle to the strut. The nder, both right side doors and is damaged. The right front wheel ead area. The right front tire has a tech II was used to scan for dtc's.
Section 2	INTER	VIEW - INCI	DENT DETAILS	
Obtain all of the information of				MANT
Interview date: 8/14/2 Was a police/fire departer Provide driver/claimant's d of other vehicles involved; may be placed in section 9) The interview was condu- year old son was driving of the incident. He stated	2007 nent report obtained escription of incident describe all objects of acted with the owner alone at the time of I that his son was d il on the right side of	If there was contacted an r/claimant. I f the inciden riving on Ro of the road.	x No s a collision, describe all o ad the sequence in which t He was not in the vehiclo nt. The owner/claimant o t 101, Milford, NH when t He stated that it was ove	nd Time: June 2007, 8:00 am collision events; include description hey were contacted. (Additional cmts e at the time of the incident. His 18 ould not remember the exact date he vehicle suddenly went to the ercast, not raining at the time. He

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities ):

	2 of 11
PRODUCT ALLEGATION RESOLUTION	
PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTE	MS
Customer's Name: Inspection Date: 8/1	15/2007
Vehicle Brand:ChevroletModel:Cobalt	
<u>File # 71-545741179 VIN:</u> 1G1AK52F757	
ſ	
Describe where other occupants were seated & extent of any injuries: The driver was alone	in the vehicle at the time
of the incident.	
{	
{	
What was the exact location of the incident. Rt 101, Milford, NH	
Driving conditions at the time of the incident:	
Weather conditions & Visibility: overcast, good visibilityApproximate Temp	→ ( <sup>°</sup> F): <b>60</b>
Road Surface:   Concrete   xAsphalt   Gravel   Crushed rock   Dirt	
Road Condition:       x Dry       Wet       Icy       Other:         Shoulder       Curb x:       Concrete       xAsphalt       Gravel       Crushed rock       Dirt	
Shoulder/Curb Condition: x Dry Wet Icy Other:	
Posted Speed Limit unknown	
Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) no	
Length of Drive Prior to incident:	
Total Time (hrs. & mins.): <b>30 minutes</b> Distance (miles): <b>20</b> Estimate of vehicle speed: <b>55</b> mph Source of est. <b>owner/claimant</b>	
Estimate of vehicle speed. <u>55</u> mph Source of est. <b>owner/claimant</b> Estimated vehicle speed at impact: <u>55</u> mph Source of est. <b>owner/claimant</b>	
(Do Not report speed information from the Vetronix data here)	
If the driver/claimant description of the vehicle operation prior to and during the incide	ent does not include the
following information, please obtain it.	
Steering Normal Other x Describe suddenly went to right	
Suspension Normal x Other Describe {	
Brakes Normal x Other Describe {	
Engine Normal x Other Describe {	
Electrical Normal x Other Describe {	
Were any warning lights illuminated or driver information center messages displayed?	Y Tyes x No If "Yes", aet
the details and describe the event(s).	
Has the vehicle behavior noted during this incident ever been noted prior to this incident?	Yes x No If "Yes", get the
details and describe the event(s).	
Also, determine whether there were any warning lights illuminated, messages on driver inform	nation panel, unusual noises.
smoke or steam observed. No lights, messages, noises, smoke or steam observed.	······
	ther: no time for evasive
action	
Describe cargo (in the vehicle interior, trunk and/or trailer (if any):	
Estimated total weight of cargo: _{ Estimated weight of the trailer, if any. {	
If a trailer was being towed, photograph the hitch structure, both on the trailer and towing veh	nicle.
Did the vehicle leave the roadway?: x Yes $\Box$ No Describe: The vehicle suddenly went to guardrail.	) the right and hit a

	3 of 11			
PRODUCT ALLEGATION RESOLUTION				
PRELIMINARY INSPECTION				
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
Customer's Name: Inspection Date: 8/15/2007				
Vehicle Brand: Chevrolet Model: Cobalt				
<u>File # 71-545741179 VIN: 1G1AK52F757</u>				
<u>1110 # 71-343741173 VIIN.</u> 101AK32F737				
Objects Impacted: guardrail				
How was the vehicle transported from the incident site to the present location? Tow Truck Flat Bed xOth	er			
Additional comments concerning the incident: The son drove the vehicle to the next highway exit then had the vehicle towed with a flatbed tow truck.				
Section 3 INTERVIEW - VEHICLE HISTORY				
Source of information (name, address, phone number, & relationship), if other than claimant:				
Comments: (Additional cmts may be placed in section 9)				
{				
Did the owner purchase the vehicle new? x Yes No Date June 2005 Used? Yes No Date				
VEHICLE MODIFICATIONS / ALTERATIONS Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc) Describe: There are no modifications or alterations on the vehicle.	springs,			
{				
VEHICLE REPAIR / SERVICE HISTORY         Prior electrical system service?       No       xYes       If yes, describe:       B7288, Headlamp assy replace, R0760 rate         r, both on 4/20/2006       @ 15216 mi.       If yes, describe:       B7288, Headlamp assy replace, R0760 rate	dio, r &			
Prior collision repair? No xYes If yes, describe: passenger side front sheet metal				
Repaired by whom? (name, address, phone) <b>Dobles Chevrolet, 1250 S. Willow St, Manchester, NH 03103, 60</b> 2450 {	3-669-			
Prior chassis system service, repair, or replacement? No xYes If yes, describe what was done: H0122, front brake rotor refinish. E3927, mount assy front strut bearing replace both. E7700, shaft steering intermediate replace. All on 12/6/2006 @ 23844 mi				
Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number) Talarico Chevrolet, 419 Elm St, Milford, NH 03055, 603-673-3333	7			
Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? x No [ If yes, describe: _{	Yes			
۲۲				
Section 4 VEHICLE INSPECTION – VISUAL/PHOTO				
<u>THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRIT</u> OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.	TEN			

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.

	PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
Customer's Name:Vehicle Brand:File #71-54574	 Inspection Date: Cobalt 1G1AK52F757	8/15/2007			

### DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

There is collision damage to the right front bumper, right side fender, both right side doors and the right side 1/4 panel.

<u>UNDERBODY / FRAME / CHASSIS AREA</u>: Describe <u>any damage</u> 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 right front spindle is cracked completely through between the 2 bolts that fasted the spindle to the strut. The engine cradle has minor scrape marks on the bottom surface. The right front tire has a groove on the inside sidewall caused by contact with the strut assembly.

CORNER ASSEMBLIES

Struts/shocks Springs Control arms Ball joints Steering knuckles Axle assemblies

Tire/wheel assemblies

Comments: the right front spindle assembly is cracked completely through between the 2 bolts that fasted the spindle to the strut. The right front tire has a groove around the inside sidewall as a result of contact with the strut. There is no other damage present.

#### **UNDERHOOD**

Engine compartment Brake fluid level and condition Power steering lines, hoses, clamps and connections Power steering fluid level and condition

Comments:

{\_

There is no damage to the under hood area. The vehicle is equipped with electronic steering assist.

#### **GENERAL OBSERVATIONS**

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

Comments:

There is no aftermarket equipment or modifications on the vehicle.

\_\_\_\_\_

Section 5

#### **VEHICLE INSPECTION - PASSENGER COMPARTMENT**

#### **INTERIOR**

Instrument panel Controls Overall view of seat position Odometer Steering wheel and column Driver and passenger seat back angle (inclinometer measurement)

4 of 11

					5 of 11
		ARY INSPE		SYSTEMS	
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-545741179	<u>Model:</u> <u>VIN:</u>	Inspection Date: Cobalt 1G1AK52F757	8/15/2007	
Photo of options la Personal items/car	bel-glove box/trunk go	Sunvisors	and headliner		
<u>INTERIOR INSPECTION</u> ( There is no damage to the {			graph )		
{ { { {					
٢					

Section 6

## STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

PRODUCT ALLEGATION RESOLUTION				
PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
512	ENNO, SUST ENGINE, AXEE, TIKE AND WHELE STOTEMS			
Customer's Name:	Inspection Date: 8/15/2007			
	vrolet <u>Model:</u> Cobalt			
	45741179 VIN: 1G1AK52F757			
	OBSERVATIONS/TEST RESULTS			
Steering system-Are all	There is no damage to any steering component. The steering would turn right			
components in place and	to left with no binding. Full lock to lock turns were not attempted due to			
connected in a normal manner? Can the steering wheel be	damage to right front spindle.			
rotated lock to lock with				
appropriate movement of the				
front wheels. Is there any				
binding, sticking or uneven feel?				
Steering linkage-Is the linkage	There is no damage to the steering sustem.			
free from cracks, bends,				
fractures, etc. Are there any				
scrapes, abrasions, signs of				
contact with any of the linkage?	There is no domage to the reak and ninion or heats			
Gear/rack and pinion-Any sign of leakage, damage to boots on	There is no damage to the rack and pinion or boots.			
the rack, contact by foreign				
objects?	-			
Steering column, ignition switch,	The vehicle is not equipped with a locking steering column.			
intermediate shaft. Does the				
column unlock with the ignition	-			
key "on"? Is the steering column				
properly fastened to the dash?	The ushiele is assumed with electronically applied newsy stearing. The			
Steering pump, drive, hoses, connections, flow, pressure. If	The vehicle is equipped with electronically assisted power steering. The assist is normal, but lock to lock was not attempted due to damage to the			
possible, start the engine and	right front spindle.			
rotate the steering wheel lock to				
lock. Is power assist normal? If				
not, it may be necessary to				
check pressure and flow.				
PS fluid level and condition-	_n/a			
Color, contamination, odor	<u> </u>			
Steering knuckle-All	All attachments are secure. The right front spindle is cracked completely			
Steering knuckle-All attachments secure and	through.			
proper?	<u>unougn.</u>			
Suspension components – LF	The left front components are not damaged.			
Strut attachments, springs				
intact; control arms properly				
attached, deformed, broken, scraped, etc. Sway bars				
properly attached.				
Strut attachments, springs	The right front spindle is cracked completely through between the 2 bolts that			
intact; control arms properly	secure it to the strut. There is no other damage present.			
attached, deformed, broken,	<u> </u>			
scraped, etc. RF	_			

		7 of 11
	PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION ERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS	
	vrolet Model: Cobalt 545741179 <u>VIN:</u> 1G1AK52F757	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars, trailing arms properly attached and undamaged. LR	There is no damage to the left rear components.	_
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	There is no damage to the right rear components.	
Rear axle assembly-deformed, signs of impact, properly located, etc. Deformation to the frame	There is no damage to the rear axle assembly.	
	-	

Vehicle Brand:ChevroletModel:CobaltFile #71-545741179VIN:1G1AK52F757					
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	OBSERVATIONS/TEST RESULTS				
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	<u>There are minor scrapes on the engine cradle assembly that may have</u> <u>occurred during this incident.</u>				
Electronic level control system/components					
Engine (normal, other)-Obtain codes using a Tech II.	There are no PCM dtc's present				
Electrical (normal, other)	normal				
Warning lights/messages displayed? Describe and obtain codes using a Tech II	There are no lights / messages displayed. All modules were scanned for dtc's.         The air bag module had no dtc's. The radio had 3 dtc', B1001, Open         configuration error. B1025, Audio output circuit short. U2103, fewer         controllers on bus than programmed. The power steering module had 2 dtc's.         U2107, Lost communications with BCM. :U2100, CAN bus communication.         The BCM had 1 dtc, U2100 CAN bus communication         -				
Anything components missing?	_The right front hub cap is missing.				

Customer's Name:

Electrical (normal, othe Warning lights/messag displayed? Describe a codes using a Tech II Anything components Other

\_

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot". The vehicle is not driveable due to damage

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

Model

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION

Inspection Date:

8/15/2007

Cobalt

STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS					
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-545741179	<u>Model:</u> <u>VIN:</u>	Inspection Date: Cobalt 1G1AK52F757	8/15/2007	

followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation.

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

### TIRE AND WHEEL INSPECTION

#### 1. IDENTIFICATION:

Numbers

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	 	 	
RF			
LR	 		
RR			

2. <u>TIRE F</u>	LACARD DA	<u>\TA:</u>		
Record	the following	g data: (located o	on driver's door edge or inside t	the decklid)
		<u>SIZE</u>	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES				
SPARE T	IRE			

Section 7

#### SITE INSPECTION

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

10 of 1 PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS					
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-545741179	<u>Model:</u> <u>VIN:</u>	Inspection Date: Cobalt 1G1AK52F757	8/15/2007	
Check the incident		s, gouges in	the pavement, debris, or a	ny other marks.	

- 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:

No site inspection performed due to time lapse since incident and inspection date.

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.

Section 9

#### OTHER REPORT INFORMATION

					11 of 11
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS					
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-545741179	<u>Model:</u> <u>VIN:</u>	Inspection Date: Cobalt 1G1AK52F757	8/15/2007	

#### 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 x Data Downloads 
Other Records

#### **REVISION DATE 04-19-2004**





































The combined unight of							
The combined weight of occupants and cargo should never exceed 404 kg or 891 lbs.							
ORIGINAL TIRE SIZE	COLD TIRE						
P195/60R15	FRONT	210 kPa, 30 PSI	SEE OWNER'S MANUAL FOR				
P195/60R15	BEAR	210 kPa, 30 PSI	ADDITIONAL				
T115/70D15	SPARE	420 kPa, 60 PSI	INFORMATION				

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Not Run History ١b. Clear

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VES

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Passed

DICS

Failed/Current

TECH 2

Sympton 00



Fever Controllers on Bus than Programed Radio U2103 Last Test: This Ignition: Since Clear:

Passed History 16 Clear DTCs

1

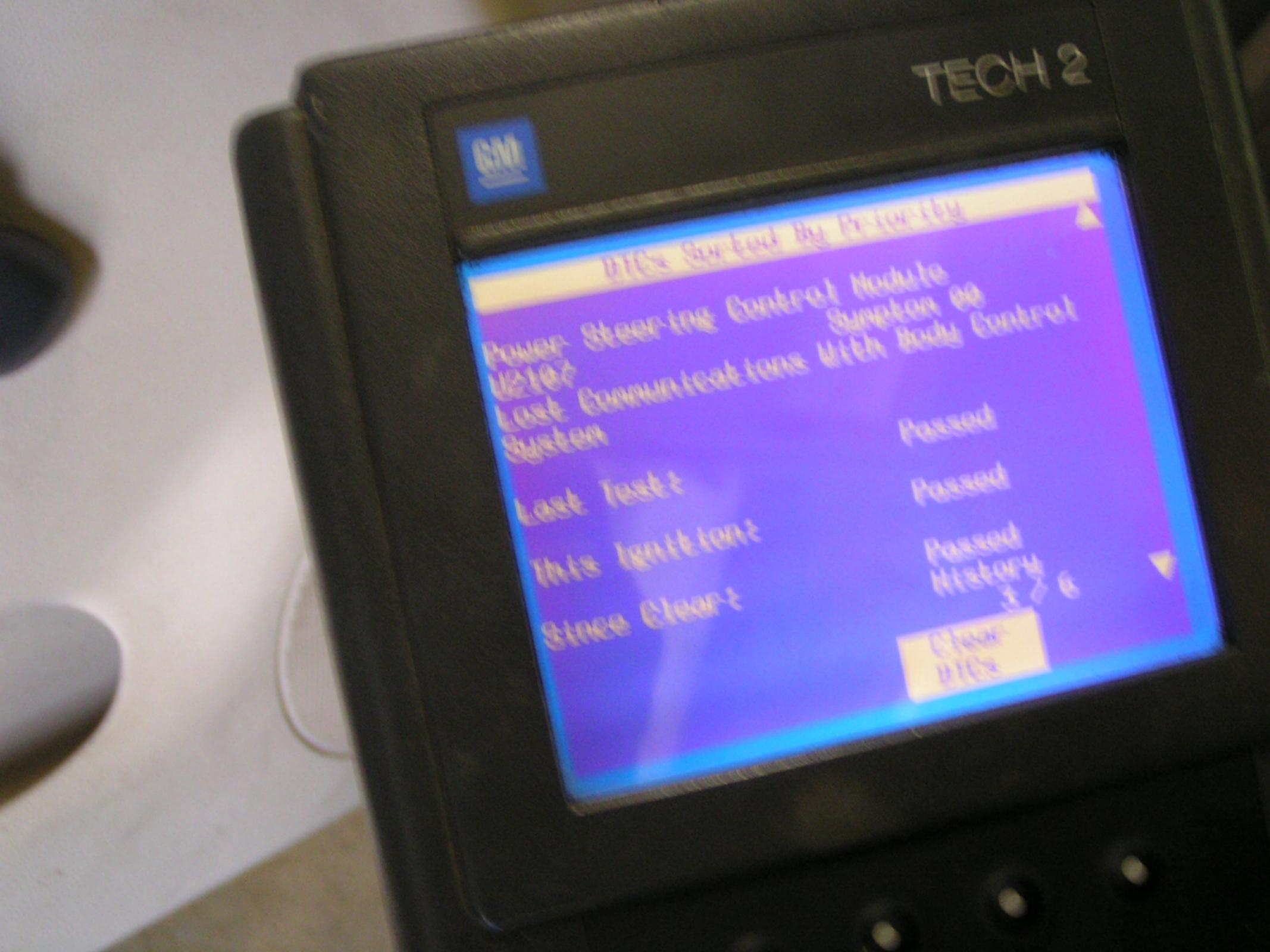
Passed

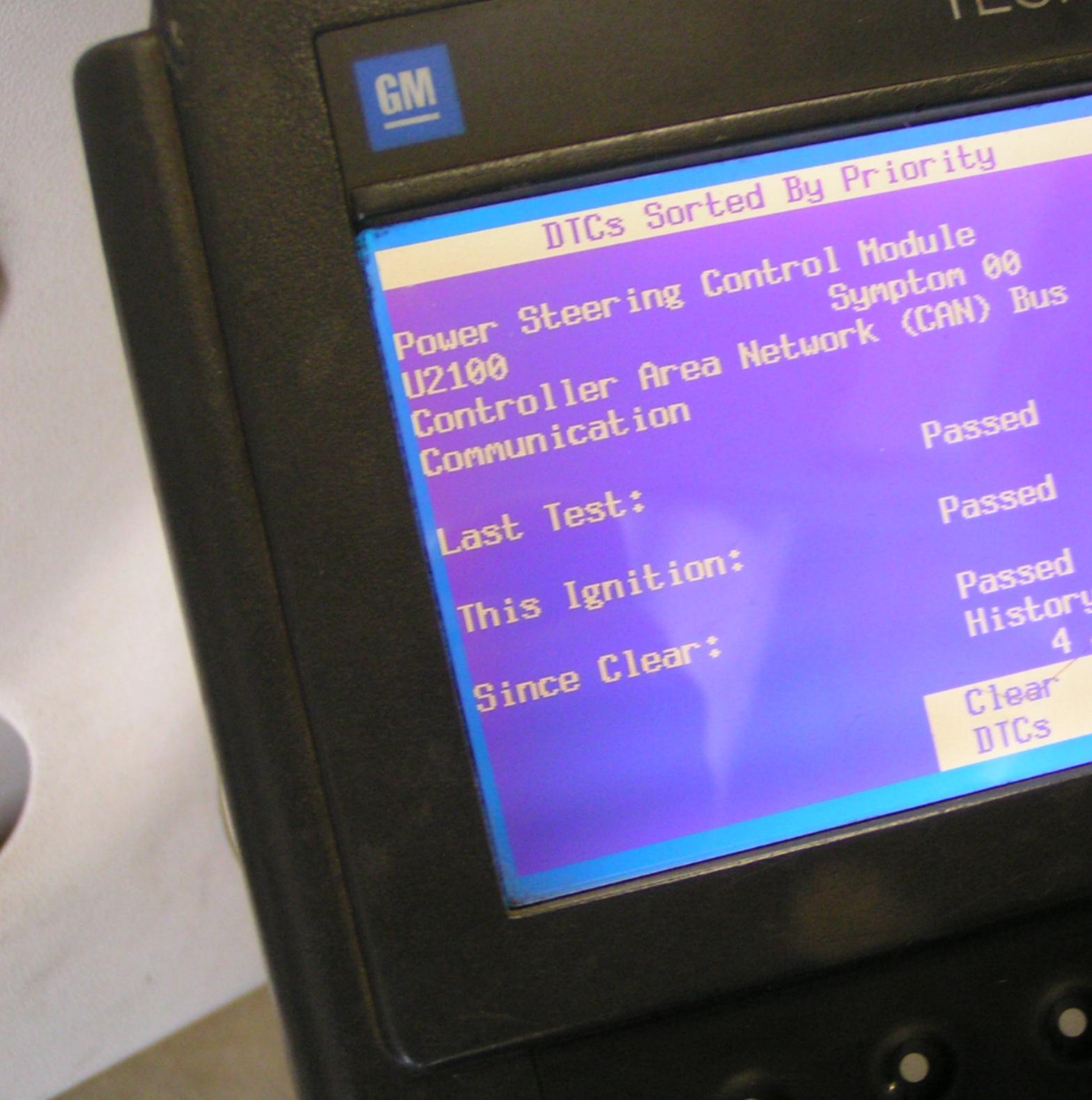
Passed

Sympton 00

# DTCs Sorted By Priority

TECH 2





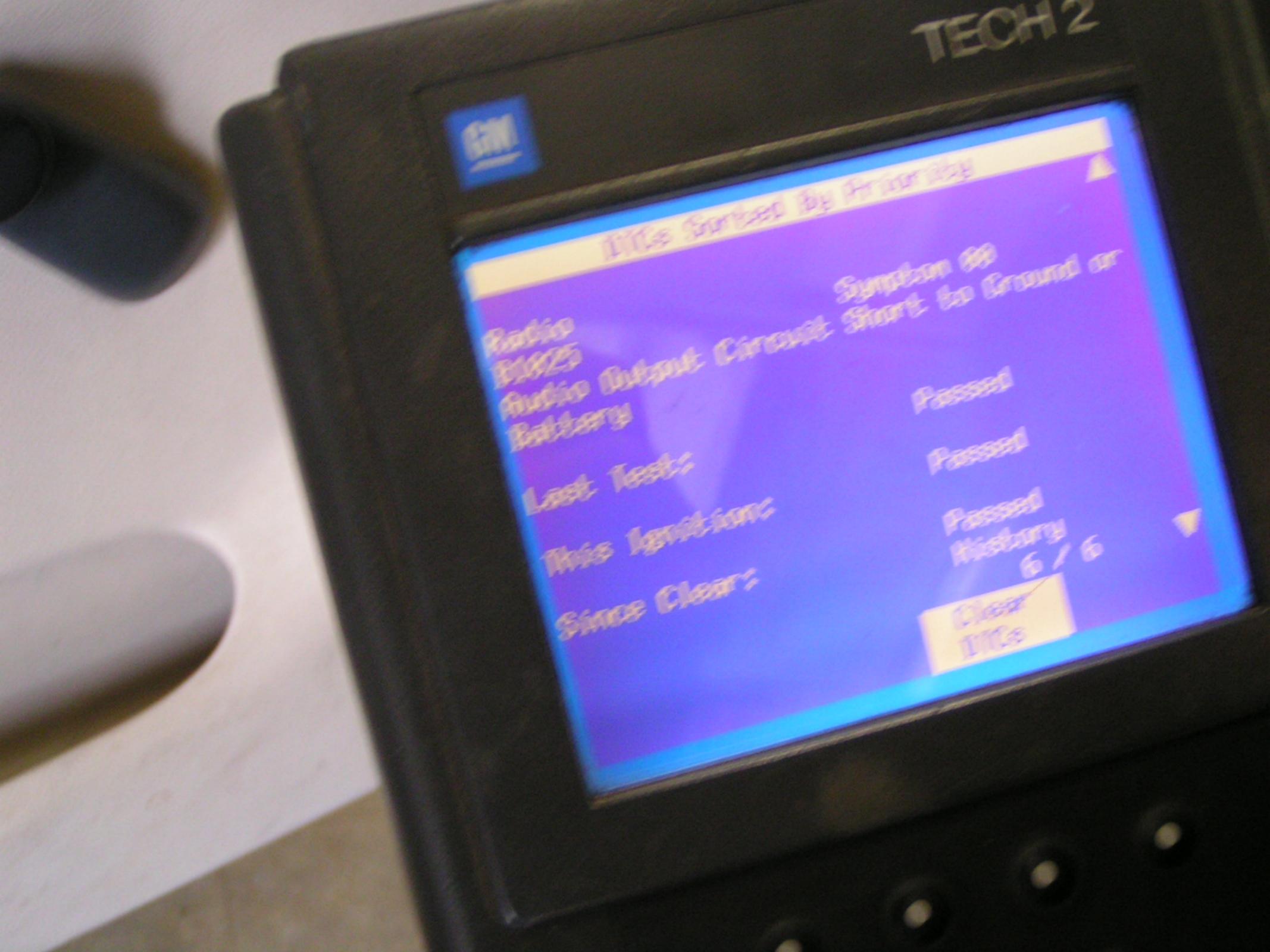
Sympton 00

ILU.

Passed Passed Passed History 4/6 Clear

DTCS

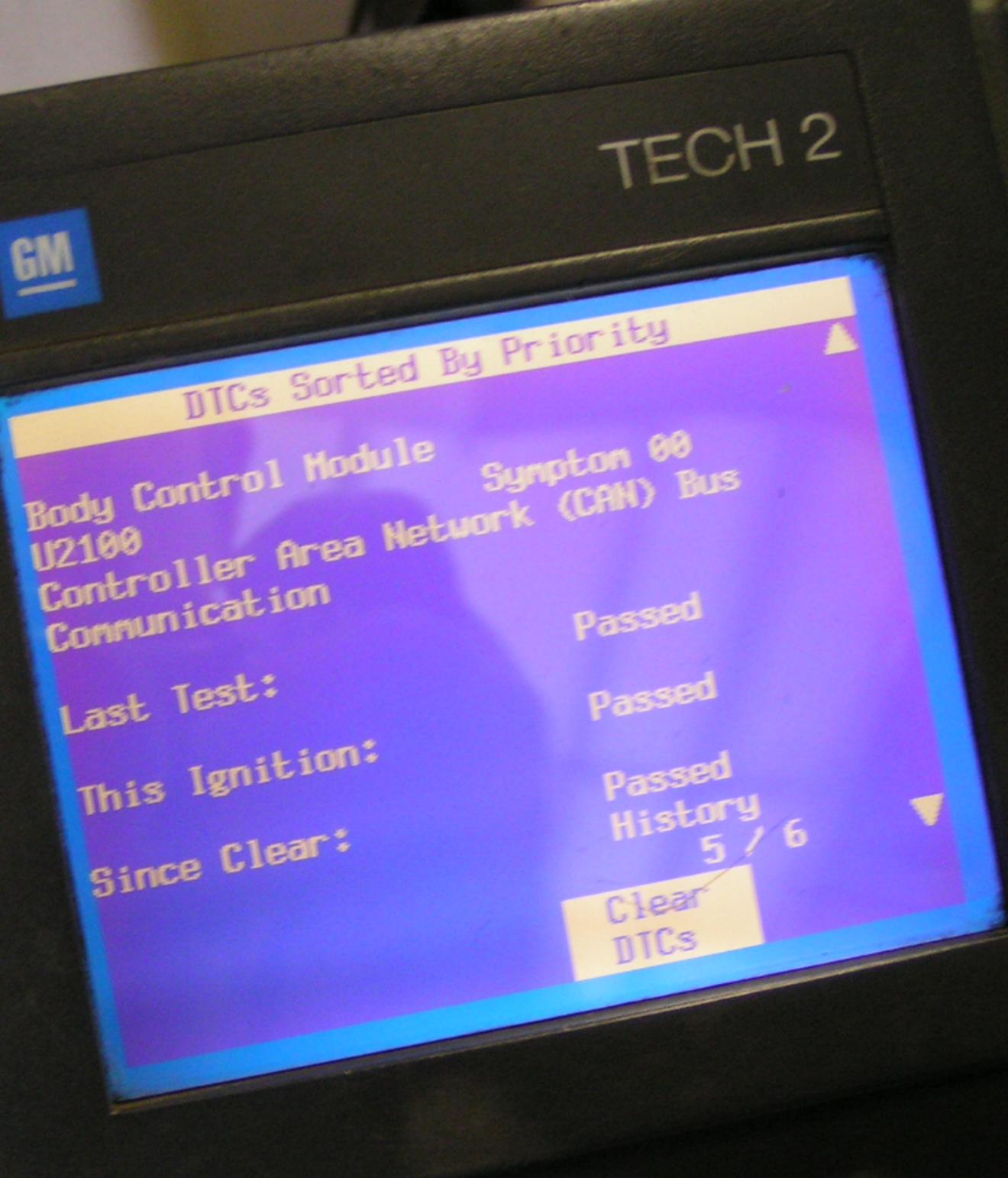
1





U2100 Communication

Last Test: This Ignition: Since Clear:





## DATE 04/05

# THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION EFFECT ON THE DATE OF MANUFACTURE SHOWN AB 1G1AK52F757 TYPE: PASS CAR

# GVWR GAWR FRT 1682 KG 866 KG 3706 LB 1908 LB









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



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

#### VIA FAX ONLY

November 2, 2007

David Gorberg, Esq. Law Offices of David J Gorberg & Associates, PC 1234 Market St Ste 2040 Philadelphia, PA 19107-3720

#### RE:

Service Request: 71-552581610 2005 Chevrolet Cobalt Vehicle Identification Number: 1G1AK52F657 Customer Relationship Specialist: Michele Valykeo

Dear Mr. Gorberg:

This is to advise that General Motors is in receipt of the above referenced case dated October 30, 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.

$\boxtimes$	
$\boxtimes$	

Copy of owner's current title and/or registration Other: Release of Lien/Payment History General Motors Corp Finance Buyer's agreement Repair Orders

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









39.94.45322-349422-4674232-35232 31.94.45929-349422-46742-462-462-





#### **RELEASE OF LIEN INFORMATION**

I	,
I(Client's Name)	(Client's Social Security Number)
hereby authorize	
(Lien holder Name	2)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regarding	g my loan account # (Account Number)
	(Account Number)
with	
(Lien holder Name)	
to General Motors Corporation, including b loan payoff amount, and per diem informat	but not limited to a complete payment history of my account, a ion.
Date	
VEH	ICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V07092007	

















Allan input Fedex PowerShip Man Strasta Lat.



#### General Motors Corporation Legal Staff

#### Facsimile

248/267-4333

Telephone 313/665-1555

December 19, 2007

Steven Kantrowitz, Esq. Kantrowitz & Phillippi 1880 John F. Kennedy Boulevard Suite 1101 Philadelphia, PA 19103

Dear Mr. Kantrowitz:

#### Re: GM Case No. 641416 R v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of the undersigned.

This case is not part of the Early Resolution Program, however, the Business Resource Center (BRC) will complete a preliminary evaluation and include its evaluation when it furnishes you with a copy of all relevant files. Please forward your written recommendation directly to me, setting forth: (1) the present settlement demand from the plaintiff; (2) your evaluation of that demand; (3) your initial overall settlement recommendation, including your best estimate of how much it will take to settle the case; and (4) your present evaluation of the chances and potential range of an adverse judgment. Please include in your evaluation the total amount you roughly anticipate it will cost General Motors for attorneys' fees and disbursements through final resolution of this matter, including trial if necessary.

Information necessary to support your preliminary settlement evaluation should not be obtained through formal discovery procedures. Rather, it is suggested that pertinent information such as vehicle mileage, out-of-pocket expenses, repair history, continuing complaints, etc., can be obtained from the BRC and plaintiff's attorney.

Sincerely,

1.

Sharon Ledoux Legal Assistant



#### **Service of Process** Transmittal 12/13/2007 CT Log Number 512880246

112

**Rosemarie Williams** TO: General Motors Legal Staff 400 Renaissance Center, Mail Code 482-038-210 Detroit, MI 48265-4000

#### **Process Served in Pennsylvania** RE:

General Motors Corporation (Domestic State: DE) FOR:

41416

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS;

TITLE OF ACTION:	, Pltf. vs. General Motors Corporation, Dft.
DOCUMENT(S) SERVED:	Cover Sheet, Notice, Complaint, Verification, Exhibit
COURT/AGENCY:	<u>Alleghany County</u> Court of Common Pleas, PA Case # AR0714149
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Plaintiff alleges that a certain 2005 Chevrolet Cobalt, VIN# 1G1AK52F657
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Philadelphia, PA
DATE AND HOUR OF SERVICE:	By Process Server on 12/13/2007 at 09:00
APPEARANCE OR ANSWER DUE:	Within 20 days - Answer Complaint // March 7, 2008 at 9:00 a.m Hearing
ATTORNEY(S) / SENDER(S)	David J. Gorberg David J. Gorberg & Associates, P.C. 2325 Grant Building 330 Grant Street Pittsburgh, PA 15219 412.894.9970
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED: PER: Address:	C T Corporation System Tyeasha Weaver 1515 Market Street Suite 1210 Philadelphia, PA 19102
TELEPHONE;	215-563-7750

MER-SJL

Steven Kantronttz

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Page 1 of 1 / NA

2/13 Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

T-web



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

#### VIA FAX ONLY

November 2, 2007

Service Manager Jim Brown WATSON CHEVROLET-OLDSMOBILE PO BOX 6200 MURRYSVILLE, PA 15668-6200

RE:

Service Request: 71-552581610 2005 Chevrolet Cobalt Vehicle Identification Number: 1G1AK52F657 Customer Relationship Specialist: Michele Valykeo

Dear Jim Brown:

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

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation





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LOUIS STREET, MARKEN STREET, STORE LOUIS STREET, MARKEN STREET, STORE STREET, STORE STREET, STORE STREET, STORE STREET, STORE STREET, STORE STREET





LAW OFFICES **DAVID J. GORBERG & ASSOCIATES, P.C.** SUITE 2040 1234 MARKET STREET

PHILADELPHIA, PA 19107

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## First Class Mail

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

NOV 0 1 2007







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LAW OFFICES

#### DAVID J. GORBERG & ASSOCIATES, P.C.

1234 MARKET STREET

#### SUITE 2040

#### PHILADELPHIA, PA 19107-3789

I (800) MY-LEMON 1 (800) 695-3666

#### (215) 665-7660 FAX (215) 563-8738

www.MyLemon.com

FAX (856) 983-6123 PITTSBURGH OFFICE

(856) 797-0703

NEW JERSEY OFFICE

100 CENTURY PARKWAY

MT. LAUREL, NJ 08054

SUITE 305

2325 GRANT BLDG. 330 GRANT STREET PITTSBURGH, PA 15219 (4(2) 894-9970 FAX (4)2) 894-9983

October 30, 2007

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

Our Client: RE: Vehicle: Vin #:

1G1AK52F657

Dear Legal Department:

Please be advised this office represents the above individual under any and all of the following claims:

Pennsylvania's Automobile Lemon Law Act, Magnuson-Moss Act, Uniform Commercial Code and Unfair Trade Practices Act.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office.

The Primary non-conformities for which relief is sought include the following:

#### Defective engine and power steering

Kindly confirm receipt of this letter, and have a representative contact our office to discuss this matter at your first convenience.

Very truly yours? GORBERG

DJG/tw

DAVID J. GORBERGT DANA LYNN TARQUINI TAMMY J. SCHMITT KIMBERLY A. HOEHING\* LAURA L. APPLEGATE MARGARET D. ARSENLIS"

MEMBER OF PA AND NJ BARS TMEMBER OF PA AND NY BARS

2005 Chevy Cobalt

			YEAR-MAK	· 「 作 他 の 歌 し 「 の 歌 し 」				PRÓ	DUCTION DATE	E	STOCK NO.	LICENSE N	D.	R.O. NO	135898
CASH	VEHICLE ID NO. K 5 2 F &	5 7	150570			Tanion			IVERY DATE		DELIVERY MILES	SELLING D	EALER NO.	R.O. DATE	Ú02/07
				46050	н NO. С	COLOR									
(PRIOR APPROVAL)				SERVICE	CONTRACT	L		CONTRA	CT NO.		EXPIRATION DATE	EXPIRATIO	NMILES	ADVISOR	-74
CALL WHEN					PARTS ARE LIM	ITED WARRA	NTY, 4,000 MILES	OR 90 DAYS, V	HICHEVER		AZ CHEVR		Inc	HAT NO.	
READY				I DO NOT C	ARRY A GENER	AL MOTOHS V	VARRANI Y.				12827 Franks			MILEAGE	11300
SAVE REMOVED	PGH, PA			1 bereby a	RMS: STRIC authorize the abo	CTLY CAS	H UNLESS ARR	ANGEMENTS g with necessar	MADE ry materials.	рIТ	TSBURGH (PENN			70.000	11000
PARTS FOR CUSTOMER	F	BUSINESS PHONE		You and inspection	your employee or delivery at	is may opera my risk. An e	te above vehicle xpress mechanic	tor purposes 's lien is ackno	wiedged on	•••	(412) 244-1030 •			TRANS.	
☐ YES		000000		above ver sible for	nicle to secure t oss or damage	to vehicle or	k to be done along the above vehicle press mechanic' repairs thereto. M articles left in ve	hicle in case o	of fire, theft.	•	· · · · · · · · · · · · · · · · · · ·	<u>.</u>		AIR COND	).
	TIME BECEIVED	20,9 <sup>20</sup> 06±00pm		accidant	or any other cau	se beyond yo		,	F		۱,	,		TURBO	· ··· -·
	······································	LABOP	BATE 20.30	SIG		OT WISH TO	HAVE A WRITT	EN ESTIMAT							
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## SABLE CHEVROLET

902-910 Brownsville Road Pittsburgh, PA 15210 (412) 381-9000

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		*INVOICE*	6370 WILLIAM PENN P.O. BOX 62 MURRYSVILLE, P.	200
	_		PHONE (724) 387-1500 FA TOLL FREE (877) 5	X (724) 387-1550
PITTSBURGH, PA HOME: BUS:		PAGE 1	www.watson2	
COLOR YEAR MAKE/MODE		SERVICE ADVISOR:		
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FULL SERVICE BODY SHOP FOR ALL OF YOUR COLLISION NEEDS	Seller hereby expressly discla warranties either express	ims all MON-WED-FRI	GAS, OIL, LUBE	0.00
· EARLY BIRD/ NITE OWL DROP-OFF	implied, including any i warranty of merchantabile fitness for a particular pu	mailed 8:00 - 6:00	SUBLET AMOUNT	0.00
· SHUTTLE SERVICE AVAILABLE · RENTAL SERVICE AVAILABLE	Seller neither assumes authorizes any other pers	TUES-THURS	MISC. CHARGES TOTAL CHARGES	0.00
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SALES TAX

PLEASE PAY THIS AMOUNT

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	RETAIL OR	DER FOR A	MOTOR VEHICLE	······	
		·	; <del></del>	04/09/2	INTE
Watson Chevro				A IOO TER'S NAME	
6200 William Penn Highway, P.       CHEVROLET       Murrysville, PA. 1566				STREETADDRESS	·
(724) 387-1500		CHEVROLET	PITTSBURGH		A HILL
Toll Free 1-(877) 513-1	۶ <u>۰</u> 0		City	ST	ATE NO
	~ - <del></del>		RES PHONE		
		X CAF	YEAR 2005 MA	KE CHEVROLI	
MODEL OR BODY		🗌 TRU	CK MVI OR	CHEVRULI	
SERIESOBALT TYPESD	COLOB515	SANDS	TRIM SERIAL NO.	1618K52F65	
SOCIAL SEC. # AGE	19	SALESN	AN NEOL HOUSE	STOCK	005280
MONEY DIFFERENCE14090, 00				AGREED	
DOCUMENTARY FEE55.00					15200.00
SALES TAX 991.30			GMPP - MAJO	IR GUARD	390.00
PLATES & TITLE73.5%			TYPE OF WARRANT 4800		
TOTAL 15209.80			LENGTH OF WARRANTY	MONTHS	4
SUBJECT TO CREDIT, APPROVAL			TYPEDT BUTTON BONUS	REBATE	- 1000.00
x <sup>2</sup>			TYPE DOWNPAYMENT	REBATE	- 500.00
INSURANCE CO. ERIE INSURANCE			ТҮРЕ		
AGENT & PHONE GODLESK I INSURAN	CE 412-88	2-8200			
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	10		T OF SALE.		
VEHICLE MILEAGE			EE AND CLEAR OF ANY ENCUM	BRANCE	
ENGINE					· · · · · · · · · · · · · · · · · · ·
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MVI OR SERIAL NO.			ENSE, LICENSE TRANSFER, TI GISTRATION FEE, DOCUMENTA		128.50
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USED TRADE-IN ALLOWANCE	\$	2.	DOWN PAYMENT:	······································	<u>* 15209.80</u>
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NET ALLOWANCE ON USED TRADE-IN	6	ín l	nd/or \$N/A	-	
DEPOSIT OR CREDIT BALANCE	N,	1 4	wance on trade-in; see stat	ement in left	
DOWN PAYMENT (Trans. to Right Col.)	<i>c</i>		and column for details.		S N/A
	<u>_</u>		UNPAID CASH BALANCE DUE	-	\$
	<u> </u>		(difference between Items 1 and	12)	15209.80

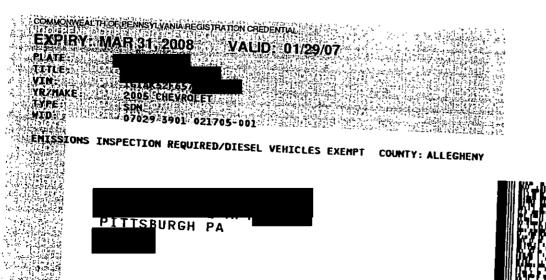
Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that <u>THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED</u> <u>REPRESENTATIVE</u>. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of this Order.

ACCEPTED BY

DEALER OR HIS AUTHORIZED REPRESENTATIVE

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· 안식 / 양당 / 양당 DATE



SIGNATURE

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



Change your address online at www.state.paule\_Pa.Konword "Daw"



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mar-			Rider C Flexible F	r	<b>`</b>		
NITHE	•	GMA		aler Number	•	Contract Number	
New or Used	Year		Description of P			Identification	Number
	2005	CHEVROLET	COBALT	50		1619K52F6	57
NEW						Milea	e on Odometer
		BUYÉ	R'S LAST PAVI	MENT OPTION	IS		10
This SmartBuy** P	lan Rider ("Rid	er") is part of the co					bove ("Contract
dated	(Day)	<u> </u>	between HATS	ON CHEVROLE	T OLDSMOB		
(Mo) (Creditor), ELEAN	OR R SPIER	FD	(E	Buyer) and			
(Co-Buyer). All rele	erences to "this	Contract" include this					
in this Rider, the v named above and	vords "you" anı any assignee o	der says otherwise, d "your" refer to the f the Creditor.	Buyer and Co-E	Buyer, if any Th	he words "we.	" "us," and "our" rel	e same meanin er to the Credit
it Payment, THIS C	ONTRACT	IS NOT PAYABL	E IN INSTAL	MENTS OF	EQUAL AN	AQUNIS.	
		7550, 90	_ WILL BE D		(Mo.)	(Day)	<u>. 69</u>
ou make every payme the payment due at t hedule;You may mee	ent on the date the end of the t your obligation	n to pay the payment	due at the end	of the Contract	change. As yo	ur Contract explains payment shown in	the amount the Payment,
You may pay the pay	ment due al the	end of the Contract	term on its due o	date; or	tion to Soll*-		
You may, if you have a, sell the vehicle to	met each of the	and have the Sale	Price applied t	o the payment	due at the	end of the Contrac	it term; and,
b pay the Creditor a	ny;excess of th	e payment due pt the	end of the Cont	tract term over t	he Sale Price	, Or	
You may enter into a	new writtehtag	reemant with the Cre	ditor to refinanc	e the payment.			
our Option to Sell. Yo rice. The Sale Price w re: (B) less any Excess ayment shown inclue 6 fou have the option to s . You have given the 6 directed to a specific end encumbrances ( ). You have paid the Cri t. You deliver the vehi designated by the C	vill be the amou vigent and Tea viginal payment seli only if each Creditor at lease of place so that on any of your a other than the C editor all amour icle to the Cre- reditor;	int of the last <u>sched</u> , in to the last <u>sched</u> , in schedule. This pay of the following cond it 30 days advance it 30 days adva	Jeg payment as less any Excess men may be did littons is met: when nonce of the a preliminary e Contract, incl ontract except for e of the last sci	<ul> <li>Snown in the s Mileage Dedui learent from the your intention the rappraisal of the uding your agree the amount of the heduled payment</li> </ul>	ayment Sche ction. (Note T payment due o sell the veh e vehicle's co eement to ke the payment d ent (or the to)	durie, (A) less a size he last scheduled p: at the end of the co- licle and you drive it notition; ap the vehicle free use at the end of the C lowing business da	hour apposition ayment is the pointact term.) he venicle as from all liens Contract term; y) at a place
<ol> <li>You pay the Credito over the Sale Price;</li> </ol>	r on the due da	ate of the last schedu	iled payment an	iy excess of the	a payment du	e at the end of the (	Contract term
<ol> <li>You have serviced the requests in any reca</li> </ol>	Il campaign; ar	nd		•		e folder and as the	manufacturer
7 You have not altered	the vehicle wit	hout obtaining the pr	ior written perm	ission of the Cri	editor	the upbyle is the C	ofilor
i you exercise this opti							
Excess Wear and Tear astimates it would cos makes the repairs. The that you have lintled; () delivered and has not (a) missing or unsafe v at the shallowest poir (h) any mechanical d manner; (i) any other d	t to make all n ise costs includ b) damaged bo been replace wheels or tires ( st; (g) torn, da amage or othe amage; and, (j)	epairs to the venicle le, but are not limited dy, fenders, metal w d with equipment of mcluding spare, snow maged, or stained, c ar condition that can any other costs requi	That are not the I to, the amount york, lights, trim equal quality a v tires are not ac lash, floor cove ises the vehicle red to restore the	it would cost to or paint; (c) mi ind design; (d) cceptable); (f) ar rs, "seats, head to operate in a vehicle to sale	is wear and repair or replissing equipm missing when ny tire with les illiners, uphols a noisy, roug able condition	ace: (a) glass that i ent that was in the al covers, jack or v s than 1/8 inch of tri tery, interior work th, improper, unsal	s damaged or vehicle when wheel wrench; ead remaining or trunkliners; e, or unlawfull
Independent Appraisa appraisal of the vehicle obtain a professional a schedule, minus the \$2	250 disposition	66, 01 (2) the application					
Excess Mlieage Deduc	tion. The Exce	ss Mileage Deduction	used to figure th	ne Sale Price wil	ll be	20 ¢ per mile fi	or each mile
the vehicle is driven ov	er 19	m					
Your Option to Refina Contract term at a rate of refinancing or (2) th greater than the avera	e we choose that	at will not exceed the	resser or. (1) me	Addition recent	h navmants u	nder the new anrea	ment will be nr
Buurer Slee			Co-8	luyer Signs			
Buyer Sign		7					
Other owner signs			·	26)			

Creditor Signs WATSON CHEUKULEL GMAC AD-18-1 (5-99) (10)

DUFLICATE CERSINAL - BUYER'S COPY

u to

Title

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### THIS CONTRACT INCLUDES THAT ATTACHED RIDER LABELED +GMAC IMARTBUT RIDER+ RETAIL INSTALMENT SALE CONTRACT

#### GMAC FLEXIBLE FINANCE PLAN

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	, ,	م المي مريكة الم	Deale	er Number	Contract Number	
	Co-Buve	- Name and a	ddress (include county	and zip code)	Creditor (Seller name a	
					5370 W	CHEVROLET OLDSMOBILE M PENN HWY BOX 6200 VILLE, PA 15668
PITTSB				ihed helow for	and ar on credit. By signi	ng this contract, you choose to buy the vehicle on credit mount Financed and Finance Charge according to the
		an the trent of	may buy the vehicle of d back of this contrac ill figure the Finance C	harge on a daily bas	sis.	
lew or Used	Year	Ma	ke and Model	Vehicle	Identification No.	Primary Use for Which Purchased
NEW	2005	CHEVRO	ET COBALT	16196	62F657	Cypersonal, family, or household in agricultural     D business
'our trade-in i	is a:	Year	Make	Mode	2	
		FEDERAL T	RUTH-IN-LENDING D	ISCLOSURES		Insurance. You may buy the physical damage
ANNUAL PERCENTA RATE The cost of credit as a ye rate.	AGE your early d	FINANCE CHARGE The dollar amount the credit will cost you.	Financed . The amount of	Fotal of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of \$ <u>1500.00</u> is \$ <u>1751_39</u>	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
Your Payme	ent Sche	dule Will Be:				describe the terms and conditions.
payment that	e. If a particular particular de la final	ayment is not it is a heavy co Otherwise, the	eceived in full within 1 mmercial motor vehicle	Due <b>65/93/2905</b> <b>6: 34/03/29</b> 10 days after it is d the charge will be r month of the part	Of as Follows ue, you will pay a late e 4% of the part of the of the payment that is than 10 days.	Check the insurance you want and sign below: Optional Credit Insurance. Credit Life: Buyer Co-Buyer Term Credit Disability (Buyer Only) Term
Prepayment	t. If you p	bay off all your	debt early, you will not	have to pay a pena	ity.	Premium: Credit Life \$N/A
			security interest in the	••		Credit Disability \$
Additional nonpayment	Informa I, default,	tion: See this any required re	s contract for more epayment in full before	information include the scheduled date.	ng information about and security interest.	(Insurânce Company)
ITEMIZATIO	ON OF A	MOUNT FINAN	ICED	<u></u>		(Home Office Address )
2 Total dow Gross tra = net tra	vnpaymei ade-in \$	nt = (It negativ	ories, services, and tax e enter "0" and see line -payott by seller \$ + cash \$ \$		-\$ <u>{6186.39</u> (1)} - - \${5	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
<ul> <li>3 Unpaid;ba</li> <li>4 Other cha keep part</li> <li>A Cost o compa</li> <li>Life</li> <li>Disabil</li> </ul>	arges incl t of these of optiona iny or cor lity	cash plice (1) uding amounts amounts.): al. credit insura npanies	s paid to others on your ance paid to the insu s N/A urance combany		5 <u></u>	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

<ul> <li>D Government taxes not included in</li> <li>E Government license and/or registr</li> </ul>				Other Insu	
E. Government fiennen and/or rögisti		N/R N/R	11	Other MSt	
E Obvernment nçense anoron regisin		<b>N7</b> 19		Type of Insura	ance Term
	·\$	46.00		Premium \$	
F Government certificate of title feet (includes \$ security inter	erest recording fee) \$			- N79	
G Other charges (Selfer must identif		27.50	1		<b></b>
describe purpose.)	iy wito is paid and			(Insurance (	Company)
to for	 \$		<i>i i i i i i i i i i</i>	M/A (Home Office	Address)
to for	SVC CUNTR	390.09			¢
	\$	N/H		I want the insurance checke	d above.
to SELLER tor	DOC FEE s	55.00		X	
to ST OF PA for	TIRE TAX 5	5.64		Buyer Signature	Date
to for	\$	<u>N/A</u>		X	
H Net trade-in payoff to	\$	<u>N/9</u> -		Co-Buyer Signature	Date
Total other charges and amounts pa	aid to others on your behal	<u>N/A</u>	522 56(4)		
Amount financed (3 + 4)	aid to differs on your bench		<u> </u>	ANY INSURANCE REF	ERRED TO IN THIS
				CONTRACT DOES NOT	
Finance charge Total of payments - time balance (5	i+6)			FOR PERSONAL LIABI	
Tutal of payments - une balance to	<u>, t 0/</u>			DAMAGE CAUSED TO OT	
u do not meet your contractual o			التبصيحي	L	
	N	<	•	· · .	
e Annual Percentage Rate receive a part of the linance o not sign this contrac	may be negotiable e charge. t in blank. You	Nötice	to Buyer. I to an exact co		
e Annual Percentage Rate receive a part of the financi o not sign this contrac to protect your legal rid	may be negotiable e charge. t in blank. You	Notice are entitled	to Buyer. I to an exact co		t you sìgn. Kee
e Annual Percentage Rate receive a part of the finance o not sign this contrac to protect your legal rid rer Signs	may be negotiable e charge. t in blank. You dhts.	Nötice are entitled	to Buyer. I to an exact co	opy of the contrac	t you sign. Kee
e Annual Percentage Rate receive a part of the finance o not sign this contrac to protect your legal rid rer Signs ou agree to the terms of you, and you were f ed-in co er Signs X Buyers and	may be negotiable e charge. It in blank. You ohts. Date of this contract. free to take it an Date	Notice are entitled <u>earsorrow</u> You confir nd review	to Buyer. I to an exact co D-Buyer Signs X I that before y it. You confir Co-Buyer Signs X	opy of the contrac you signed this co m that you receiv	t you sìgn. Kee <sub>Date</sub> ntract, we gave red a complete <sub>Date</sub>
e Annual Percentage Rate receive a part of the finance o not sign this contrac to protect your legal ric rer Signs ou agree to the terms of you, and you were f ed-in co er Signs X Buyers and vehicle but does not have to pay the	may be negotiable te charge. It in blank. You ohts. Date of this contract. free to take it a Date nots e debt. The other owner ag	Notice are entitled Sector 20/200 You confir and review	to Buyer. I to an exact co D-Buyer Signs X I that before y it. You confir Co-Buyer Signs X	opy of the contrac you signed this co m that you receiv	t you sìgn. Kee <sub>Date</sub> ntract, we gave red a complete <sub>Date</sub>
e Annual Percentage Rate receive a part of the finance o not sign this contrac to protect your legal rid er Signs ou agree to the terms of you, and you were f ed-in co er Signs X Buyers and vehicle but does not have to pay the er owner signs here X	e may be negotiable te charge. tin blank. You dhts. Date of this contract. free to take it an Date nots e debt. The other owner ag Date	Notice are entitled <u>earson/200</u> You confir and review	to Buyer. I to an exact co D-Buyer Signs X I that before y it. You confir Co-Buyer Signs X	opy of the contrac you signed this co m that you receiv	t you sign. Kee Date ntract, we gave red a complete Date hose name is on the title
Annual Percentage Rate ecceive a part of the finance o not sign this contrac o protect your legal rid er Signs U agree to the terms of you, and you were f ed-in co er Signs X Buyers and yehicle but does not have to pay the er owner signs here X	may be negotiable te charge. It in blank. You ohts. Date of this contract. free to take it a Date nots e debt. The other owner ag	Notice are entitled You confir nd review	to Buyer. I to an exact co D-Buyer Signs X I that before y it. You confir Co-Buyer Signs X	opy of the contrac you signed this co m that you receiv	t you sìgn. Kee Date ntract, we gave red a complete Date
e Annual Percentage Rate receive a part of the finance o not sign this contrac to protect your legal rid er Signs ou agree to the terms of you, and you were f ed-in co er Signs X Buyers and vehicle but does not have to pay the er owner signs here X	may be negotiable te charge. tin blank. You ohts. Date of this contract. free to take it an Date nois e debt. The other owner ag Date	Notice are entitled You confir nd review	to Buyer. I to an exact co D-Buyer Signs X I that before y it. You confir Co-Buyer Signs X	opy of the contrac you signed this co m that you receiv	t you sign. Kee Date ntract, we gave red a complete Date hose name is on the title
e Annual Percentage Rate receive a part of the finance o not sign this contrac to protect your legal rid er Signs ou agree to the terms of you, and you were f ed-in co er Signs X Buyers and vehicle but does not have to pay the er owner signs here X	may be negotiable te charge. tin blank. You ohts. Date of this contract. free to take it an Date nois e debt. The other owner ag Date	Notice are entitled You confir nd review	to Buyer. I to an exact co D-Buyer Signs X I that before y it. You confir Co-Buyer Signs X	opy of the contrac you signed this co m that you receiv	t you sign. Kee Date ntract, we gave red a complete Date hose name is on the title
e Annual Percentage Rate receive a part of the finance o not sign this contrac to protect your legal rid er Signs ou agree to the terms of you, and you were f ed-in co er Signs X Buyers and vehicle but does not have to pay the er owner signs here x	may be negotiable te charge. tin blank. You ohts. Date of this contract. free to take it an Date nois e debt. The other owner ag Date	Notice are entitled You confir nd review	to Buyer. I to an exact co D-Buyer Signs X I that before y it. You confir Co-Buyer Signs X	opy of the contrac you signed this co m that you receiv	t you sign. Kee Date ntract, we gave red a complete Date hose name is on the title
not sign this contract on a Sunday e Annual Percentage Rate receive a part of the finance o not sign this contract to protect your legal rid ver Signs ou agree to the terms of you, and you were f led-in co rer Signs X Buyers and vehicle but does not have to pay the er owner signs here X ditor Signs	may be negotiable te charge. tin blank. You ohts. Date of this contract. free to take it an Date nois e debt. The other owner ag Date	Notice are entitled You confir nd review	to Buyer. I to an exact co D-Buyer Signs X I that before y it. You confir Co-Buyer Signs X	opy of the contrac you signed this co m that you receiv	t you sign. Kee Date ntract, we gave red a complete Date hose name is on the title

1

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Scenario

8/02 - Hoing up Amall hill Power Steering lite "engine lite came on car Started to Chug " Aputter & Juas close to Auce's house "failed Roadsede Assistance who took it to AZ Cherrolet." Heport enclosed

8/31 Same as about Called RA + forwed to Sable Chowrolet-Person with me Josephine Capone (Sister) Seport enclosed

Sometime in Sept or early let me a friend drove approximated. 100 miles from Poh Before Dicked my friend up par did same as aborte twice, sowerer Continued & Dicked up my friend arrived Cour destination. When returning to Pok auto aid the Same Hames . pulled into a driveway & called hoadside assistance. My friend was panicstricken (sandy service) 10/11 Jook it back report inclosed I wanted them to keep the car

to be if this would happen & provide no wak a reneal can. Labrobutely ful the problem is in the computer but leadson cherrolet wouldn't offer me any assistance. I don't ful safe in this car not do any of my passenger I also have a business need my can. Thanking you in advance for any help you can provide.





Concrete Address Compressions RESIDEN REARING CORRE NO 888 30170 Extra 1, 148 48,23,2-5 8748

**8** 

#### VIA FAX ONLY

December 28, 2007

Steven Kantrowitz, Esq. Kantrowitz & Phillippi 1880 John F Kennedy Blvd Ste 1101 Philadelphia, PA 19103-7427

#### RE:

Service Request: 71-552581610 GM Legal Staff Case: N/A 2005 Chevrolet Cobalt Vehicle Identification Number: IGIAK52F657 Customer Relationship Specialist: Mary Williamson

Dear Mr. Kantrowitz:

The above-referenced case is not part of the Early Resolution Program. Therefore, we are providing the following information to assist you in your evaluation of the case.

- Warranty history (including summary, claim history, any "Y" claim comments, service contract, and . vehicle build)
- Customer assistance center comments
- Invoice
- Incentives •
- All attachments (including BBB and PAR files if applicable) .

#### WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, JACK ADAMS, PH: 800-356-5004, Mailbox # 8037 AND INFORM HIM THAT YOU ARE HANDLING THIS MATTER FOR GENERAL MOTORS.

In case this ends up settling as a repurchase, the BAC code for the dealership is 113512.

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









Page 2

LG0002 V07092007













2005 COBALT 4-DOOR SEDAN 15U SANDSTONE METALLIC	/L4G		MOTOR DIVISION OTORS CORPORATION
52B NEUTRAL	•		SSANCE CENTER
ORDER NO. HZCV2D/TRE STO	CK NO.		MI 48243-1114
VIN 1G1 AK52 F6 57			NVOICE 1AD61460290
*********************	******		
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AK69 COBALT 4-DOOR SEDAN	13625.00	12739.38	INVOICE 03/10/05
B34 FLOOR MATS	80.00	72.00	SHIPPED 03/10/05
DT4 ASHTRAY AND LIGHTER	15.00	13.50	EXP I/T 03/14/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 03/14/05
L61 2.2L DOHC 4 CYL ENGINE	0.00	0.00	PRC EFF 03/09/05
MX0 4-SPD. AUTO. TRANS. W/OVE	ERDRIVE 850.00	765.00	KEYS G0544 G0544
T43 REAR DECK-LID SPOILER	275.00	247.50	WFP-F QTR OPT-1
			BANK: GMAC - 004
			СНБ-ТО 13-703
			SHIP WT: 2789
			нр: 18.4
			GMS: 14032.03
			SUPPLR: 14660.10
			MRM: 15410.00
			DAN: 15410
			MEMO 667.25

TOTAL MODEL & OPTIONS	14845.00	13837.38	ACT 231	13957.03
DESTINATION CHARGE	565.00	565.00	н/в 261	445.35
LAM DEALER CONTRIBUTION		148.45	ADV 261	148.45
LAM GROUP CONTRIBUTION		74.23	EXP 65A	74.23

WATSON CHEVROLET-OLDSMOBILE

REMIT TO GMAC NO. 004 VIN 1G1AK52F657 \$ 14625.06 INV 1AD61460290 DUE 03/14/05 DEALER 13-703

	es ĉieguest listati						
SR No.	71-55258161D	Ref No.		Goodwill	No Goodwill Offered	BRC Type	Legal
Account	David J Gorberg & Associates	Site	Pittsburgh	GW SubType	1	Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	l egal
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Lawsuit
Address		Clty Pit	tsburgh	involved Dir	Dan Mealey Chevrolet, Inc.	Safety	Yes
State	PA ZipCd	Con Acct		Source	White Mail	Updated	12/28/2007 08:47:44 AM
Serial #/VIN	1G1AK52F657	Model Year	2005	Priority	Medium License #	Owner	WILLIAM4
Maké	Chevrolet	Warr. Start	04/09/2005	Status	Open	Öpened	8/31/2007 03:33:46 PM
Model	Cobalt	Mileage	24666	Sub-Status	Dissatisfied	Closed	
Abstract	BRC LEGAL N ER LAWSUIT						
Customer	Relér to legal lite						

#### Description

### Pre-PAR

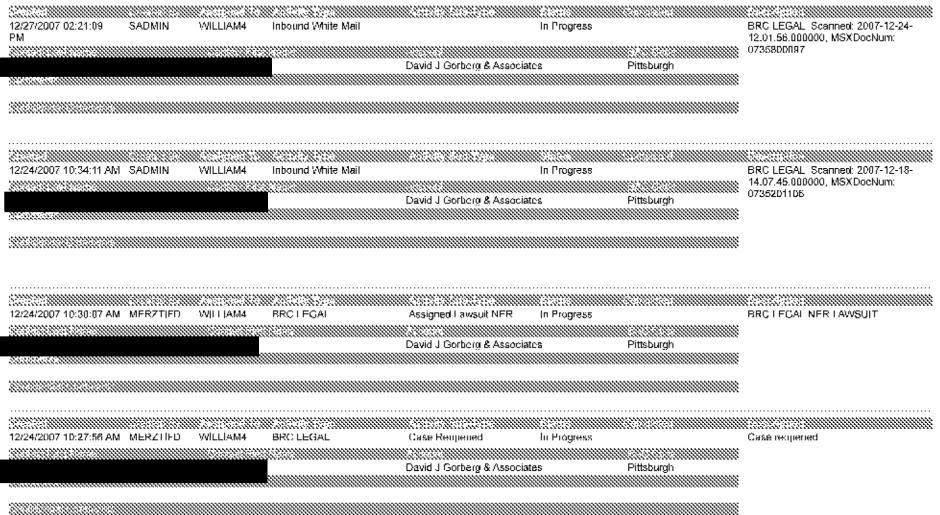
#### 

Incident	Incident
Loc	Desc
Component	
	Damage
Vehicle	Desc
Lac	Add'i Info
Emgey Sve Names	
Names	Maint Loc
SAS Rotei:	

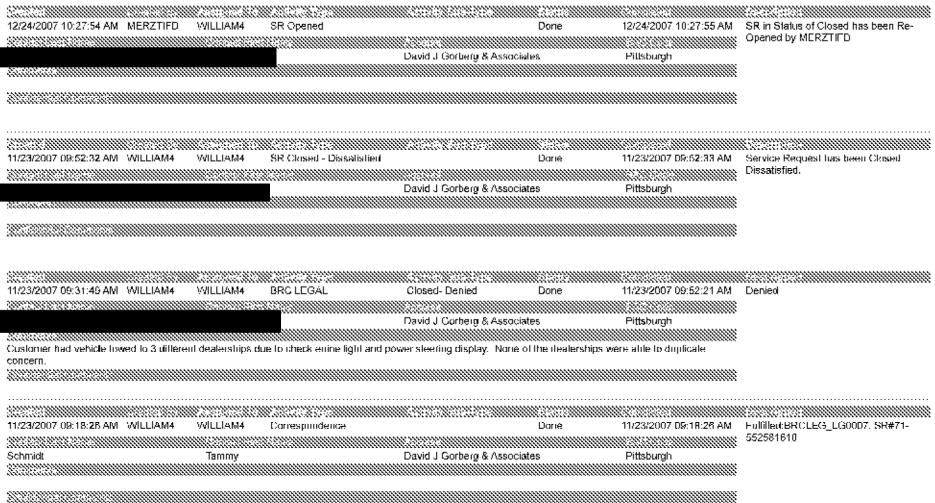
#### PAR Detail

Collision	Non Collision	Property Damage	Thermal Evt	Spec Equip	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	
Primary Veh Use		Inspection Type		Inspected By	Inspection Date/Time
Veh Damage Description				Explain Other	

### 



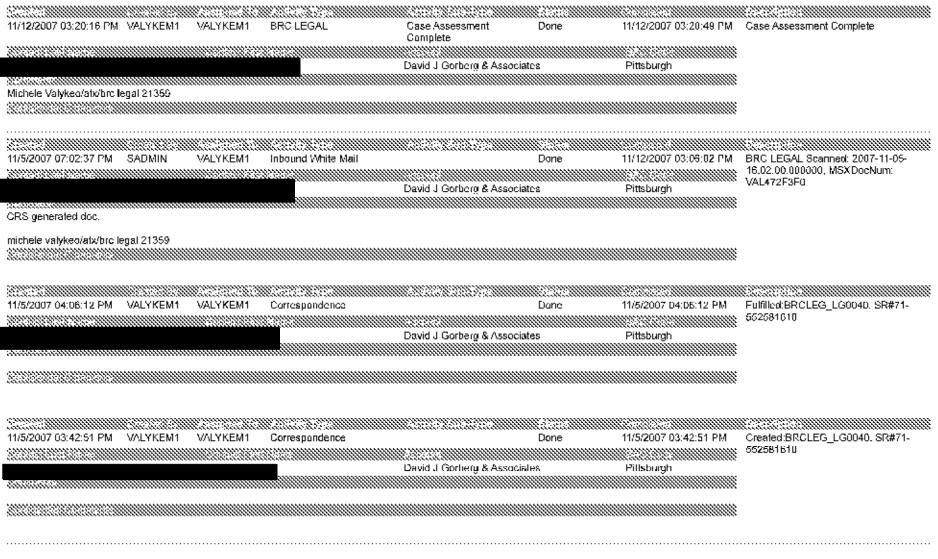
# Service Requess Detail



# Service Sectoral Relati

Si 23/2007 09:13:42 AM			Correspondence	David J Gorbery & Associa	Done Jes	11/23/2007 09:13:42 AM Pillsburgh	Created:BRCLEG_LG0007. SR#71- 552581610
11/21/2007 04:21:18 PM 3			Manager Review	Empowered David J Gorberg & Associa	Dane ites	11/21/2007 D4:21:41 PM Pittsburgh	Enipowered
Tamera Shullz Legal Coordinator North East and North Cent General Motors Legal Staff	ral Regions						
11/13/2007 11:19:37 AM 1	WEIGELKR	WILLIAM4		Escalate to Negotiator David J Gorbery & Associa	Done Jes	11/23/2007 09:50:52 AM Pillsburgh	escalated to Mary Williamson
11/13/2007 11:19:19 AM	WEIGELKR	WILLIAM4	Ownership Changed	David J Gorberg & Associa	Done tos	11/13/2007 11:19:20 AM Pittsburgh	Service Request Ownership has changed FROM: WILLYKEM1 TO: WILLIAM4

### 



# Service Request Debal

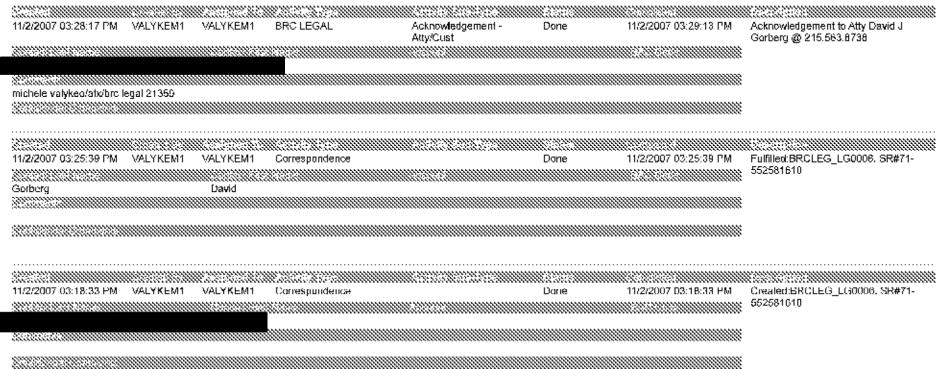
11/5/2007 03:33:51 PM VALYKEM1 VALYKEM1 Outbound Call Dealer Made Contact Done 11/5/2007 03:42:37 PM AZ Chev (412) 244-1030 svc mgr Ed
David J Gorberg & Associates Pillsburgh A Z CHEVROLET, INC. 12827 FRANKSTOWN RD PITTSBURGH, PA 15235-1948 (412) 244-1030
SVC MGR Ed Luketic [& Tom Sciulli]
Fax # 412.795.9720
CRS sis thit cust retained atty regarding their veh or just serviced.
SVC MGR sts last 5 of VIN is needed. SVC MGR sts tht ha'd have to look furher into the ROs to get more info.
CRS advd that CRS will send a full fax request to svo mgr and if this dir did not sell veh to write that on the fax back to CRS. CRS advd of the fax # CRS would fax to and that CRS will f/u in a day or two to be sure that SVC MGR revel fax request.
michele valykeo/atx/brc legal 21359
11/2/2007 07:01:52 PM SADMIN VALYKEM1 Introvind White Mail Done 11/5/2007 03:32:50 PM BRC LEGAL Scanner: 2007-11-02- 15.41.00.000000. MSXDocNum: VAL472B451
CRS generated doc.
nichele valykeo/atx/tric legal 21358

# Service Request Detail

### Activities

11/2/2007 04:11:04 PM       SADMIN       VALYKEM1       Inbound White Mail       Done       11/5/2007 03:33:13 PM       BRC LEGAL Scanned: 2007-11-02         David J Gorbery & Associates       Pillsburgh         CRS generated doc.       Fillsburgh	2-
michele valykeo/atx/brc legal 21359	
11/2/2007 03:39:52 PM         VALYKEM1         VALYKEM1         Correspondence         Done         11/2/2007 03:39:52 PM         Fulfilled: BRCLEG_LG004D. SR#71           552581610         552581610         552581610         552581610         552581610	1-
11/2/2007 03:37:01 PM VALYKEM1 VALYKEM1 Correspondence Done 11/2/2007 03:37:01 PM Created:BRCLEG_LG0040. SR#7 552581610	21- 71-
11/2/2007 03:29:25 PM VALYKEM1 VALYKEM1 Scheduled Follow-up Done 11/5/2007 03:33:24 PM Call dir for docs if none rovd	
2 dlrs	
Call A 7 Chev for docs	

# Service Request Defail



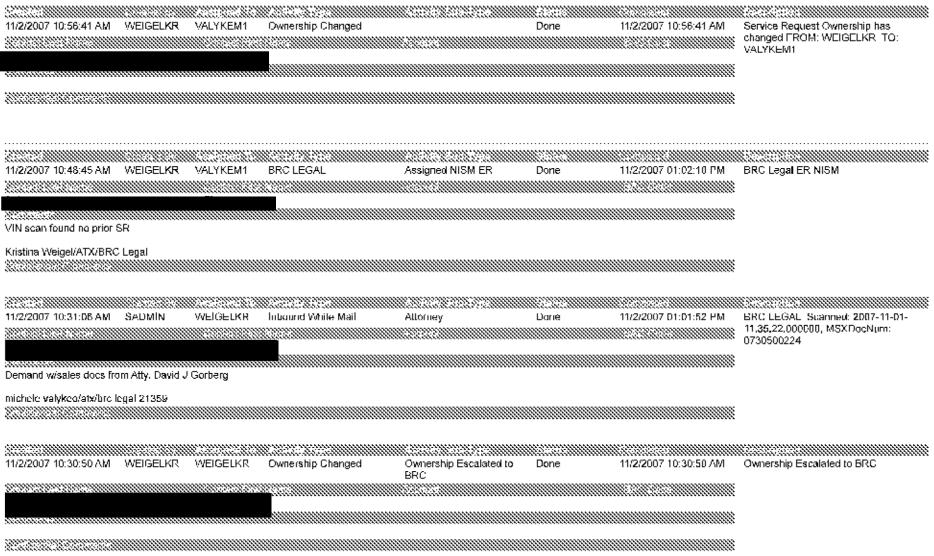
# Service Request Detail

### Activities

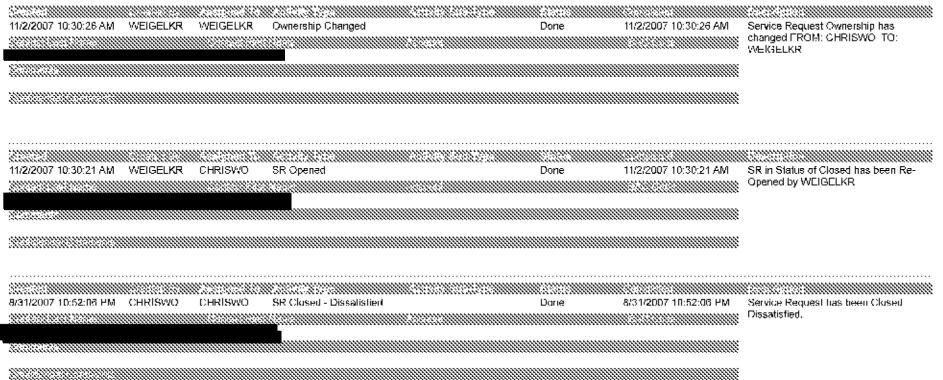
11/2/2007 01:10:55 PM VALYKEM1 VALYKEM1 BRC LEGAL Acknowledgement - AVM Done 11/2/2007 01:15:18 PM Acknowledgement to DVM informing of nisnV Adams Jack 914055 8037
CRS advd tht cust Las relained an ally regarding her 0 <u>5 Chev Co</u> balt
Last 8 of VIN 57 SR# 71-552581610 Involved dir is WATSON CHEVROLET-OLD SMOBILE PO BOX 6200 MURRYSVILLE, PA 15668-6200
(724) 387-1500 CRS sks any info DVM might have regarding veh. If no info this is an EYL CRS advd of CRS pb#
michele valykeo/ato/brc legal 21359
11/2/2007 01:06:36 PM VALYKEM1 VALYKEM1 BRC LEGAL Acknowledgement - Dane 11/2/2007 01:10:53 PM Watson Chev for 1st reg of docs Dealer
WATSON CHEVROLET-OLDSMOBILE PO BOX 6200
MURRYSVILLE, PA 15668-6200 (724) 387-1500
(724) 387-1500 SVC MGR Jim Bruwn

michele valykeo/atx/brc legal 21359

### Service Sectors (John)



### Service Recuest Detail



# 

## Activities

Station 10:41:33 PM	CHRISWO	SHORTSU	Manager Review	Cas	se Assessment	Done	8/31/2007	' 10:51:56 РМ	Request to close dissat
Cust called in about SEL lest-driven. Cust believe						o duplicate: no code	s, na jerking or	hesitation when	
Chris Wood/stj/cac	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,								
Approval to close file dis duplicate cust's conceri Susic Short/STJ/TS/LVL		Letter(Cust stal	ing that concerns wi	th steering and	had the veh to two	different dir's and b	oth dir's were r	iot able to	
8/31/2007 04:12:55 PM	CHRISWO	CHRISWO	Outbound Call Des	iler Mac	de Conlact	Done	8r31/2007	704:19:21 PM	AZ Chevrolet 412-244-1030
CRS spake w/ Ed Milley,	Svc Mgr								
CRS adv: -calling on behalf of Elea -last 8 are 57585610 -looking for a more defai		a recent power	steering concern tha	t has since recu	urred				
Dirists: -SFI on 8/2/2007 -no codes -did not reset computer									
Chris Wood/stj/cac									

# Service Secures Certail

## Activities

8/31/2007 04:08:58 PM CHRISWO CHRISWO Dutbound Call Customer Made Contact Done 8/31/2007 04:12:52 PM
CRS adv: -dir could lind nathing wrong with veh
Custists: -Then Net& an idiot -I bet you there's water in the computer or a loose wire or something -my next call is to my lawyer or 1800LEMON or something -call the original dirshp 4122441000
Chris Wood/stj/cac
8/31/2007 04:03:34 PM_CHRISWO_CHRISWO_Outbound Call Customer_Maile ContactDone8/31/2007 04:27:17 PMn cell CRS adv: -AZ Chevrolet did not reset computer
Cust sts: -then there is definitely something wrong and I am definitely calling an attorney -thank you for what you tried to do but it didn't help me -I have to pursue other avenues to get satisfaction
Chris Wood/stj/cac

# Surges Suggest Relati

8/31/2007 03:58:08 PM CHRISWO CHRISWO Outbound Call Dealer Made Contact Done 8/31/2007 04:02:54 PM Sable 412-381-9000
CRS spoke w Leonard, Svc Mor
CRS adv: -calling on behalf of Eleanor Spierto
Dir sts: -checked veh -no codes -road-tested, no SEL, no jerking, no hesitation -she wanted to leave car here -she bought car from another dir who also couldn't find anything wrong -ful fix if it there was anything
Chris Wood/stj/cac

### Service Request Detail

Statistica 8/31/2007 03:47:39 РМ Statistica	CHRISWO	CHRISWO	Inbound Call Customer	Complex Request	Done	8/31/2007 03:58:06 PM	Sleering concerns
-called RSA, got towed -dlr reset computer	'd wheel Insked u as lockert and I h Chevrolet	up anni power slé had to fight to rel	eèring light came nn and ve lease; then SEL came on; th	h starled chugging Sen power steering light came	on agàin; car starfe	al chuyying again	
Custisks: -vehilixeit -computer is faulty -will not take back vehiat -don't trust vehi	nd have the san	ie thing happen	again				
CRS adv: -will need to call dir for n	nore info						
Cust sts: -can you call me back or	n niy cell phone?	?					
CRS adv: -will do							
Chris Wood/stj/cac							
8/31/2007 03:47:23 PM		CHRISWÓ	Ownership Changed		Dané	8/31/2007 03:47:23 PM	Service Request Ownership has changed FROM: MILLENGE_TO: CHRISWO

# Sowes Suggest Robit

S221(2007-03:40:24 PM 8/31/2007-03:40:24 PM	MILLENGE	MILLENGE	Outbound Call Compound	Made Contact	Done	8/31/2007 03:48:09 PM	transfer to compound
Call transferred to Chris	Wood ext 12170	) at 3:47 pm est.	Pls assume ownership.				
geri zimmerman (geraldi	ne millena ext 1:	2909)/cac/mla/p	ilot				
8/31/2007 03:35:16 PM		MILLENGE	Inbound Call Customer	Complex Request	Done	8/31/2007 03:40:21 PM	veh & dealer issue
0.0000000000000000000000000000000000000							
Cust sis:							
last time roadside took w computer needed to be r	reset						
same thing started yeste veh was chugging, i almo wheel was locked, engin	ost got into an ai	crident					
power steering light cam it was taken Sable and th	eon	e's nothinu wron	ig with it				
Leonard is extremely rud	le and told me to	pick the veh u	p since there's nothing wrong	with it			
CRS Adv: transfer to compound							
geri zimmerman (geraldi	ne millena ext 13	2909)/cac/mla/p	ilat				
							l
UCC Informati	08						
SCALESCOLUMNING		Excessive Ef	tini in the second s	Sleering	- General		
N10		No Symptom	Indicated			Lamps (Oil / Coolant etc)	

# GM Vehicle Inquiry System Service Contract

<u>Home</u> - <u>Summary</u> - <u>Claun History</u> - <u>Vehicle Build</u> - <u>Vehicle Component</u> - <u>Delivery Information</u> - <u>Dealer Information</u> - <u>Service Contract</u> - <u>Warranty Block</u> - <u>Branded Title</u>

VIN	1G1AK52F657.		
	SER	ACE CONTRACT	
Policy Number :	814450894	Owner Name :	SPIERTO
Description :	48/48000 GMF	PMAJOR GUARD	
Deductible Amount :	\$0		
Inception Date :	04/09/2005	Expiration Date :	04/09/2009
Inception Odometer :	10 miles	Expiration Odometer :	48010 miles

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# GM Vehicle Inquiry System Vehicle Build

<u>Home</u> - <u>Summary</u> - <u>Claun History</u> - <u>Vehicle Build</u> - <u>Vehicle Component</u> - <u>Delivery Information</u> - <u>Dealer Information</u> - <u>Service Contract</u> - <u>Warranty Block</u> - <u>Branded Title</u>

<u>Help</u>

VIN	1G1AK52F657								
VEHICLE BUILD									
Merchandising Model :		1AK69 -2005 COBALT 4-DOOR SEDAN							
Gross Vehicle Weight R	ating :	1710 kg (3771 lb)	Order Number :	HZCV2D					
Build Date :		03/10/2005	Build Plant :	157A					

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

AK5 - DRIVER & RIGHT FRONT PAS SENGER AIR BAGS	AR9 - DELUXE FRONT BUCKET SEAT
B34 - FLOOR MATS	B35 - REAR FLOOR MATS
C67 - ELECT. FRONT AIR CONDITIONER	DC8
DT4 - ASHTRAY AND LIGHTER	FE1 - SUSPENSION SYSTEM-SOFT RIDE
FE9 - 50-STATE EMISSIONS	FY1 - TRANS/AXLE 3.63 RATIO
IPB - INTERIOR TRIM DESIGN	J41 - POWER DISC FRONT BRAKES
K64 - 115 AMP GENERATOR	LOD - ASSEMBLY PLANT - LORDSTOWN,OHIO
L61 - 2.2L DOHC 4 CYL ENGINE	MN5 - 4 SPEED AUTO TRANSMISSION
MX0 - 4-SPD, AUTO, TRANS, W/OVERDRIVE	NT7 - FEDERAL EMISSION TIER 2
N46 - 4 SPOKE STEERING WHEEL	PG1 - 15" STEEL WHEEL
QTU - P195/60R15 TOURING BW TIRES	R9U - GM ACCESS - AUTOBOOK IDENTIFIER
SLM - STOCK ORDERS	T43 - REAR DECK-LID SPOILER
UQ4 - BASE SPEAKER SYSTEM	U1C - AM/FM STEREO W/CD AND CLOCK
VM3 - CONSUMER INFORMATION LABEL	V73 - STATEMENT OF VEHICLE CERT U.S. /CANADA
1SA - BASE PACKAGE	1SZ - OPTION PACKAGE DISCOUNT
15U - SANDSTONE METALLIC	52B - NEUTRAL
52I - GRAY	6AR - FRONT SPRING
7AR - FRONT SPRING	8AA - REAR SPRING

#### OPTION CODES.

9AA - REAR SPRING

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# GM Vehicle Inquiry System Claim History

<u>Home</u> - <u>Summary</u> - <u>Claim History</u> - <u>Vehicle Build</u> - <u>Vehicle Component</u> - <u>Delivery Information</u> - <u>Dealer Information</u> - <u>Service Contract</u> - <u>Warranty Block</u> - <u>Branded Title</u>

#### <u>Help</u>

VIN :			1 <b>G</b> 1/	AK52F657.								
				CLAIME	118	TORY						
Repair Order Date :08/31/2007Repair Order Number :						15202	Odome	eter Rea	ding :	<b>g :</b> 11775 mile:		
Serviced By :							rce :		13 - C	HEVROL	ET	
	PITTSBURGH, PA 15210-2383					ite Code :			13698			
	(412) 38	1-9000	•		Business Associate Code : 113463							
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	Auth Code	Person Code	Line Total	Comments	
11/23/2007	850	01	#	J9995 - CUSTOMER CONCERN NOT DUPLICATED		N/A		N/A	N/A	\$ 20.81	N	

Repair Ore	der Date	: 08/	30/2007	Repair Order Number :	<b>P</b> 04939	Odome	ter Rea	ding :	11000 miles			
Serviced				STANCE/CCAS	Selling Source : 13 - CHEVROLET					Έ <b>T</b>		
Ву :	ONE CA			5-5117	Site Code :			34415	34415			
					Business A	ssociate	Code : 207453					
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part Auth Code			Person Code	Line Total	Comments		
09/07/2007	828	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A C			N/A	\$ <b>58</b> .94	N		

Repair Or o	ler Date	: 08/	30/2005	, Repair Order Number :	<b>P</b> 04940	0	Odome	ter Rea	ding :	11000 miles			
Serviced				STANCE/CCAS	Selling Source : 13 - CHEVROLET						ET		
By :	ONE CA MEDFO			5-5117	Site Co	»de :			34415	4415			
			Busines	ss A:	ssociate	Code :	20745:	53					
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part l'**			Auth Code	Person Code	Line Total	Comments		
09/07/2007	828	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A			с	N/A	<b>\$ 58</b> .94	Ν		

Repair Ore	ler Date	: 08/	/02/2007	Repair Order Number :	135898	U35898 Odometer Reading : U3				11300 miles	
Serviced	DAVE				Selling Sou	rce :		13 - Cl	HEVROL	Έ <b>T</b>	
Ву :		URGH	,PA 15	4 RD 235-1948	Site Code :			13003	3003		
	(412) 244-1030				Business A	ssociate	Code :	11352	113521		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part Auth Code			Person Code	Line Total	Comments	
08/07/2007	819	01	#	J9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A		N/A	N/A	\$ 21.88	Ÿ	

Repair Ore	der Date	: 08/	01/2007	Repair Order Number :	O30586	Odome	ter Rea	ding :		11000 miles	
Serviced	GM RO ONE C/			STANCE/CCAS	Selling Source : 13 - CHEVROLET						
By :	MEDFO			5-5117	Site Code :			34415	34415		
					Business A	ssociate	Code :	20745:	3		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part Auth Code			Person Code	Line Total	Comments	
08/10/2007	820	01	Ħ	Z2080 - ROADSIDE SERVICE (TOWING)	N/A C			N/A	<b>\$ 58</b> .94	Ν	

Repair Ore	ler Date	: 04/	30/2007	Repair Order Number :	<b>M0047</b> 1	Odome	Odometer Reading :			8000 miles		
Serviced				STANCE/CCAS	Selling Sou	irce :	re: 13 - CHEVROLET					
By :	ONE C. MEDRO			5-5117	Site Code :			34415	34415			
					Business A	Code :	20745:	207453				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part Auth Code			Person Code	Line Total	Comments		
05/11/2007	794	01	#	Z2081 - ROADSIDE SERVICE (LOCKOUT)	N/A		с	N/A	\$ 46.92	N		

Repair Or-	der Date	: 02/	/12/2007	Repair Order Number :	К	06121	Odome	eter Rea	ding :	8800 miles			
Serviced	GM RO ONE C/			STANCE/CCAS	Sel	Selling Source : 13 - CHEVROLET							
By :	MEDFO			5-5117	Sit	te Code :			34415	34415			
					Bu	isiness As	ssociate	Code :	207453	207453			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Part Aut Cod			Person Code	Line Total	Comments		

02/23/2007 772 01 # Z2080 - ROADSIDE SERVICE (TOWING) N/A C N/A \$58.94 N
--

Repair Ore	ler Date: 02/12/2007 Repair Order Number: K97048 Odometer Reading:				ding :	8800 miles					
Serviced				STANCE/CCAS	Selling Sou	rce :		13 - C	HEVROL	Έ <b>Τ</b>	
By :			.BOT RD RD, MA-02155-5117			Site Code :			34415		
					Business Associate Code :			20745.	207453		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	rt	Auth Code	Person Code	Line Total	Comments	
03/30/2007	782	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A		с	N/A	\$ 58.94	N	

Repair Ore	ler Date : 02/12/2007 Repair Order Number : R18346 Odometer Reading :				ding :		8800 miles					
Serviced				STANCE/CCAS	Selling So	urce :		13 - C	HEVROL	Έ <b>T</b>		
By :		CABOT RD FORD, MA 02155-5117			Site Code :			34415	34415			
					Business Associate Code :			20745.	207453			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	F	art	Auth Code	Person Code	Line Total	Comments		
12/04/2007	853	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A		с	N/A	<b>\$ 58</b> .94	Ν		

Repair Or o	der Date : 03/10/2005 Repair Order Number : A85610 Odometer Reading :				ding :	0 miles					
Serviced	WATSO PO BOX			ET-OLDSMOBILE	Selling Source :			13 - C	13 - CHEVROLET		
By :	MURRY	SVILI	LE, PA	15668-6200	Site Code :			13703	13703		
	(724) 38	) 387-1500			Business Associate Code :			113512			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	ırt	Auth Code	Person Code	Line Total	Comments	
03/15/2005	569	01	ſ	Z7000 - PRE-DELIVER INSPECTION - BASE TIME	Y N/A		N/A	N/A	\$ 76.48	N	

#### CHECK HISTORY

Vehicle Has No Associated Check History.

# GM Vehicle Inquiry System Summary

<u>Home</u> - <u>Summary</u> - <u>Claim History</u> - <u>Vehicle Build</u> - <u>Vehicle Component</u> - <u>Delivery Information</u> - <u>Dealer Information</u> - <u>Service Contract</u> - <u>Warranty Block</u> - <u>Branded Title</u>

#### <u>Help</u>

VIN:	IGIAE	AK52F657							
VEHICLE INFORMATION									
Merchandising Model	; 1A	IAK69 -2005 COBALT 4-DOOR SEDAN			Warranty Start Date :			04/09/2005	
BARS Order Type :	70	70 - RETAIL - STOCK							
Delivering Dealer :		WATSON CHEVROLET-OLDSMOBILE			Selling Source :			13 - CHEVROLET	
	M	,	668-62	200	Site Code :			13703	
	(72	724) 387-1500			Business Associate Code :		Code :	113512	
Service Contract :	Ves	Branded Title :	Warra	nty Block :	Ner	PDI S	tatus :	Paid	
		250100	an cu	er o vere	TONS				

### REQUIRED FIELD ACTIONS

#### Vehicle Has No Current Record Of Outstanding Campaigns

#### 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 LIMITED WARRANTY	04/09/2005	10 miles	04/09/2008	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	04/09/2005	10 miles	04/09/2011	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	04/09/2005	10 miles	04/09/2013	80010 miles
36/36000 FEDERAL EMISSION	04/09/2005	10 miles	04/09/2008	36010 mil <del>e</del> s
60/60000 POWERTRAIN - U.S. LIMITED WARRANTY	04/09/2005	10 miles	04/09/2010	60010 miles

#### CLAIM BISTORY

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
08/31/2007	015202	#	J9995 - CUSTOMER CONCERN NOT DUPLICATED	11775 miles
08/30/2007	P04939	#	Z2080 - ROADSIDE SERVICE (TOWING)	11000 miles

08/30/2007	<b>P</b> 04940	#	Z2080 - ROADSIDE SERVICE (TOWING)	11000	miles
08/02/2007	135898	#	J9995 - CUSTOMER CONCERN NOT DUPLICATED	11300	miles
08/01/2007	O30586	#	Z2080 - ROADSIDE SERVICE (TOWING)	11000	miles
04/30/2007	M00471	#	Z2081 - ROADSIDE SERVICE (LOCKOUT)	8000	miles
02/12/2007	K06121	#	Z2080 - ROADSIDE SERVICE (TOWING)	8800	miles
02/12/2007	K97048	#	Z2080 - ROADSIDE SERVICE (TOWING)	<b>88</b> 00	miles
02/12/2007	R18346	#	Z2080 - ROADSIDE SERVICE (TOWING)	8800	miles
03/10/2005	A85610	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles
			CHECK HISTORY INFORMATION		

#### Vehicle Has No Associated Check History Information.

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Revised 5/18/2007

#### Privileged and Confidential Information

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

By: Michele Valykeo State: PA

Customer Name:

⊠ Engine

Vehicle ID No.: 1G1AK52F657

Vehicle is: New

BAC Code: 113512

In Service Date:

04/09/2005

Year, Make & Model: 2005 COBALT 4-DOOR SEDAN Lien holder: GMAC Other : {Name}

Sale Type: Purchase Lease Other : {Type}

Service Request: 71-552581610 GM Legal File No.: {Number}

# **VEHICLE REPAIR HISTORY**

	-			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/2/07	135898	1	11300	C/S Vehicle towed in, check engine light on / History U2100 TCM, U2103 Radio, U2107 P/S control module, U2100 PS Control module, U2100 BCM, U2105 P/S Control Module. Erase codes and road test - Per TSB #1860020, no codes returned. Check all grounds and connectors. No problem found
8/31/07	15202	1	11775	C/S Check engine light is on, engine missing and sputters / check engine light tech II diag – <b>No trouble found. Customer concern not duplicated</b>
10/17/07	429880	1	12362	C/S Check engine light comes on and car chugs and shakes – Unable to duplicate chug and shake
□ <u>Steerir</u>	ng			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/17/07	429880	*	12362	C/S Power steering comes up on display / test drove vehicle 8 miles with handheld computer - and all specs within manufacturer range. No failure evident in test drive. Had customer test drive with advisor and also no failure at that time. No indicator lights coming on all systems

### THE STATE LEMON LAW READS:

Days out of service: 30 Repairs: 3 Time period: Months 12/12,000 Miles If applicable, safety-related repairs: Safety-related time period: Months / Miles. Does Lemon Law state nonconformity must continue to exist? Yes

Number of repair attempts in the presumption period:	2
Total days out of service during the presumption period:	2
Total days out of service during customer's ownership:	3

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT} Date & Offer/Result: {TEXT}

Concern: {TEXT} Date & Offer/Result: {TEXT}

Concern: {TEXT} Date & Offer/Result: {TEXT}

### RECOMMENDATION AND RATIONALE

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

Customer had vehicle towed to 3 different dealerships due to check engine light and power steering display. None of the dealerships were able to duplicate concern. Settlement @ 10% \$1,541.00, 15% \$2,311.50, 20% \$3,082.00. Recommendation is denial due to 3 different dealerships unable to duplicate concern.

# REASON FOR REMOVAL

{TEXT}

CRS FINAL OFFER:	{CASH/REP/TRADE}:	DATE: {Date}	OFFER TO CUST: \${Amount} ATTORNEY FEES: \${Amount} OR INCLUSIVE OFFER: \${Amount}
PLAINTIFF'S FINAL DEMAND:	{CASH/REP/TRADE}:	DATE: {Date}	AMOUNT TO CUST: \${Amount} ATTORNEY FEES: \${Amount} OR INCLUSIVE OFFER: \${Amount}

TEAM LEAD APPROVING:

{Name}

Date: {Date}

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

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



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

#### VIA FAX ONLY

November 5, 2007

Service Manager Ed Luketic A Z CHEVROLET, INC. 12827 FRANKSTOWN RD PITTSBURGH, PA 15235-1948

RE:

Service Request: 71-552581610 2005 Chevrolet Cobalt Vehicle Identification Number: 1G1AK52F657 Customer Relationship Specialist: Michele Valykeo

Dear Ed Luketic:

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

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation





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LIN DE ARREN, MINER, ARREN EN DE ARREN 




2005 COBALT 4-DOOR SEDAN 15U SANDSTONE METALLIC 52B NEUTRAL ORDER NO. HZCV2D/TRE	/L4G	GENERAL 100 RENA	ET MOTOR DIVISION MOTORS CORPORATION AISSANCE CENTER MI 48243-1114
VIN 1G1 AK52 F6 57	* * * * * * * * * * * * * * * * * *	**********	***********13*13703S
MODEL & FACTORY OPTIONS			
1AK69 COBALT 4-DOOR SEDAN	13625.00	12739.38	3 INVOICE 03/10/05
	80.00	72.00	) SHIPPED 03/10/05
DT4 ASHTRAY AND LIGHTER		) 13.50	) EXP I/T 03/14/05
	N/C		C INT COM 03/14/05
L61 2.2L DOHC 4 CYL ENGINI	Ξ 0.00	0.00	) PRC EFF 03/09/05
MX0 4-SPD. AUTO. TRANS. W,	OVERDRIVE 850.00	765.00	) KEYS G0544 G0544
T43 REAR DECK-LID SPOILER	275.00	) 247.50	) WFP-F QTR OPT-1
			BANK: GMAC - 004
			СНС-ТО 13-703
			SHIP WT: 2789
			HP: 18.4
			GMS: 14032.03
			SUPPLR: 14660.10
			MRM: 15410.00
			DAN: 15410
			MEMO 667.25

TOTAL MODEL & OPTIONS	14845.00	13837.38	ACT 231	13957.03
DESTINATION CHARGE	565.00	565.00	H/B 261	445.35
LAM DEALER CONTRIBUTION		148.45	ADV 261	148.45
LAM GROUP CONTRIBUTION		74.23	EXP 65A	74.23

WATSON CHEVROLET-OLDSMOBILE

REMIT TO GMAC NO. 004 VIN 1G1AK52F657 \$ 14625.06 INV 1AD61460290 DUE 03/14/05 DEALER 13-703

12827 Fran	kstown Road	Pittsburgh	ΡΑ	15235
	FAX COV	ER SHEI	ET	
ax Number:	412-795-9720			
ate:	11-6-07			
	Michele MAN	AY VALKYE	0	
m:	DAVE SMITH CHI	EVROLET		
tact:	Tom Sciucci	(5+c)		
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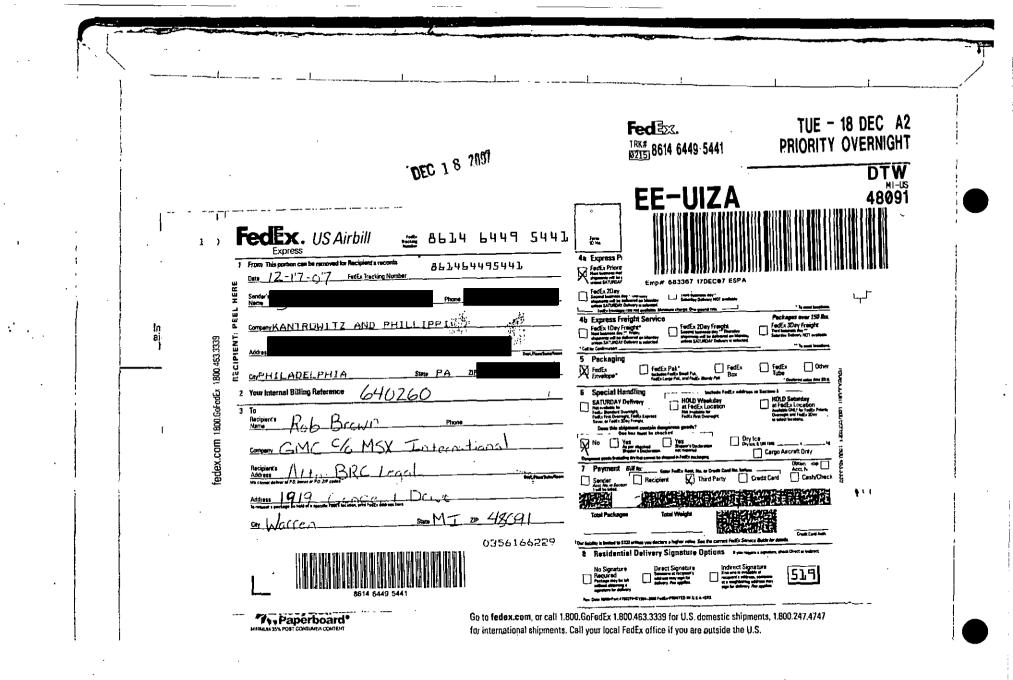
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# IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY PENNSYLVANIA

	COVER SHEET
	Prothonotary
Plaintiff(s) Pittsburgh, PA	Case Number : AR - 01 - 14149 Type of pleading : Complaint
DEC - 5 AH ID: 49	Code and Classification : 010 Filed on behalf of
General Motors Corporation c/o CT Corporation	Eleanor R. Spierto (Name of the filing party) X Counsel of Record Individual, If Pro Se
1515 Market Street Philadelphia, PA 19103 MAR 07 21108 MAR 07 21108	Name, Address and Telephone Number : David J. Gorberg & Associates 330 Grant Street 2325 Grant Building Pittsburgh, PA 15219 (412)894-9970
ROOM 523 5th FLOOR COURTHOUSE AT 9:00 A.M. TELEPHONE: 412-350-5625	Attorney's State ID : 53084
	Attorney's Firm ID :

cover(032003)

### IN THE COURT OF COMMON PLEAS OF ALLEGHENY COUNTY, PENNSYLVANIA CIVIL DIVISION-ARBITRATION DOCKET 10/03

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#### ARBITRATION DOCKET

NO.

VS. General Motors Corporation

DEFENDANT

HEARIN		
Room 523	5 <sup>th</sup> Floor	Courthouse

9:00 A.M.

#### NOTICE TO DEFEND

YOU HAVE BEEN SUED IN COURT. If you wish to defend against the claims set forth in the following pages, you must take action within TWENTY (20) days after this complaint and notice are served by entering a written appearance personally or by attorney and filing in writing with the court your defenses or objections to the claims set forth against you. You are warned that if you fail to do so, the case may proceed without you and a judgment may be entered against you by the court without further notice for any money claimed in the complaint or for any other claim or relief requested by the plaintiff. You may lose money, property or other rights important to you.

YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. If you do not have a lawyer, go to or telephone the office set forth below. This office can provide you with information about hiring a lawyer. IF YOU CANNOT AFFORD TO HIRE A LAWYER, this office may be able to provide you with information about agencies that may offer legal service to eligible persons at a reduced fee or no fee.

LAWYER REFERRAL SERVICE, The Allegheny County Bar Association, 920 City-County Building 414 Grant Street, Pittsburgh, PA 15219 TELEPHONE 412-261-5555

#### HEARING NOTICE

YOU HAVE BEEN SUED IN COURT. The above Notice to Defend explains what you must do to dispute the claims made against you. If you file the written response referred to in the "Notice to Defend" a hearing before a Board of Arbitrators will take place in Room 523 of the Allegheny County Courthouse, 436 Grant Street, Pittsburgh, Pennsylvania, on \_\_\_\_\_\_\_\_\_ at 9:00A.M. IF YOU FAIL TO FILE the response described in the "Notice to Defend" a judgment for the amount claimed in the complaint may be entered against you before the hearing.

#### DUTY TO APPEAR AT ARBITRATION HEARING

If one or more of the parties is not present at the hearing, THE MATTER MAY BE HEARD <u>AT THE SAME TIME AND</u> <u>DATE</u> BEFORE A JUDGE OF THE COURT WITHOUT THE ABSENT PARTY OR PARTIES. <u>THERE IS NO</u> <u>RIGHT TO A TRIAL DE NOVO ON APPEAL FROM A DECISION ENTERED BY A JUDGE</u>.

NOTICE: YOU MUST RESPOND TO THIS COMPLAINT WITHIN TWENTY (20) DAYS OR A JUDGEMENT FOR THE AMOUNT CLAIMED MAY BE ENTERED AGAINST YOU BEFORE THE HEARING. IF ONE OR MORE OF THE PARTIES IS NOT PRESENT AT THE HEARING, THE MATTER MAY BE HEARD IMMEDIATELY BEFORE A JUDGE WITHOUT THE ABSENT PARTY OR PARTIES. THERE IS NO RIGHT TO A TRIAL DE NOVO ON APPEAL FROM A DECISION ENTERED BY A JUDGE. DAVID J. GORBERG & ASSOCIATES, P.C. By: **DAVID J. GORBERG** Attorney for Plaintiffs Identification No. 53084 2523 Grant Bldg. 310 Grant Street Pittsburgh, PA 15219 (412) 894-9970

	: COURT OF COMMON PLEAS : ALLEGHENY COUNTY
	:
Pittsburgh, PA	:
	:
vs.	:
	:
GENERAL MOTORS CORPORATION	:
c/o CT CORPORATION	:
1515 Market Street	
Philadelphia, PA 19103	: NO.

#### **COMPLAINT**

 1.
 Plaintiff,
 is an adult individual citizens and legal residents of

 the Commonwealth of Pennsylvania, residing at
 Pittsburgh, PA

2. Defendant, General Motors Corporation., is a business corporation qualified to do business and regularly conducts business in the Commonwealth of Pennsylvania with its legal residence and principal place of business at 3044 W. Grand Boulevard, Warren, MI 48090 and can be served c/o CT Corporation, 1515 Market Street, Philadelphia, PA 19103.

#### BACKGROUND

3. Plaintiff incorporates by reference paragraphs 1 and 2 as fully as if set forth here length.

4. On or about April 9, 2005 Plaintiff purchased a new 2005 Chevrolvet Cobalt manufactured and warranted by Defendant bearing the Vehicle Identification Number

1G1AK52F657 The vehicle was purchased and registered in the Commonwealth of Pennsylvania.

5. The price of the vehicle, including registration charges, document fees, sales tax, but, excluding other collateral charges not specified, totaled more than \$18,251.39.

6. Plaintiff avers that as a result of the ineffective repair attempts made by Defendant through its authorized dealer, the vehicle cannot be utilized for the purposes intended by Plaintiff at the time of acquisition and as such, the vehicle is worthless.

7. In consideration of the purchase of the above vehicle, Defendant, issued to Plaintiff several warranties, fully outlined in the warranty booklet.

8. On or about April 9, 2005 Plaintiff took possession of the above mentioned vehicle and experienced nonconformities, which substantially impaired the use, value and/or safety of the vehicle.

9. Said nonconformities consisted of, but was not limited to, defective engine and power steering. Copies of repair receipts are attached hereto and marked as Exhibit "A".

10. The nonconformities violate the express written warranties issued to Plaintiff by Defendant.

11. Plaintiff avers the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remains uncorrected.

12. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the defendant on numerous occasions. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

13. In addition, the above vehicle has or will in the future be out of service by reason of the non-conformities complained of for a cumulative total of thirty (30) days or more.

14. The vehicle continues to exhibit defects and nonconformities which substantially impair it's use, value and/or safety.

15. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and/or nonconformities and/or conditions for which the Defendant and or it's authorized service center, may not have maintained records.

16. Plaintiff has been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton and negligent failure to comply with the provisions of its' warranty.

17. Plaintiff seeks relief for losses due to the nonconformities and defects in the above mentioned vehicle in addition to attorney fees and all court costs.

## COUNT I MAGNUSON-MOSS FEDERAL TRADE COMMISSION IMPROVEMENT ACT

18. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

19. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

20. Defendant is a "Warrantor" as defined by 15 U.S.C. §2301(5).

21. Plaintiff uses the subject product for personal, family and household purposes.

22. By the terms of the express written warranties referred to in this Complaint,

Defendant agreed to perform effective warranty repairs at no charge for parts and/or labor.

23. Defendant failed to make effective repairs.

24. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d) (1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

25. Section 15 U.S.C. §2310 (d) (1) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the Court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the Court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the Court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

26. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against the Defendant.

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral changes and attorney fees. Amount not in excess of \$25,000.00.

#### COUNT II UNIFORM COMMERCIAL CODE

27. Plaintiff hereby incorporates all the paragraphs of this Complaint by reference as if fully set forth at length herein.

28. The defects and nonconformities existing within the vehicle constitute a breach of contractual and statutory obligations of the Defendant, including but not limited to the following:

a. Breach of Express Warranty

b. Breach of Implied Warranty of Merchantability;

c. Breach of Implied Warranty of Fitness For a Particular Purpose;

d. Breach of Duty of Good Faith.

29. The purpose for which Plaintiff purchased the vehicle include but are not limited to his personal, family and household use.

30. At the time of this purchase and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of fitness for a particular purpose and implied warranty of merchantability.

31. At the time of the purchase and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

32. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

33. Such damages include, but are not limited to, the purchase price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral changes and attorney fees. Amount not in excess of \$25,000.00.

### COUNT III <u>PENNSYLVANIA UNFAIR TRADE PRACTICES AND</u> <u>CONSUMER PROTECTION CLAIM</u>

34. Plaintiff hereby incorporates all the paragraphs of this Complaint by reference as if set forth at length herein.

35. The Unfair Trade Practices and Consumer Protection Law defines unfair methods of competition to include the following:

(xiv). Failing to comply with the terms of any written guarantee or warranty given to the buyer at, prior to, or after a contract for the purchase of goods or services is made.

36. Plaintiff, as a Pennsylvania resident, believes, and therefore, avers the reckless, wanton and willful failure of Defendant to comply with the terms of the written warranty constitutes an unfair method of competition.

37. Section 201-9.2(a) of the <u>Unfair Trade Practices and Consumer Protection Law</u>, authorizes the Court, in its discretion, to award up to three (3) times the actual damages sustained for violations of the Act.

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral changes and attorney fees. Amount not in excess of \$25,000.00.

## DAVID J. GORBERG & ASSOCIATES, P.C.

BY: RBERG, ESQUIRE DA Attorney for laintiff

#### VERIFICATION

The undersigned verifies that the Civil Action Complaint is based on information furnished to counsel in the preparation of his/her Lemon Law and/or Breach of Warranty lawsuit. The language of the Civil Action Complaint is that of counsel and not of signer. Signer verifies that the information supplied to counsel is true and correct to the best of his/her knowledge, information and belief. The contents of the Civil Action Complaint is that of counsel and not of signer. This verification is made subject to the penalties of 18 Pa. C.S. 4904 relating to unsworn falsification to auth<u>orities.</u>

RETAIL ORDER I	OR A MOTOR VEHICLE
· · · · ·	'04/09/2005
Watson Chevrolet 6200 William Penn Highway, P.O. Box 6200	
MURTYSVILLE, PA, 15668	ROLET STREET ADDRESS
(724) 387-1500 Toll Free 1-(877) 513-1500	PITTSBURGH PA
Toll Free 1-(877) 513-1500	
	BUS. PHONE
	CAR YEAR 2005 MAKE CHEVROLET
MODEL OR BODY DEMO - SERIE <u>SDIAD T TYPEGD COLORISIS SON</u>	MVI OR
	5.856/0
SOCIAL SEC. # AGE 19 SA	LESMAN NEOL HILLSE STOCK NOCSPAN
MONEY DIFFERENCE 14290.00	PRICE AS AGREED 5 15209.09
DOCUMENTARY FEE 55.00	- Andrew - A
SALES TAX991.30	<u> GMPP - MAJOR GUARD 390.00</u>
PLATES & TITLE73.50	TYPE OF WARRANT 48000 MILES
TOTAL 15209.00	LENGTH OF WARRANTYA8
SUBJECT TO CREDIT APPROVAL	TYPEIT BUTTON BONUS REBATE - 1000.00
	TYPE DUNNPAYMENT REBATE - 500.00
INSURANCE CO. ERIF INSURANCE	
AGENT& PHONE GODLESKI INSURANCE 412-882-82	
	and the second
STICKER NUMBER	THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS
	VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WIN- DOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CON-
	THACT OF SALE.
VEHICLE MILEAGE	FREE AND CLEAR OF ANY ENCUMBRANCE
ENGINE	
· · · · · · · · · · · · · · · · · · ·	CUST.
COLOR	
	CASH SALE PRICE OF DESCRIBED MOTOR VEHICLE \$ 14099.00
USED CAR TRADE-IN AND/OR OTHER CREDITS MAKE OF TRADE-IN	STATE AND LOCAL TAXES 985. 70
YEAR MODEL BODY	PATIBETAX
MVI OR SERIAL NO.	LICENSE, LICENSE TRANSFER, TITLE,
BALANCE OWED TO	REGISTRATION FEE, DOCUMENTARY FEE 128.50
ADDRESS	1. TOTAL PRICE OF UNIT
USED TRADE-IN ALLOWANCE S N/Q	2. DOWN PAYMENT:
BALANCE OWED ON TRADE-IN	consisting of \$N/Ain cash
NET ALLOWANCE ON USED TRADE-IN \$ N/A	and/or \$N/AD net trade in al- lowance on trade-in; see stätement in left
DEPOSIT OR CREDIT BALANCE	hand column for details.
DOWN PAYMENT (Trans. to Right Col.) \$ N/A	
	3. UNPAID CASH BALANCE DUE ON DELIVERY \$ (difference between items 1 and 2) 15209.80
Purchaser agrees that this Order includes all of the terms and cond	itions on both the face and reverse side hereof, that this Order cancels and
supersedes any prior agreement and as of the date hereof comprises	the complete and exclusive statement of the terms of the agreement relating
REPRESENTATIVE. Purchaser by his execution of this Order acknowl	NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED edges that he has reed its terms and conditions and has received a true copy
of this Order.	

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АССЕРТЕВ ВУ

ALER OR HIS AUTHORIZED REPRESENTATIVE



SIGNATURE

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

THENESTONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: ALLEGHENY

PTTTSBURGH PA

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Change your address online at: www.state.ba.us Pa Keyword "DMA/"



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# THIS CONTRACT INCLUDES THAT ATTACHED RIDER LABELED .GMAC SMARTBUY RIDER . RETAIL INSTALMENT SALE CONTRACT

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## GMAC FLEXIBLE FINANCE PLAN

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SABLE CHEVROLET

902-910 Brownsville Road Pittsburgh, PA 15210 (412) 381-9000

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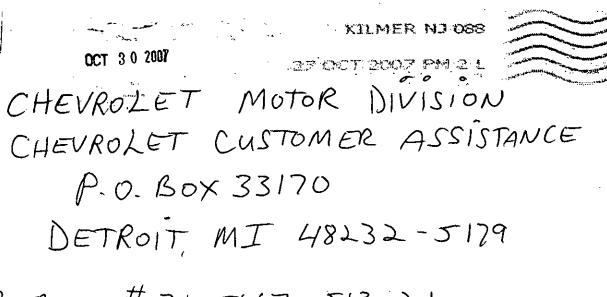
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INFORMATION-ACT (FOIA), 5 U.S.C. 552(B)(6)

Parlin, NJ

October 21, 2007

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

To Whom It May Concern:

I want to make a written, formal complaint regarding my General Motors car purchase in 2006. I purchased a 2006 Cobalt from Oasis Dealership in Old Bridge, NJ. I purchased the car because my entire family bought many cars over the years from the General Motor Company, which recently includes; a 2003 Silverardo and a 2007 Silverado; my sister **Company** which recently includes; father purchased a 2007 Malibu. Collectively we have recommended others to purchase the General Motors autos and trucks until now.

My complaint comes is regarding my Cobalt purchase warrantee of 35k miles and then in 2007 it changed to 50k (as soon as I purchased my car). The computer system recently died on my one year old Cobalt and between parts and labor the repair is close to \$2k out of my pocket. As you can imagine this is quite upsetting as well as disappointing because this is a new car When the computer system went down in the car, the power steering went to manual and I had to navigate out of an accident with a truck. This caused a severe safety issue.

I have purchased foreign cars prior with longer warrantees as well as not needed to use them because the cars and trucks have gone to over 200k miles without any problems except normal maintenance. If the American car companies want to continue to make sales they should pay for such repairs or at least the parts; or make a better vehicle that will last more than one year. The cost of the cars and trucks are still high or as high as a Toyota or Nissan, which my family have had both with 10 years of solid, reliable service.

If General Motors doesn't help me out with this issue; by either making good for the parts or extending my warrantee, this will be the last time me and my family members will be purchasing a General Motors vehicles.

Very truly yours,

ww.oasisautocenter.com www.Chevyservice@oasi				
ALL PARTS ARE NEW UNLESS OTHERWISE INDICA	TED			
& A CODE: 02098 (CHECK (7) APPROPRIATE BOX)	ARTS	٢	MILEAGE OUT	CHEVROLET
	SERV	ICE INSTALLED PARTS		UILYNVLLI
PARTS	TOTAL	DATE INSTALLED		
Authorized Signature And Date : BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAI	NEG HEREON IS MO	DAY YR.	DATE OUT	CROSS REFERENCE NUMBER
CURATE, UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CH. FRE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OF OTHERWISE THAT AN		CCRUED MILEAGE		
I REPLACED LINDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, Suse, records supporting this claim are available for (1) year from the or Thirkation at the servicing dealer for inspection by representatives of th		OMIT TENTHS	PROGRAM CODE	APPROVAL CODE OR NO. COMMITMENT COD
(NJFACTURER. JONED) ÓEALER, GENERAL MANAGER, OR AUTHORIZED PERSON	(DATE)			
				<u> </u>
INVOICE TO		D	RTVER/OWNER IN	FORMATION INVOICE: C37174
AG: 0499 ADV: 562 TOROK, S INVOICED: 10/15/2007	17.00.10 cm	0. 00D31.0	VEHICLE	INFORMATION
W3: 0453 ADV: 502 TOROK, 5 INVOICED: 10/15/2007	1):02:10 5T		RUF	
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ARTS DISCOUNT 146.11-			a	
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10/15/07 37339 F YOU HAVE ANY QUESTIONS - PLEASE SEE STEVEN TORC	¢.	V		
UR GOAL IS TO EARN YOUR COMPLETE SATISFACTION. IF		or (L		
HE SURVEY YOU DON'T FEEL YOU CAN RATE US COMPLETE			$\checkmark$	
ONTACT ME, BOB SLATER 732-591-1111 EXT 102				
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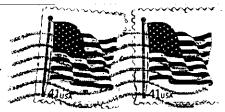
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KTUMER NJ DSS NO MON 2007 PM 2 L



GENERAL MOTORS P.O. BOX 33170 DetRoit MISHAGEN 48232-5170

KOV 1 4 2007

48232+5170

PARLIN N.J. Cell # Home # NUV 10, 2007

"To who IT MAY CONCERN AT G.M.

IM A CUSTERMER FROM YOUR DEALER AT OASIS CHEVROLET IN OLDBRIDGE N.J. I BOUGHT A 2006 CHEVER COLBOLT FROM THEM. IN THE Pass 18 MONTHS I LAVE SPENT \$3,000.00 IN REPAIRS ON MY CAR. THE LATEST WAS IN OCT 10, 2007 I HOD PROULBIEN WITH MY STEERING WHEN DRIVING AT 65 MILES PER HOUR THE POWER STEERING WOULD STOP WORKING I WAS ALMOST KILLED TRYING TO AVOID A TRUCK ON THE N.J. TURNPIKE WITHOUT POWERSTERRING I WAS SCARED TO DEATH WHEN I BROUGHT THE CAR IN TO GET SERVICED THEY TOLD Me Its IN THE COMPURTER THAT CONTROLES Your Steering and you weed A NEW COMPURTER IN THE STEERING CULOM OF YOUR CAR. IT COST #1,000.00 BECAUSE MY WARRENTY WAS ONLY 36,000 miles SO I HAD to PAY FOR THE WHILE THING . IF I HAD ENOUGH MONEY FOR A LAWER I WOULD SUE G.M. FOR AS MUCH AS I COULD. SO INSTEAD I PAID FOR IT. AND ALL OTHER SERVICE FOR MY CAR IN TOTAL OF 2,466 62 . I CANT BELIVE THAT I WOULD LAVE TO PAY FOR SAFTY OF MY LIFE THAT YOU SHOULD BUT

IN YOUR CARS FOR THE CIFE OF THE CAR NOT FOR A 36,000 MILE WARRENTY THAT NOW IS JO,000 miles BECAUSE MAREY YOU Found OUT THAT WHAT I'M SAYING IS TRUE I WANT to BE PAID BACK FOR MY REPAIRS OF MY COLBOLT. MY FAMILY OF 4 IN 2006 ALC Bought New CHEVES IN CASH TOTAL OF \$120,000. WHEN THEY FOUND OUT WHAT OASIS HAS DONE TO ME. THEY AND MYSELF WILL Never BY FROM YOU AGAIN. I AM A PROFESSENAL BUS OPORATER FROM N.J. TRANSIT AND EVERY WEEK ITRANSPORT AT LEAST DNE THOUSAND PEOPLE TO WORK BACH DAY WHEN THEY ASK ME WHAT KIND OF CAR TO BUY. I WILL TELL THEM TO BUY. MAZDA OR NISSON. ALL YOU TALK ABOUT ON YOU Commercials IS BY AMERICAN WELL THIS IS WEAT HAPPEN to Me WHEN I BougHT OVE. ITHINK I got a Lemon FROM YOU AND ALL YOU TACK ABOUT IS TO MAKE SHURE IM "HAPPY! WELL IM NOT "HAPPY! FWORK VERY HARD FOR MY MONEY I FEEL I WAS ROBED I TRIED TO get RESULTS FROM YOUR CUSTERMER SERVICE But ALC THEY SAID FOR 2 MONTHS IS NOTHING WE CAN DO. YOU SHOULD ALC LOSE YOUR JOBS FOR HOW YOU TREAT THE CUSTERMER.

F WOULD LIKE TO HEAR FROM YOU SOME TIME IN RESPONCE TO MY LETTER. -F ALREADY MOW WHAT YOU WILL SAY JM SORRY BUT I WISH I COULD DO SOMETHING FOR YOU BUT AT THIS TIME WE CAN'T. BUT MY MONEY: BUT MY MONEY:

	OASIS CHEVROLET, L.L.C. 1292 ROUTE 9 SOUTH • PHONE (732) 316-2600 OLD BRIDGE, NJ 08857 SERVICE HRS: M-F 7:30 AM - 5:00 PM www.oasisautocenter.com ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED	TASIS
	P & A CODE: 02098       (CHECK ( / ) APPROPRIATE BOX)         CLAIMS       AUTHORIZATION TO SUBMIT CLAIM       PARTS         S       SERVICE INSTALLED PARTS         PARTS       LABOR       TOTAL         DATE INSTALLED       DATE INSTALLED PARTS         COMBEHALF OF SERVICIO DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWASE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CONTAINED HEREON IS ACCURATE, UNLESS OTHERWASE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT ANY PART REPAIRED ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWASE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO NONCATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWASE THAT ANY PART REPAIRED OR REPLACED LUNDER THIS CLAIM HAB DEEN CONNECTED IN ANY WAY WAY WAY AND ACCODENT, NEGLIGENCE OR	MILEAGE OUT CROSS REFERENCE NUMBER
-	MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT OMIT TENTHS NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF THE APPROPRIATE CROSS REFERENCE TO MANUACTURER. (SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)	PROGRAM CODE APPROVAL CODE OR NO. COMMITMENT CODE
<b>9</b> 4842	INVOICE TO FOR OFFICE USE	VEHICLE INFORMATION
	SUMMARY OF CHARGES FOR INVOICE C37174 PARTS 1489.09 PARTS DISCOUNT 146.11-	PAYMENT DISTRIBUTION FOR INVOICE C37174 TOTAL CHARGE 2481.62
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	TOTAL CHARGE 2481.62 ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE: DATE OPENED RO# DATES INVOICED 10/15/07 37339 IF YOU HAVE ANY QUESTIONS - PLEASE SEE STEVEN TOROK	CODY
	OUR GOAL IS TO EARN YOUR COMPLETE SATISFACTION. IF WHEN FILLING OUT THE SURVEY YOU DON'T FEEL YOU CAN RATE US COMPLETELY SATISFIED CONTACT ME, BOB SLATER 732-591-1111 EXT 102 CASH [ ] CHECK [ ] CHECK # ACCT CHARGE [ ]	
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		CUSTOMER SIGNATURE

CERTIFIED MAIL MYERSI Naples, FL OCT 2007 0550 0007 5532 9367 OCT 25 2001. Detroit, MI 48232 - 5170 7007 **INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)** 48232\$\$170 B050 000

Motor Vehicle Defect Notification (Please print clearly in black ink, or type)
Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:
3 or more repair attempts have been made to repair the <b>same</b> 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) lack of power steesing Clunking And jerking when Shifting
(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)
Vehicle Make Chert year Vola
VIN <u>LIGITIAIKI5181F1916171</u> Date of Delivery <u>11/17/86</u>
Name and City/State of selling dealer or leasing company (if applicable) TAylor-Cher NAPles, 72
Name and City/State of authorized service agent(s) attempting previous repairs Taylor-Chev NAples 7L
Augarage today for 5th time with these problems
Consumer Home phone
Address Work phone ()
NAPLES 7-LSignature
Date Mailed 10/22/07

 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)

June 6, 2011

Naples, FL

Service request: 71-567191170 VIN: 1G1AK58F967 Customer Relationship Specialist: Joseph Merrill

Dear

Thank you for your recent correspondence received October 25, 2007 regarding your 2006 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 that as per conversation on October 30, 2007 that we have agreed to delay any further repair opportunities pending customer contact to our office. The reason we are delaying this is no current concerns with the vehicle.

If you have any further questions, please contact me at 1-866-790-5700 extension 21272 between 9:00 a.m. and 5:30 p.m., Eastern Time weekdays, and I 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



# Service Satisfaction Survey

<b>INFORMATION</b>	Padactad			
INFURIVIATION	Redacted	PURSUANI	IU IHE	FREEDUIVI UF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

## **Dissatisfied Customer**

# Cut Off LA

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

)

Home telephone: Change to: (

Please provide us with your preferred email address:

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Dear	

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Our records indicate that you had your 2006 Cobalt serviced at Golden Motors Inc on September 19, 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 <u>www.gmdealershipsurvey.com</u> 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 <a href="http://www.gm.com/privacy">www.gm.com/privacy</a> or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Golden Motors Inc.

Sincerely. Scott Lawson, General Director **Customer and Relationship Services** 

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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 2006 Cobalt, and return the questionnaire.

# \*\* PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON SEPTEMBER 19, 2007, COMPLETE THIS SURVEY.\*\*

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1. How satisfied were you with the convenience of the Service       Satisfied       Satisfied       Satisfied       Satisfied       Satisfied       Satisfied         1. How satisfied were you with the convenience of the Service       Image: Completely satisfied       Satisfied       Satisfied       Satisfied       Satisfied       Satisfied         2. Were services available to you on both an appointment and non-appointment basis?       Image: Completely satisfied       Very satisfied       Somewhat       Not At All Set At All Set At All Set Set Set Set Set Set Set Set Set Set		About Your Ch	About Your Chevrolet Dealership's Serv					$\sim$
Department's hours?       Department's hours?       Department's hours?       Department's hours?         2. Were services available to you on both an appointment and non-appointment basis?       Does Not ApplyMor Don't Know         3. When arriving for service, were you greeted promptly?       Department's satisfied	1	How satisfied were you with the convenience of the Service			Satisfied			
2.       Were services available to you on both an appointment and non-appointment basis?       No       Required       Know         3.       When arriving for service, were you greeted promptly?       Image: Completely Very Satisfied Know         5.       How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?       Completely Very Satisfied Satisfied Know       Satisfied Know         6.       Were you offered transportation options?       Image: Completely Satisfied Satis	١.		. 🖸		দ্র			
Completely Very Satisfied   Somewhat Not At All Satisfied   Somewhat Not At All Satisfied   Satisfied Satisfied   Satisfied Satisfied   Satisfied Satisfied   Satisfied Satisfied   Satisfied Satisfied   Satisfied Satisfied   Satisfied Satisfied        (Completely Very Satisfied Satisfi	2.	Were services available to you on both an appointment and non-appointment basis?		_	Apply/Not Required	Know		·
4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?       Image: Satisfied satisfie	3.	When arriving for service, were you greeted promptly?						
you in a courteous, fair, and professional manner?			Completely		Satisfied			
About Your Service Consultant/Advisor         5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?       Completely Seture Satisfied       Satisfied       Satisfied       Satisfied       Satisfied         6. Were you offered transportation options?       Image: Completely Seture Satisfied       Satisfied       Satisfied       Satisfied       Satisfied       Satisfied       Satisfied         7. How satisfied were you that you were kept informed about the status of your service request?       Image: Completely Satisfied       Satisfied       Satisfied       Satisfied       Satisfied       Required       Apply/Not         8. Was your vehicle ready by the original time promised?       Image: Completely Seture Satisfied       Image: Completely Seture Satisfied       Image: Completely Satisfied       Image: Completely Satisfied       Satisfied       Satisfied       Required       Required         8. Was your vehicle ready by the original time promised?       Image: Completely Seture Satisfied       Image: Completely Satisfied       Image: Completely Satisfied       Image: Completely Satisfied       Image: Completely Satisfied       Image: Completely Satisfied       Image: Completely Satisfied       Image: Completely Satisfied       Image: Completely Satisfied       Image: Completely Satisfied       Image: Completely Satisfied       Image: Completely Satisfied       Image: Completely Satisfied       Image: Completely Satisfied	•		. 🗖		$\mathbf{Q}$			
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enough time to thoroughly understand your service request?	5.	How satisfied were you that your Service Consultant took	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	
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<ul> <li>7. How satisfied were you that you were kept informed about the status of your service request?</li> <li>8. Was your vehicle ready by the original time promised?</li> </ul>	6.	Were you offered transportation options?	. 🗖	Ū.				
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			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?		🖸		ø			
10.	Overall, how satisfied were you with your Service Consultant?		🗆		Ø			
				Abou	t Service	Delivery		
11.	When you picked your vehicle up, how satisfied were you with:		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	- The time it took to complete the transaction?	•••••	🛛		U			
	- The ease of getting your vehicle?		🛛		Ø			
	<ul> <li>The condition in which it was returned?</li> </ul>		🗖					
			Yes	No	/			
12.	Were ALL of your service concerns corrected on this service visit	it?	🗖					
	IF NO, why not? (check all that apply)							
	□, Condition explained - repair not necessary		arts not ava	ilahle				
	Work performed did not correct the problem	declined rep						
	Service Department could not duplicate problem		ther (please	e specify)				
	Service Department was too busy		on't know					
			Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
13.	How satisfied are you that your vehicle was fixed right on this service visit?		П	П				
	on this service visit?	•••••		_				
			Yes	No				
14.	Were you given a copy of the completed repair order/invoice?		🛛					
			Yes	No	Don't Know Not Sure	1		
15.	Were you contacted shortly after this service visit to determine		_					
	your satisfaction with the dealership's service?	••••						
	Summing Up Your Exp	oriono						
		enenc						
			Completely Satisfied	Very Satisfied	PatiaFad	Somewhat Satisfied	Not At All Satisfied	
16.	Based on this service visit, overall, how satisfied are you		_	_	Satisfied	_		
	with Golden Motors Inc?							
			Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not	
17.	Would you recommend this dealership for service?		. 🗆					
			Completely	Very		Somewhat	Not At All	
18	Overall, how satisfied are you		Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	
	with your 2006 Cobalt?		. 🗆			Ø		
	Are you 🔲 Male 🖬 Female							
19.						/	<b>日</b> 65 or	rold
	Your age Under 25 25 - 34 🔲	35 - 44		45 - 54		55 - 64		
	Your age Under 25 25 - 34	35 - 44		45 - 54		55 - 64		
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20.	Your age Under 25 25 - 34 May we include your name when providing this survey information.					-	No	
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20. 21.	May we include your name when providing this survey information Do you have any other comments/recommendations about Gold	on to yo den Mot	ur dealershi ors Inc?	ip?			No C	
20. 21.	May we include your name when providing this survey information Do you have any other comments/recommendations about Gold $M_Y$ Car (S at GM Servi	on to yo den Mot C L	our dealershi ors Inc? <u>C C N + e</u>	ip?	Yes P		3.1 3.1 ≥	
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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

June 6, 2011



Service Request: 71-572539689 Customer Relationship Specialist: Eric Jones

Dear

Thank you for your recent comments regarding your 2006 Chevrolet Cobalt. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we wanted to call you to discuss how we can help. Unfortunately we do not have your telephone number in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Chevrolet Customer Assistance Center

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

June 6, 2011

Madison, IN
Service Request: 71-574356123 Customer Relationship Specialist: Pamela Saunders

Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2006 Chevrolet Cobalt, Vehicle Identification Number 1G1AP14P967

- 60 months or 75,000 miles, whichever occurs first, beginning on May 23, 2008 and ending on May 23, 2013 and begins with 25,033 and ends with 100,033 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.

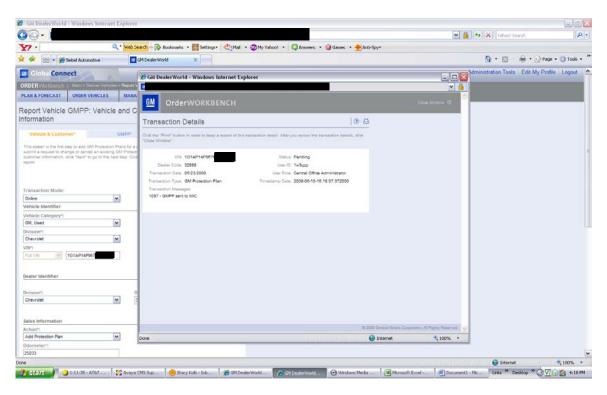
Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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

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		Evening Phone Primary Language Secondary Language:	English					
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	Chevrolet P.O. Box 33170 Detroit, Michigan - 48232							
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Revised 8/02/2007

#### Privileged and Confidential Information

#### CASE ASSESSMENT

By: Felicia Williams State: IN

Customer Name:

Service Request: 71-574356123

Vehicle is: New

BBB Case No.: CHV0758767

BAC Code:

115969

Vehicle ID No.: 1G1AP14P967 In Service Date: 5/25/2007

> Vehicle Purchased Used on: N/A at odometer {odometer} Sale Type: Purchase Lease Other : {Type} CAM Name: Larry Shields Phone Number: 972-443-2901

DVM Name:Tom Thornton Phone/Cell Number: 404082 8164

Mileage at Time of BBB Filing 12862

Year, Make & Model: 2006 Chevrolet Cobalt

Lien holder: GMAC Other : {Name}

#### 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.

□ <u>Power</u>	steering	failed		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/9/07	153310	3	12547	Cust states the vehicle has lost power steering DLR Found defective steering column; Performed bulletin 07-02- 32-007 Removed and replaced steering column assembly
4/22/08	208113	10	25033	N2154 - SWITCH - DOOR WINDOW - RIGHT REAR - REPLACE
□ <u>Dash</u>	gauges ir	<u>noperative</u>		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				Unable to duplicate
☐ Transi	<u>mission</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/24/07	151270	6	7219	Cust states the transmission is grinding gears between 4 <sup>th</sup> and 5 <sup>th</sup> DLR The 5 <sup>th</sup> gear blocking rind and syncro were found to be bad and teeth wornThe transmission was removed and all associated parts were replaced after complete disassemble. No problem have been found since the repair.
□ <u>Sunro</u>	<u>of</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/8/07	149125	8	1512	C/S Sunroof will not shut DLR The sunroof track has failed on the drivers side; Removed and replaced track.

6/11/07	149180	* * *	1512	C/S Sunroof will not close properly DLR Replaced module
□ <u>Cruise</u>	controls			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/24/07	151270	*	7219	Cust states that the cruise was working and then has stopped working and wont engage DLR The brake switch and found to ve the cause of the situation; Brake switch was removed or replaced
<u>windo</u>	w regula	<u>tor</u>		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/22/08	208113	*	25033	N2154 - SWITCH - DOOR WINDOW - RIGHT REAR - REPLACE
🗌 <u>autom</u>	atic door	<u>locks</u>		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
□ <u>cataly</u> i	tic conve	<u>rtor</u>		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/8/07 12/06/07	149125 153993	*** 11	1512 14315	C/S SES light on DLR Complete inspection was performed DTC codes showed P0420 Pressure test showed the convertor has failed; Replaced convertor L2300 - CONVERTER, OXIDATION CATALYTIC – REPLACE J5670 - MASS AIRFLOW SENSOR REPLACEMENT
□ <u>radio a</u>	and cd pl	ayer inop		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/24/07	151270	3	7219	Cust states that the radio will go blank and stop working DIr A radio was ordered to correct the situationwill call when parts arrive
11/9/07	153310	8	12547	Cust states the radio will not eject a cd and the screen goes blank DLR Found defective radio; Replaced radio
□ <u>batter</u>	Y			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/6/07	15395	1	14292	C/S Car died while driving DIr A complete charging and starting inspection was done. The alternator was at a steady 14.7 volts with the battery below min cold cranking amps and will not hold a proper charge; Replaced the battery

#### THE STATE LEMON LAW READS:

Days out of service: 30 Repairs 4 Time period 18/18 Does Lemon Law state nonconformity must continue to exist? Y

Number of repair attempts in the presumption period:	8
Total days out of service during the presumption period:	29
Total days out of service during customer's ownership:	48

#### Vehicle Meets Presumption of Lemon Law NO

#### 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.

#### Cust sks: Replacement

DVM sts: DVM Tom Thornton I/m advising reviewed GMVIS. There have only been 2 visits to dlr for repairs. Do not see anything that justifies repurchase. We can offer the cust and ext of the On Star for one yr.

DVM, Tom Thornton sts: reviewed this case w/Doug Van Horn, Svc Mgr and he advised he would refuse service. I reviewed the case a couple of weeks ago

The repetitive nature of some of the

This person wants a repurchase on this vehicle. They have on a couple of ocassions had significant cleaning bill on rental.

If I do inspect the vehicle and my findings concur w/ dealer, I will put a warranty block on this vehicle.

There best bet would be to take to another dealer for repairs.

This dlrship is not the original servicing dlrship. I will back the dlrship up in this case.

#### Doug Van Horn, Service Manager Jim Hadley Chevrolet

Svc Mgr sts: - CD was stuck in the radio. Think it is directly due to the vehicle condition, dirt along the dash. Does not take good care of vehicle. Unable to duplicate other concerns. Turn signal would not cancel. It was broken going both ways. I am guessing that it was broken by customer but how do you prove that?

Window would not go up. - Unable to duplicate

Svc Mgr sts: wish I could tell GM what answer to give cust.

Crs adv: what would that answer be?

Svc Mgr sts: no, cust is not shy about the way he treats the vehicle and when his Mother was spoken to about the way the veh was driven she said that GM shouldn't make a GTO type veh if not expected to drive like that.

Jim Hadley Chevrolet denied service to customer and decision was supported by DVM, Tom Thornton.

Crs called DVM, John Havran and requested assistance:

DVM, John Havran sts: I would not have offered the 60/75 major guard at this time. However, since the offer has already been made, I think it is the correct thing to do for GM and the customer to retain this offer and follow through with the course of action that had already begun prior to our involvement.

After talking with Dennis, Service Manager at Tom Tepe, I believe that the customer's vehicle has been fixed and that no other demonstrateable defects are evident. Dennis believes that this is a case of "buyer's remorse". Apparently

son is the primary driver of this vehicle and has driven it aggressively, causing her considerable grief. This is evident by the condition of the tires (no tread depth remaining) that required replacement at such a low mileage.

I hope the customer is happy with the 60/75 major guard. If not, I am declining their request for a repurchase. They can proceed to the BBB for additional resolution of their concern.

John Havran, DVM sts: (email) Per my voice-mail today, I would not have offered the 60/75 major gaurd at this time. However, the since the offer has already been made, I think it is the correct thing to do for GM and the customer to retain this offer and follow through with the course of action that had already begun prior to our involvement.

After talking with Dennis, Service Manager at Tom Tepe, I believe that the customer's vehicle has been fixed and that no other demonstrateable defects are evident. Dennis believes that this is a case of "buyer's remorse". Apparently Mrs. Thompson's son is the primary driver of this vehicle and has driven it aggressively, causing her considerable grief. This is evident by the condition of the tires (no tread depth remaining) that required replacement at such a low mileage.

I hope the customer is happy with the 60/75 major gaurd. If not, I am declining their request for a repurchase. They can proceed to the BBB for additional resolution of their concern. Thanks for your hard work in this matter. Please feel free to contact me at any time if you need additional help or information at 937-307-5625. jmh. Dennis Murphy, Svc Mgr, TOM TEPE AUTOCENTER, INC. (812) 654-3001

Svc Mgr sts: Completed vehicle on Thursday, went on another test drive to make sure everything had been corrected. I called her again on Tuesday night.

She said that I am so glad that we had the opportunity, she is completely satisfied.

CRS Rationale: Vehicle does not appear to meet presumption. GMPP offered to settle case and due to 5 visits and 3 repairs for radio concern, 2 steering repairs, catalytic converter replacement, MAF sensor replacement, sychronizers – 5<sup>th</sup> replacement, blower motor replacement. Vehicle was towed into dealership 4 times and to add insult to injury, customer was denied service and sent to a different dealership to pursue warranty repairs. Cust was offered reim of vehicle payment. Cust declined offer. Offer of repair and GMPP Major Guard made in an attempt to save customer by previous Rep. After vehicle repair was verified, Crs honored previous offer made by BRC-ADR group.

CRS FINAL OFFER:	Repair	DATE: 05/23/08	CUST Accepted
Goodwill: 60/75 GMPP	Major Guard	Attorney Fees (if appli	cable): NA

TEAM LEAD APPROVING:	Veronica Charles	Date: {Date}

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

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

To:	Pam Saunders
Company:	GM
From:	
Date:	3/11/08
Fax:	866-508-1973
Pam,	

Attached is a copy of the bill of sale and information on the repair work that was to have been completed on the car. Thank you for your help.



3/11/08

Dear Pam,

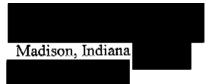
Attached is a copy of the bill of sale for the '06 Cobra. Hopefully this will answer my question for the cost of this vehicle. I appreciate you taking the time to look this up for me.

The information on the repairs to have been done the last time this vehicle was at Jim Hadley's is as follows:

- 1.) New radio was put in the vehicle
- 2.) The Turn Signals were fixed (when signal was turned on right or left it would not turn off) per Hadley's however they did not work when Mark got the car so new parts have been ordered.
- 3.) There are times that the passenger can not roll their window down. If the driver rolls the window up and down a few times it will then work for the passenger. I have ridden in the car and know this is fact. Per Hadley until the window is fully not functional they can not fix this. I find that hard to believe.
- 4.) When the heater is turned on you can hear a noise like paper flapping and then it will squeak. Per Hadley there is probably a leaf in it and they will not remove the dash and check it.
- 5.) And now add an additional item. The cruise control does not work AGAIN.

As you can see, we continue to get duplicate issues – cruise control, catalytic converter, radio, etc. At this time Hadley has not called to schedule a time to fix the car.

I appreciate your help.



				SE ORDER	05/25/	2007		
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	Milan, li	ndiana 4703 • Fax 812/65		Spouse's Name		S	ocial Securi	ty No
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01/21/2008 16:31

## === COVER PAGE ===

## TO:

# FROM: JIM HADLEY CHEVROLET

# FAX: 8122659860

# TEL: 8122734400



**Jim Hadley** Chevrolet, Cadillac



SERVICE HOURS 7:00 - 5:00 Monday - Friday 8:00 - 12:00 Saturday

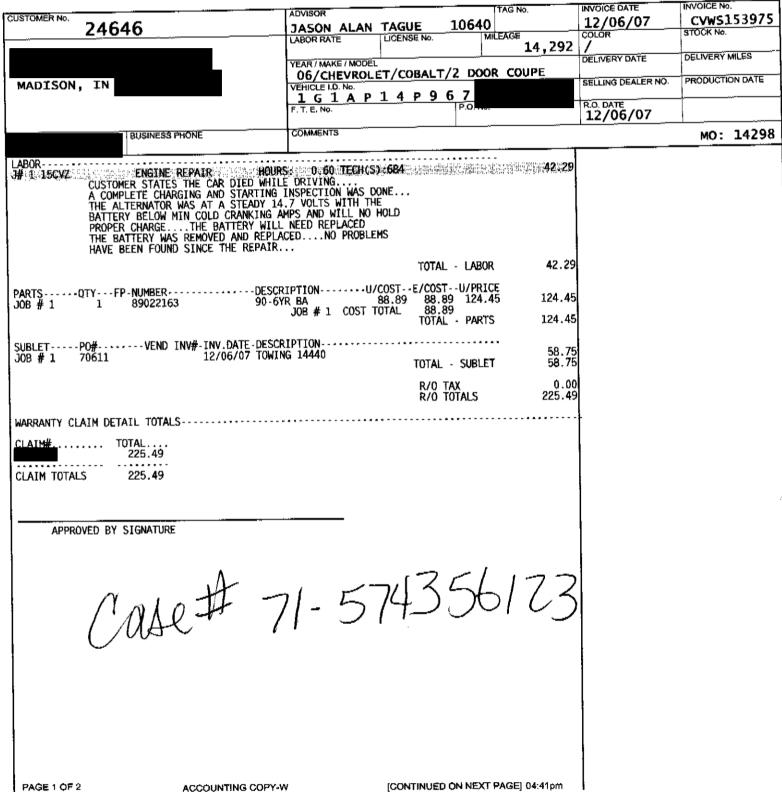
JIM HADLEY CHEVROLET

P.O. Box 1029 MADISON, INDIANA 47250

(812) 273-4400

BODY SHOP HOURS 8:00 - 5:00 Monday - Friday

Mr. Goodwrauch



01/21/2008 16:31

1 8122659860

**Jim Hadley** Chevrolet, Cadillac

Ŀц Parts

ROT

<u>SERVICE HOURS</u> 7:00 - 5:00 Monday - Friday 8:00 - 12:00 Saturday JIM HADLEY CHEVROLET

P.O. Box 1029 MADISON, INDIANA 47250

(812) 273-4400

PAGE 02



BODY SHOP HOURS 8:00 - 5:00 Monday - Friday

Mr. Goodwranch.

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PAGE 2 OF 2

2006 COBALT SS SUPERCHARGED COUPE 56U SUNBURST ORANGE METALLIC 194 EBONY WITH EBONY INSERTS	/L4G	GENERAL M	' MOTOR DIV OTORS CORI SSANCE CEI	PORATION
ORDER NO. JJXKDM/SRE STOCK NC	<b>`</b>			8243-1114
VIN 1G1 AP14 P9 67	•		NVOICE 1AI	
**************************************	* * * * * * * * * *	***********	NVOICE IAI	12*0E202C
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL -	
1AP37 COBALT SS SUPERCHARGED COUP			INVOICE (	
ASF AIRBAGS, SIDE HEAD-CURTAIN	395.00	347.60	SHIPPED (	08/25/05
CF5 ELECTRIC SUNROOF W/MAP LIGHTS	725.00	638.00	EXP I/T (	08/31/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM (	08/31/05
G85 PERFORMANCE PACKAGE INCLUDES:	1500.00	1320.00	PRC EFF (	08/25/05
*RECARO FRONT BUCKET SEATS			KEYS G264	45 G2645
*LIMITED SLIP DIFFERENTIAL			WFP-S MTH	H OPT-2
LSJ 2.0L DOHC SUPERCHARGED 4 CYL	N/C	N/C	BANK: GMA	
MM5 5 SPEED MANUAL TRANS W/SHORT	N/C	N/C	CHG-TO	25-393
THROW SHIFTER	11, 0	21, 0	0110 10	20 070
UE1 ONSTAR SERVICE: INCLUDES	695.00	611.60	SHIP WT:	2891
1 YEAR SAFE & SOUND PLAN				18.4
	325.00	286.00	GMS:	
FEE EXTRA. 1ST 3 MONTHS INCL.		200.00	SUPPLR:	24163.30
			MRM:	25630.00
				APARK
			MEMO	1177.00

TOTAL MODEL & OPTIONS	25040.00	23212.20	ACT 231	23051.00
DESTINATION CHARGE	590.00	590.00	H/B 261	751.20
LAM GROUP CONTRIBUTION		125.20		
			EXP 65A	125.20

POYNTER CHEVROLET-OLDSMOBILE-BUICK-P \$ 23927.40 INV 1AD71535453 DUE 08/31/05 DEALER 25-393

	TOM	TEPE	AUTO	CENTER	<u>, INC.</u>	
HEVROLET	"We'll be There		Most Dependable, ongest Lasting rucks on the Road".	BUICK	E SPIRIT OF RICAN STYLE". PONTIA	"Fuel for tł Soul"₋ ₪ ∖C
			Fax	, <i>r</i>		
	<u>to:</u> Paw co:	Saunder	From	(1)		
		- 508- 1973	Date: CC;	(5/2/08)		
	Re:	E For Review	Please Comment	🗌 Please Reply	🗆 Please Recycle	
	• Comments	As per yo	ur request			
	• Comments	,	ur request			

. . . .



P.O. Box 426, Milan, IN 47031 Phone: 812-654-3001 or Fax: 812-654-3238 1-800-TOM TEPE Website: www.tomtepe.com TOM TEPE AUTOCENTER

426 Indian Trail P.O. Box 426

MILAN, INDIANA 47031

(812) 654-3001



1560		DENNIS MURI	<b>-</b>	5023	ND.	1NVOICE DATE 04/24/08	
		LABOR RATE	LICENSE ND.	MILEAD	25,033	COLOR	STOCK NO. 12753
		YEAR / MAKE / MODEL		-	,	DELIVERY DATE	DELIVERY MILES
MADISON, IN		06/CHEVROLI	T/COBALT/	4DR SDN	LS	05/25/07	PRODUCTION DATE
		1G1AP	<u>14 p 9 6</u>	7		1	
		F. T. E. NO.		P. Q. NO.		04/22/08	
	BURINESS PHONE	COMMENTS				. ,	
JOB# 1 CHARGES						STATEMENT (	F DISCLAIMER
REPAIRS AR	ER STATES THAT THE CRU AND FOUND CODE P0833 M TESTED NUMEROUS TIMES E COMPLETE	ISE CONTROL IS INC ANIPULATED CRUISE WORKING PROPERLY	ip Control Now		WARRANTY	THE FACTORY WAR ALL OF THE WARRAN THE SALE OF THIS IT HEREBY EXPRESS WARRANTIES EITHER INCLUDING ANY IM MERCHANTABILITY PARTICULAR PURPO	TIES WITH RESPECT EM/ITEMS, TEH SELLI LY DISCLAIMS AI EXPRESS OR IMPLIE PLIED WARRANTY ( OR FITNESS FOR
JOB# 1 TOTALS						ASSUMES NOR AUT PERSON TO ASSUME IN CONNECTION WI	FOR IT ANY LIABILIT
						11EM/11E/VI3.	
	DY ELECT CONCERN ER STATES THAT CD'S GE	TECH(S)	:3300		WARRANTY	CUSTOMER	SIGNATURE
THE PLAYER INSPECTED A THERE IS N	AND FOUND THAT THIS IS D NEED FOR REPAIRS AT	A NORMAL CONDITIC THIS TIME	n and			SERVICE	HOURS:
JOB# 2 TOTALS	•••••		•••••			8:00 - 5:00 MC	
)08# 3 CHARGES	JOB#	2 JOURNAL PREFIX	CVCS JOB# :	2 TOTAL	0.00		SATURDAY
JOB# 3 CHARGES		••••••	·····			8.00 - 12.00	SALOHDAY
THE CUSTOM CONDITION ( INSPECTED / NEEDS TO BI	VER WINDOWS ER STATES THAT THE PASS WHEN USING PASSENGER SI AND FOUND THAT THE SWI E REPLACED D REPLACED SWITCH TESTI	SENGER WINDOW IS I WITCH WORKS WITH D ICH HAS MALFUNCTIO	NOP INT R SWITCH NED AND		WARRANTY		<u>DP HOURS:</u> NDAY - FRIDAY
PARTSQTYFP-NUM 1 227	BERDESCI 21761 SWITI	RIPTION CH 10.777	UNI	PRICE-	WARRANTY		
00B# 3 TOTALS			TOTAL	PARIS	0.00		
00B# 3 TOTAL\$••••••							
00B# 4 CHARGES	JOB# 3	3 JOURNAL PREFIX	CVCS JOB# 3	3 TOTAL	0.00		
THE CUSTOM ER DIRECTION INSPECTED / AND NEEDS	AND FOUND THAT THE CAN TO BE REPLACED REPLACED CANCEL CAM /	el cam has mai,fun	ANCEL EITH CTIONED		WARRANTY		
ARTSQTYFP-NUME	BER • • • • • • • • • • • • • • • • • • •	RIPTION 14.865	UNIT	PRICE-	WARRANTY		
PAGE 1 OF 3	CUSTOMER COPY						

Itepuakia and Reynolds EFAINTINNE SE038778 Q (11706)

TOM TEPE AUTOCENTER

426 Indian Trail P.O. Box 426

**MILAN, INDIANA 47031** 

(812) 654-3001



	DENNIS MURP		5023	).	NVOICE DATE 04/24/08	CVCS208113
	LANOR PATE	LICENSE NO.	MILCAGE		COLOR ORAN/EBON	атоск NO. 12753
	YEAR / MAKE / MODEL				DELIVERY DATE 05/25/07	COLIVERY MILES
MADISON, IN	06/CHEVROLE			.3	SELLING DEALER NO.	
	<b>1 G 1 A P</b> F.T.E.NO.	14 8 9 0	P.O. NO.		R. O. DATE	
RESIDENCE PHONE	COMMENTE				04/22/08	
		TOTAL -	PARTS	0.001	STATEMENT O	F DISCLAIMER
JOB# 4 TOTALS					ALL OF THE WARRANT THE SAUE OF THIS ITE	ANTY CONSTITUTES TIES WITH RESPECT TO M/ITEMS. TEH SELLER
JOB# 5 CHARGES	JOURNAL PREFIX	CVCS JOB# 4	TOTAL	0.00	WARRANTIES EITHER	Y DISCLAIMS ALL EXPRESS OR IMPLIED,
		<b></b>			MERCHANTABILITY	ALED WARRANTY OF OR FITNESS FOR A
J# 5 51CVZ17 THE CUSTOMER STATES THAT THE BLOW NOTABLE MOST ON LOWER SPEEDS CAN INSPECTED AND FOUND THAT THERE WE MOTOR ASSEMBLY CAUSING NOISE WITH CLEANED LEAVES OUT AND TESTED OP	VER MÅKES A NOISE HEAR IT AS IT SHU FRE LEAVES IN THE H THE MOTOR RUNNIN	АТ TIMES ЛS OFF BLOWER IG	·	WARRANTY	ASSUMES NOR AUTI PERSON TO ASSUME I	SE. SELLER NEITHER FORIZES ANY OTHER FOR IT ANY LIABILITY TH THE SALE OF IT'S
JOB# 5 TOTALS						
JOB# 6 CHARGES	5 JOURNAL PREFIX	CVCS JOB# 5	TOTAL	0.00	CUSTOMER	SIGNATURE
					SERVICE	HOURS:
LABOR J# 6+00CVZ01 *LOF LUBE OIL AND FILTER CHANGE CHANGED OIL AND FILTER,LUBRICATE TOPPPED OFF FLUIDS AND CHECKED T	TECH(S) CHASSIS AS NEEDE	:3300		INTERNAL	8:00 - 7:00 \	NDAY - FRIDAY WEDNESDAY SATURDAY
PARTS ·····QTY ···FP · NUMBER ·······PESC	RIPTION		PRICE-	INTERNAL		<u> DP HOURS:</u>
1 19168267 FILT 6 MOBIL1 SYNT	HETIC	TOTAL -	PARTS	INTERNAL 0.00	8:00 - 5:00 MC	NDAY - FRIDAY
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	5 JOURNAL PREFIX		TOTAL	0.00		
MISCCODEDESCRIPTION JOB # A SPGMISCACT SHOP SUPPLIES INTERNAL		CONTROL NO TOTAL +		INTERNAL 0.00		
COMMENTS			•••••			
PAGE 2 OF 3 CUSTOMER COPY	<i>,</i>	CONTINUED ON	NEXT PAGE	07:04am	1	

TOM TEPE AUTOCENTER

426 Indian Trail P.O. Box 426

MILAN, INDIANA 47031

(812) 654-3001



CUSTOMER NO. 1560	DENNIS M	URPHY	5023		04/24/08	CVCS208113	
	LABOR HATE	LICENSE NO.		5,033	ORAN/EBON	12753	
		ROLET/COBALT	4DR SDN LS		DELIVERY DATE 05/25/07		
MADISON, IN	VEHICLE I.D. NO.	р14р9			SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E.NQ.		P.O. NO.		R.O. DATE 04/22/08		
Ruainess Phone	COMMENTS				· · · · · · · · · · · · · · · · · · ·		
TOTALS						OF DISCLAIMER	
*	*	TOTAL LA TOTAL PA			ALL OF THE WARRAN	RANTY CONSTITUTES TIES WITH RESPECT TO EM/ITEMS. TEH SELLER	
* [] CASH [] CHECK CK NO. []	*	TOTAL SI TOTAL SI	JBLÉT	0.00	HEREBY EXPRESS	EMATIENS, TEN SELLER LY DISCLAIMS ALL: R EXPRESS OR IMPLIED,	
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	*	tóťal M	ISC CHG.	0 00	INCLUDING ANY IM	PLIED WARRANTY OF	
* [] AMER XPRESS [] OTHER [] CHARGE	* TOTAL TAX 0.00 P				MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER		
***************************************	*	TOTAL I	NVOICE \$	0.00	PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF IT'S		
Thank you for your Business.					ITEM/ITEMS.		
CUSTOMER SIGNATURE	E TNVO	ТСЕ <del>*****</del>	****	******	CUSTOME	R SIGNATURE	
		102			SERVICI	E HOURS:	
						ONDAY - FRIDAY	
					8:00 - 12:00	) SATURDAY	
						OP HOURS:	
					8:00 - 5:00 MC	ONDAY - FRIDAY	

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

Customer:         SR #: -71574356123         BBB#: 758767	
---	--

This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

	Section	1	
--	---------	---	--

Purchase Price	32900.00
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 25630.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= 7270.00
(If positive, look for Overallowance)	

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

Section 2	
Trade Allowance	2000.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 2000.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 0.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

Section 3	
Trade Allowance	2000.00
(from Bill of Sale)	
Payoff on Trade	- 0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 2000.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4	
Purchase Price	32900.00
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 0.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 32900.00
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

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

02/25/2008 15:42

## === COVER PAGE ===

## TO:

# FROM: JIM HADLEY CHEVROLET

# FAX: 8122659860

# TEL: 8122734400



# FAX COVER SHEET

## JIM HADLEY CHEVROLET- CADILLAC 600 CLIFTY DRIVE - P.O.BOX 1029- MADISON,INDIANA 47250 PHONE: (812) 273-4400 – 1-800-264-5511 – FAX: (812) 265-9860

DEALER CODES
CHEV:25-089 CAD: 20-871
DATE:
FROM: DOUG VAN HORN
NUMBER OF PAGES INCLUDING COVER SHEET:
There was 11 days on RO# 153993 and on Current RO=# 155841; it is Still open Because of Radio +
Switch on order PARTS APE here <u>E can get Some Pictures</u> to Send to you when they come to get parts installed

GREAT DEALS GREAT SERVICE

CHEVROLET"

ĠΜ

Parts

**Jim Hadley** Chevrolet, Cadillac

SERVICE HOURS

7:00 - 5:00 Monday - Friday

8:00 - 12:00 Saturday

JIM HADLEY CHEVROLET

P.O. Box 1029 MADISON, INDIANA 47250

(812) 273-4400

PAGE 02



BODY SHOP HOURS 8:00 - 5:00 Monday - Friday

Mr. Goodwrauch

STOMER No. DACAC		ADVIŠÓŘ				TAG No.	10/10/07	↓ CVWS1539
24646		JASON			10640	EAGÉ	12/19/07	STOCK No.
		LABOR RATE		ICENSE No.	MI	14,315		
		YEAR / MAKE	7 MODEL		<u>I</u>		DELIVERY DATE	DELIVERY MILES
ADISON, IN				COBALT	<u>/2 DOOF</u>		SELLING DEALER NO.	PRÓDUCTION DÁ
ADISON, IN			AP1	4 P 9 (	57			
		F. T. E. No.	<u></u>		P.O. No.		R.O. DATE 12/06/07	
							12/00/07	
BUS	SINESS PHONE	COMMENTS						MO: 14
B0R								
CUSTOMER S NOT GO ANI A CODES WE P0068 AND BCM AT TIN REPLACED THE UNDER CODES. CHI 2+03CVZ06 Lided Operation (DOUG CUSTOMER S CODES P00 MASS AIR SUBPORT	@ 12/17/2007 16:14) STATES SES LIGHT IS ( 68 AND PO101 WERE SE SENSORJOHN KOPEC THE MASS AIR FLOW   AIR SENSOR WAS REMOV	MER COMES OP TEST WAS PERF AS WELL AS NO DERHOOD FUSE B MBLY WAS REPLA HOURS: 11SPECTED AJ WAS CONTACTED METER WAS REQUED AND REPLACE	THE COMPANY AND THE COMPANY AN	CAR WILL ODES O THE BE ARED S90 S AND ECH ACED	, <sup>jen</sup> i hati anta an	::::::::::::::::::::::::::::::::::::::		dauf
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CHEVROLET"

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Parts

Jim Hadley Chevrolet, Cadillac

SERVICE HOURS

7:00 - 5:00 Monday - Friday

8:00 - 12:00 Saturday

JIM HADLEY CHEVROLET

P.O. Box 1029 MADISON, INDIANA 47250

(812) 273-4400

PAGE 03



BODY SHOP HOURS 8:00 - 5:00 Monday - Friday

W. Goodwrench

		ADVISOR		TAG No.	INVOICE DATE	INVOICE No.
CUSTOMER No. 24646		JASON ALAN TAG	UE <u>10640</u>		12/19/07	CVWS153993
		LABOR RATE LICEN	ISE No. M	14,315	COLOR	
		YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
MADISON, IN		06/CHEVROLET/C	08ALT/2 000		SELLING DËALER NO.	PRODUCTION DATE
MADISON, IN		1 G 1 A P 1 4	Р 9 6 7			
		F. T. E. No.	P.O. No.		R.O. DATE 12/06/07	
		COMMENTS	d		12/00/01	MO: 14355
Boomed						
APPROVED BY SIGNATUR	······································					
DCS AUDIT SLIP DCS DATA FIL	E GMGMWE 054					
12/19/2007 1449	WARRAN	TY NEW CLAIM				
RO NUMBER F	O DATE VIN	DIV DEALER 3 25089	ODOMETER SERV: 14315	ICE ADVISOR #		
	2706/2007 1G1AP14P967		14313			
CUSTOMER NAM	E: FIRST:	MIDDLE; PHONE;WORK;	HOME :			
		PTS FC LABOP LH				
LN JOB CT CO 1 01 WG	; PC PART-NO, TUT- 5 1 15269047 <u>26</u>	9,28 6C N1810	.6	42.29		
LN-TOT: 31	1.57 TECH SSN:	AUTH CODE:	AUTH. AU			
LN JOB CT CO		PTS FC LABOP LH	RS OHRS NET-AL	MT. LAB-TOT.		
2 01 W0 LN-TOT: 40	J D7.00 TECH SSN.	AUTH CODE: G	407 AUTH.AU	THOR.: 0090		
COMMENTS: 10	07.00 TECH SSN. GIAK55F867	DAYS RENTAL DUE TO WA TO WORK ON VEHICLE. T	ITING ON PARTS	, AND FOR DIA 53. PLEASE AU		
TH ADDT'L DA	AYS. THANKS	TO WORK ON PERIOLE.	, www.g.roocs.			
COMMENT ROUT						
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	58.00 TECH SSN	AUTH CODE :	AUTH. AU	THOR.:		
LN JOB CT CO	CPC PART-NO. TOT-	PTS FC LABOP LH	IRS OHRS NET-A	MT. LAB-TOT.		
4 0.3 W	G 3 15147065 44 85.87 TECH SSN:	<u>3.58 6C</u> L2300	.6 PB AUTH.AU	42,29 THOR: - 0090		
MEMO PART N	UMBERS: 15231157 1523			110.00.00000		
			R.O. TOTAL:	1362.44		
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	DOFLICA					
PAGE 2 OF 2	ACCOUNTING COPY-W		END OF INVO	ICE ] 03:46pm		

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4	<u>GM</u> Parts	<u>SERV</u> 7:30 - 5:00	EL, CAULLA ( <u>ICE HOUAS</u> ) Monday - Friday 2:00 Saturday Southerators 7	4		Ieraice Supr	1:00 - 5:00	H <u>OP HOURS</u> Monday - Friday <i>calo</i> s	Mr.Goodu	vreuch.	-
COMME		RVICES				ERATION		OPERATION D	SCRIPTION	MO/MI	TOTAL
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BVICE +	ISTORY					TYPE	Of	ERATION	OPERA	TION DESCRIP	TION
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				<u> </u>		IC	E		STATE	REG#3	
TESPERSO	TGIAPI	40067		EVROLET/C		OOR COL	UPE	PRODUCTION DATE	STOCK NO.	LICENSE NO.	15584
	TGTAPT	4790/	00/ 01	CUSTOMER	24646 <sup>SEI</sup>	WICE CONTRA	VCT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER	02/13/
			•	COLÖR	1			FRACT NO.		EXPIRATION MILE	_
Ň	MADISON	. IN		TURBO	VZZ	ND. P. S.	TRANS	<sup>™</sup> 21,051		1	
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02/25/2008 15:42 8122659860 JIM HADLEY CHEVROLET PAGE. 05 155841 **Jim Hadley** Chevrolet, Cadillac 600 Clifty Dr. P.O. Box 1029 MADISON, INDIANA 47250 5584 (812) 273-4400 BODY SHOP HOURS SERVICE HOURS 8:00 - 5:00 Monday - Friday ÊΜ 7:30 - 5:00 Monday - Friday Mr. Goodwrench 8:00 - 12:00 Seturday Parts nacy Dealer 5 RECOMMENDED SERVICES TOTAL **OPERATION DESCRIPTION** MO/MI OPERATION OPERATION DESCRIPTION MÓ/MI TOTAL OPERATION BG THROTTLE BODY SVC CABIN AIR FILTER R&R 21 K SERVICE 15.95 52.00 00CVZZ20 01CVZ24G-1 59.95 MI TIRE ROTATION MI 01CVZ22-F6 84.95 AIR FILTER REPLACE MI MI 01CVZ24G 0.00 M 00CVZ021 М 01CVZ28-P5 63.28 FUEL FILTER SERVICE SERVICE HISTORY OPERATION DESCRIPTION MILEAGE ADVISOR TECHNICIAN TYPE OPERATION DATE REPAIR ORDER ENGINE REPAIR 14355 10640 590 Ŵ 15CVZ 153993 12/06/07 MISC. LAMPS BODY ELECTRICAL ENGINE REPAIR BODY ELECTRICAL 590 Ŵ 03CVZ06 Ŵ 03CVZ 15CVZ 03CVZ 590 684 Ŵ 153975 14298 10640 12/06/07 122 122 ŵ 10640 12903 11/09/07 STEERS HARD/TIGHT Ŵ 06CVZ07 STATE REG# 3 SALESPERSON NO. S R ν т С Ε F UCENSE NO. PRODUCTION DATE STOCK NO EAR/MAKE/MODE 155841 **TG1AP14P967** 06/CHEVROLET/COBALT/2 DOOR COUPE DELIVERY MILES SELUNG DEALER SERVICE CONTRACT DELIVERY DATE 62/19/08 24646 EXPIRATION DATE EXPIRATION MILES TAG NO. CONTRACT NO. COLOR MADISON, IN 21,051 AIR COND. TUBBO TRANS CVZZ 10640 JASON ALAN TAGUE I hereby suttorize the repair work hereinatter 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 vahicle in case of fire, theft or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or reinaporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streats. Alloways or eleventer for the purpose of testing and/or inspection. An express mechanic's lief is hareby acknowledged on vehicle to secure the emount of repairs thereto. BUSINESS PHONE PAIOA TIME RECEIVED DATE TIME PROMISE described on arbitral, injumays or absorber to the purpose or teams and/or inspection. An explore incoming that is they be imposed for which is securis the should be automate, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partiality completed work. Such charge will be directly related to the actual amount of labor or parts involved in the imposed on repair or service. 08:00pm ABOR BATE APPOINTMENT 💭 Yee х XI No USTOMER SIGNATURE JÓB ORIGINAL CUSTOMER ESTIMATE: TOTAL PRE-ESTIMATE GIVEN 40 X PROGRESS CALL MADE **B.O. COMPLETE CALL** W DBCVZ09 1 CUSTOMER STATES THERE IS A NOISE IN THE BLOWER MOTOR ASY FINAL INSPECTED ... Could not duplicate CUSTOMER REQUESTS WRITTEN ESTIMATE OB OBAL ESTIMATE CUSTOMER DOES NOT REQUEST ESTIMATE CUSTOMER'S AUTHORIZED ORIGINAL EST. DATE ADDITIONS W \* OBCVZ 2 TIME CUSTOMER STATES THE TURN SIGNALS WILL NOT CANCEL BΥ. 2 multiporction C RECALL DEDUCT WRRTY 🗌 SC CUSTOMER INTERNAL CASH/CHECK CREDIT CARD AUTHORIZED BY PO # W 103CV210 POWER WINDOWS 3 COMMENTS: CUSTOMER STATES THE PASS SIDE WINDOW WILL QUIT THEN START Could not dyplicate WORKING AGIAN ATTENTION: WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE ARTICLES LEFT IN VEHICLE THE ONLY WARAANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY UABILITY 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 UNDERTAIL OBMAGES THE WATEN BUSICEST PAGE-155841 TECH COPY PAGE 1 OF 2

## === COVER PAGE ===

## TO:

# FROM: JIM HADLEY CHEVROLET

# FAX: 8122659860

# TEL: 8122734400



# FAX COVER SHEET

## JIM HADLEY CHEVROLET- CADILLAC 600 CLIFTY DRIVE - P.O.BOX 1029- MADISON,INDIANA 47250 PHONE: (812) 273-4400 – 1-800-264-5511 – FAX: (812) 265-9860

DEALER CODES	
CHEV:25-089 CAD: 20-871	
DATE: 12-3-07	
TO:	
FROM: DOUG VAN HOPM	
NUMBER OF PAGES INCLUDING COVER SHEET:	
COMMENTS:	
Here are the 20's	
including the Body Shop	
Repair And Questions	•
Dout	
GREAT DEALS GREAT SERVICE	122
1-812-273-44	ÌŎ

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Parts

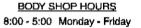
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**Jim Hadley** Chevrolet, Cadillac

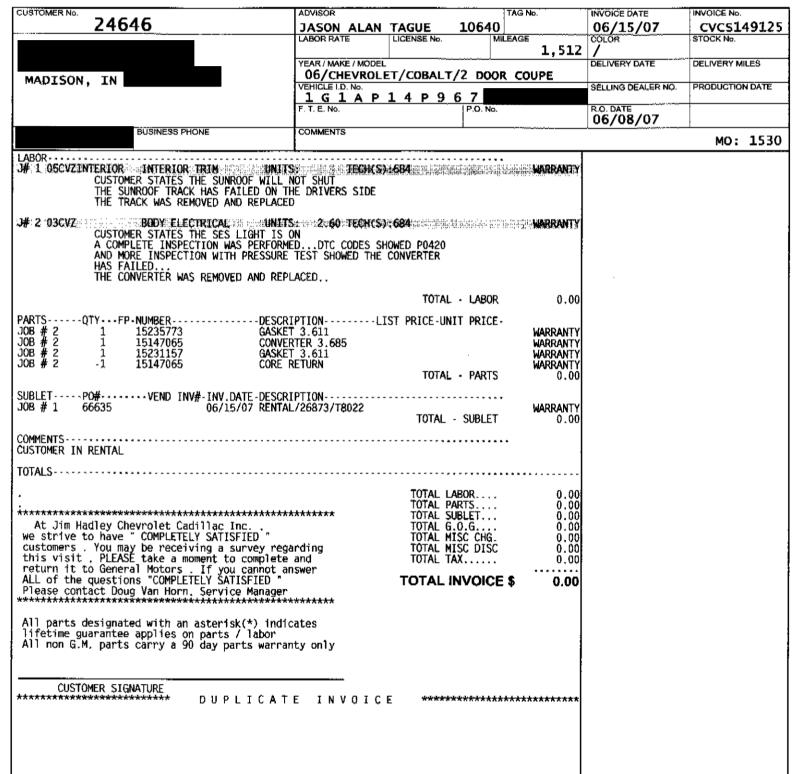
<u>SERVICE HOURS</u> 7:00 - 5:00 Monday - Friday 8:00 - 12:00 Saturday JIM HADLEY CHEVROLET

P.O. Box 1029 MADISON, INDIANA 47250 (812) 273-4400

(812) 273-4400



Mr. Goodwranch



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Jim Hadley Chevrolet, Cadillac

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CHEVROLET

SERVICE HOURS 7:00 - 5:00 Monday - Friday 8:00 - 12:00 Saturday

JIM HADLEY CHEVROLET

P.O. Box 1029 MADISON, INDIANA 47250 (812) 273-4400

(812) 273-4400



BODY SHOP HOURS 8:00 - 5:00 Monday - Friday Mr. Goodwrauch

	ADVISOR			TAG No.		INVOICE No.
24646	CAMILLA E	LICENSE No.	310	EAGE	06/15/07	CVCB1491 STOCK No.
	LABUR RATE	LIGENSE NO.	Mil.	1,512		STOCK NO.
	YEAR / MAKE / MO		/		DELIVERY DATE	DELIVERY MILES
ADISON, IN	VEHICLE I.D. No.	DLET/COBALT			SELLING DEALER NO.	PRODUCTION DAT
	1 G 1 A	<u>P14P9</u>				- Here's Hon On
	岸、十、 E. No.		P.O. No.		R.Q. DATE 06/11/07	
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At Jim Hadley Chevrolet Cadillac Inc strive to have " COMPLETELY SATISFIED "		TOTAL G. TOTAL MI	O.G	0.00		
stomers . You may be receiving a survey r	regarding	TOTAL MI	SC DISC	0.00		
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turn it to General Motors . If you cannot L of the questions "COMPLETELY SATISFIED ease contact Doug Van Horn, Service Manag	"" Jer	TOTAL II	VOICE	\$ 0.00		
l parts designated with an asterisk(*) ir fetime guarantee applies on parts / labor l non G.M. parts carry a 90 day parts war	<b>`</b>			ŀ		
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Jim Hadley Chevrolet, Cadillac

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SERVICE HOURS 7:00 - 5:00 Monday - Friday 6:00 - 12:00 Saturday

JIM HADLEY CHEVROLET P.O. Box 1029

MADISON, INDIANA 47250

(812) 273-4400

Mr. Goodwrauch



BODY SHOP HOURS 8:00 - 5:00 Monday - Friday

CUSTOMER No.	ADVISOR		TAG No.	INVOICE DATE	INVOICE No.
24646	KENNY OUSLEY	293		07/27/07	CVCB150385
	LABOR RATE LK	CENSE No. M	LEAGE 5,460	COLOR	STOCK No.
	YEAR / MAKE / MODEL		5,400		DELIVERY MILES
	06/CHEVROLET/	COBALT/2 DOO	R COUPE	DELIVERT DATE	SELVENT WILES
MADISON, IN	VEHICLE 1.D. No.			SELLING DEALER NO.	PRODUCTION DATE
	<u>1 G 1 A P 1</u>			DO DATE	
	. Т. Ε. No.	P.O. No.		07/23/07	
BUSINESS PHONE	COMMENTS	,		07723707	"L
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LABOR J# 1 50CVZ 01 BODY SHOP REPAIR REPAIR FRONT BUMPER COVER	ONITS: 0011.90 TECH (SOC)	kalahon kiyin talahiyi kirdini, dari san da	- 1444-14 <b>-14<b>499-180</b></b>		
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J# 3 08CVZ EVAC, REPLACE RADIATOR, COND	UNITS: 2.20 TECH(S):11 NSER. INTERCOOLER	<b>ld</b> ini di angeli tange polosi at	1991-1991-1991-120	·	
		TOTAL - LABOR	861.80		
PARTS QTY FP - NUMBER	ESCRIPTIONLIST	PRICE-UNIT PRICE	-		
JOB # 1 1 12336084 E	XTENSION 7.831 2	243.77 243.7	7 243.77		
JOB # 1 1 22717621 F JOB # 1 1 22697113 S		295.41 295.4 136.50 136.5			
JOB # 1 1 22718757 Ľ	EFLECTOR 1.272	41.65 41.6	5 41.65		
JOB # 1 1 22696030 *	CONDENSER 9,190 3	301.07 301.0			
JOB # 1 1 22720231 F JOB # 1 1 10368833 N	ADIATOR 3.373 4	117.35 417.3 11.35 11.3	5 417.35 5 11.35		
JOB # 1         1         22696030         7           JOB # 1         1         22720231         F           JOB # 1         1         10368833         F           JOB # 1         1         52474373         S           JOB # 1         1         52477087         S	EAL 9.222	7.74 7.5	9 7,59		
JOB # 1 1 52477087 5		/	1 7.51		
JOB # 1 1 12346290 0	UULANI 8.800	21.33 21.33 TOTAL - PARTS	3 21.33 1483.53		
		IVIAL - PARIS	1400.00		
G.O.G. & SUPPLIES		•••••	-		
JUB # 2 1.0 PAINT & MATERIAL	@ 127.400 /UNII	TOTAL - GOG	127.40 127.40		
VICO 0005					
MISCCODEDESCRIPTION JOB # 1 13 B/S MISC CHARGES	CC	NTROL NO·····	·		
500 # 1 15 575 MISC CHARGES		TOTAL - MISC	0.46		
00005070			0.10		
COMMENTS FARM BUREAU #52N5292759		· · · · · · · · · · · · · · · · · · ·	• •		
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CUSTOMER IS TO SIGN A DIRECTION TO PAY FOR	M AND INS. WILL				
SEND PAYMENT DIRECTLY TO US, PLEASE SET UP ON ACCOUNT.					
FLENDE DET UN AUGUUNT.					
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JIM HADLEY CHEVROLET

P.O. Box 1029 MADISON, INDIANA 47250

(812) 273-4400

PAGE 05

Parts

<u>CHE</u>VROLET<sup>\*</sup>

<u>SERVICE HOURS</u> 7:00 - 5:00 Monday - Friday 8:00 - 12:00 Saturday

Jim Hadley Chevrolet, Cadillac

BODY SHOP HOURS 8:00 - 5:00 Monday - Friday



ONATOMED N.	ADVISOR	• ****	1	TAG No.	INVOICE DATE	INVOICE No.	
CUSTOMER №. 24646	KENNY OU		293	4655	07/27/07	СУСВ1503	385
	LABOR RATE	LICENSE No.	MIL	ËAGE	COLOR	STOCK No.	
				5,460		DELIVERY MILES	
		ROLET <sup>(</sup> /COBALT/	2 DOOR	COUPE	DELIVERY DATE		
MADISON, IN	VEHICLE LD. No.		_		SELLING DEALER NO.	PRODUCTION DA	ΤΈ
	1 G 1 A	<u>P14P96</u>	5 7		R.O. DATE		
	in the red.				07/23/07		
BUSINESS PHONE	COMMENTS					мо: 54	160
TOTALS TOTALS At Jim Hadley Chevrolet Cadillac Inc. , we strive to have "COMPLETELY SATISFIED " customers . You may be receiving a survey reg this visit , PLEASE take a moment to complete return it to General Motors . If you cannot a ALL of the questions "COMPLETELY SATISFIED " Please contact Doug Van Horn. Service Manager ************************************	arding and nswer ******** cates nty only	TOTAL LA TOTAL PA TOTAL G. TOTAL G. TOTAL MI TOTAL MI TOTAL INN TOTAL INN	RTS BLET O.G SC CHG. SC DISC X /OICE \$	861.80 1483.53 0.00 127.40 0.46 0.00 96.66 2569.85			

PAGE 2 OF 2

ACCOUNTING COPY

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**Jim Hadley** Chevrolet, Cadillac

SERVICE HOURS 7:00 - 5:00 Monday - Friday 8:00 - 12:00 Saturday

JIM HADLEY CHEVROLET

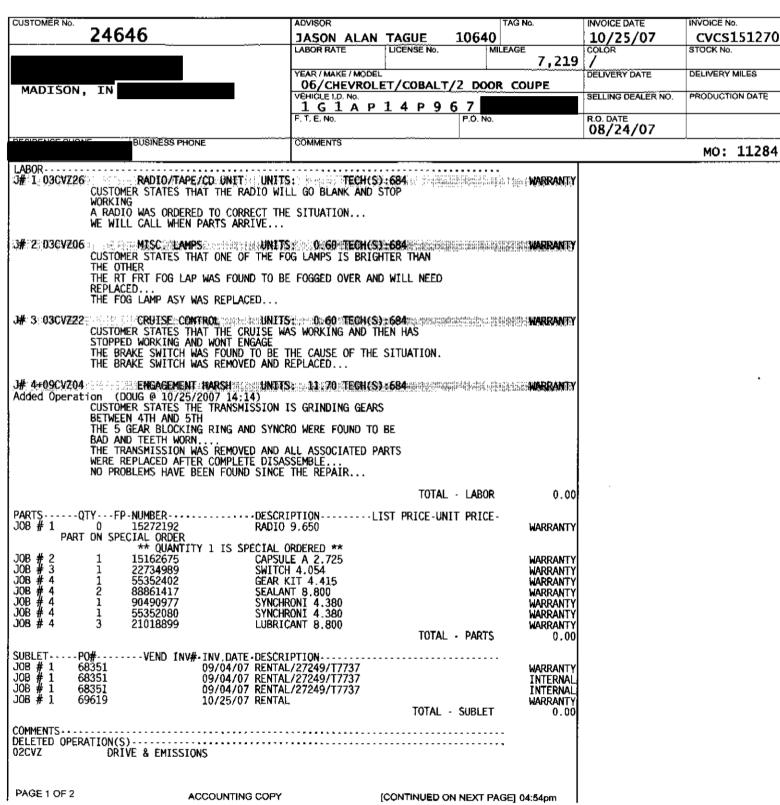
BODY SHOP HOURS

8:00 - 5:00 Monday - Friday

P.O. Box 1029 MADISON, INDIANA 47250

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Parts

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Jim Hadley Chevrolet, Cadillac

SERVICE HOURS 7:00 - 5:00 Monday - Friday

8:00 - 12:00 Saturday

MADISON, INDIANA 47250

(812) 273-4400

P.O. Box 1029

JIM HADLEY CHEVROLET

Mr. Goodwrench

BODY SHOP HOURS 8:00 - 5:00 Monday - Friday



24646	1	OR			TAG No.	INVOICE DATE	INVOICE No.
		ON ALAN		10640		10/25/07	CVCS15127
	LABOI	RRATE	LICENSE No.	MIL	EAGE 7 310	COLOR	STOCK No.
	VEAD			,	7,219		
		/ MAKE / MODEL		/7 0000	COURE	DELIVERY DATE	DELIVERY MILES
ADISON, IN			I/CUBAL	72 DOOR	COUPE	SELLING DEALER NO.	PRODUCTION DATE
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At Jim Hadley Chevrolet Cadill	ac Inc			6.0.G	0.00		
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ease contact Doug Van Horn. Se	rvice Manager				• 0.00		
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1] parts designated with an ast	erisk(*) indicates						
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**Jim Hadley** Chevrolet, Cadillac

<u>GM</u> Parts

CHEVROLET"

SERVICE HOURS 7:00 - 5:00 Monday - Friday 8:00 - 12:00 Saturday JIM HADLEY CHEVROLET

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(812) 273-4400

PAGE 08

BODY SHOP HOURS 8:00 - 5:00 Monday - Friday

Mr. Goodwranch

24645       JASON ALAN TAGUE 10640       IJ/15/07       CVCS12         MADISON, IN       Uncerker Market ModeL       12,547       CUCHT MODELT/COBALT/2 DOOR COUPE       BUSINESS FHOME       DECOMPT DATE       BUSINESS FHOME       DECOMPT DATE       BUSINESS FHOME       BUSINESS FHOME       DECOMPT DATE       BUSINESS FHOME       BUSINESS FHOME       COMMENTS       BUSINESS FHOME       DOOR ALECTRICAL.       HIMMISSU - 9.991 TECH(52):122	STOMER No.		ADVISOR			TAG No.	INVOICE DATE	INVOICE N	
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NADISON, IN       Objectevrolet/COBALT/2 DOOR COUPE       Selling Dealer NO.       PRODUCTION         1 G 1 A P 1 4 P 9 6 7       Selling Dealer NO.       PRODUCTION         F.T.E.NO.       PO.NO.       R.O.DATE         BUSINESS PHONE         COMMENTS       MORE         COMMENTS       MORE         OUT DUPY ELECTRICAL       IMMENDIAL         OUT DUPY ELECTRICAL       IMMENDIAL         COMMENTS       MORE         COMMENTS       MORE TATES THE RADIO WILL NOT EJECT A CD AND THE         SCREEN GADYTGHT       IMMENDIAL         COMMENTS       MARRANTY         COMMENTS       MARRANTY         COMMENTS       IMMENDIAL         INTER: IMADITION       INTER: IMADITION         REPORTER THE RADIO       INTER: IMADITION       INTER: IMADITION         REPORTER THAT THE VENICLE HAS LOST POWER STEERING.       STEERING COLUMN.         STEERING DIT COLTINE STEERING COLUMN.         REFERENCE BULETINE YOU O STEERING COLUMN.         REFERENCE BULETINE YOU O STEERING COL						12,347		DELIVEDY	
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TOTAL - SUBLET 0.00 COMMENDATIONS CHANGE AND REPLACE FRONT TIRES. ROTATE TIRES IF NOT REPLACING. CHANGE IS APROX 3K MILE OVERDUE VIA STICKER, FRONT TIRES ARE	#1 70059	11/16/07 RENTA	L/27656/T8603						
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Jim Hadley Chevrolet, Cadillac

Darts

MADISON, IN

\* NEXT RECOMMENDED SERVICE:

CUSTOMER SIGNATURE

\* 02/01/2008 / 18903 MI 01CVZ22-F6

24646

BUSINESS PHONE

we strive to nave " COMPLETELY SAILSFIED customers . You may be receiving a survey regarding this visit . PLEASE take a moment to complete and return it to General Motors . If you cannot answer ALL of the questions "COMPLETELY SAILSFIED " Please contact Doug Van Horn. Service Manager

All parts designated with an asterisk(\*) indicates lifetime guarantee applies on parts / labor All non G.M. parts carry a 90 day parts warranty only

At Jim Hadley Chevrolet Cadillac Inc. , we strive to have " COMPLETELY SATISFIED "  $% \left( \left( {{{{\bf{F}}_{{{\rm{s}}}}}} \right) \right) \right) = \left( {{{\bf{F}}_{{{\rm{s}}}}} \right)$ 

CUSTOMER No.

CHEVROLE

SERVICE HOURS 7:00 - 5:00 Monday - Friday 8:00 - 12:00 Saturday

LABOR RATE

VEHICLE I.D. No.

F. T. E. No.

COMMENTS

TIRE ROTATION

\*\*\*\*\*\*\*

DUPLICATE INVOICE

TOTAL 5

1 G 1 A

YEAR / MAKE / MODEL

\*\*\*\*\*\*\*\*\*\*\*

JASON ALAN TAGUE

₽

LICENSE No.

06/CHEVROLET/COBALT/2 DOOR COUPE

14P967

TOTAL LABOR....

TOTAL PARTS.... TOTAL SUBLET...

TOTAL G.O.G....

TOTAL MISC CHG. TOTAL MISC DISC

TOTAL TAX.....

**TOTAL INVOICE \$** 

\*\*\*\*\*

JIM HADLEY CHEVROLET

P.O. Box 1029 MADISON, INDIANA 47250

(812) 273-4400

TAG No.

12,547

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Mr. Goodwrauch

INVOICE DATE

COLÓR

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11/16/07

DELIVERY DATE

11/09/07

R.O. DATE

SELLING DEALER NO.



BODY SHOP HOURS 8:00 - 5:00 Monday - Friday

10640

P.O. No.

PAGE 2 OF 2

PAGE Ø9

INVOICE No.

STOCK NO

DELIVERY MILES

PRODUCTION DATE

MO: 12903

CVCS153310

2006 COBALT SS SUPERCHARGED COUPE 56U SUNBURST ORANGE METALLIC 194 EBONY WITH EBONY INSERTS	/L4G	GENERAL M	MOTOR DIV OTORS CORI SSANCE CEI	PORATION
ORDER NO. JJXKDM/SRE STOCK NC	N N			8243-1114
VIN 1G1 AP14 P9 67	•		NVOICE 1AI	
**************************************	*******	************	NVOICE IAI	J/TJ2224030
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL -	
1AP37 COBALT SS SUPERCHARGED COUP			INVOICE (	
ASF AIRBAGS, SIDE HEAD-CURTAIN	395.00	347.60	SHIPPED (	08/25/05
CF5 ELECTRIC SUNROOF W/MAP LIGHTS	725.00	638.00	EXP I/T (	08/31/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM (	08/31/05
G85 PERFORMANCE PACKAGE INCLUDES:	1500.00	1320.00	PRC EFF (	08/25/05
*RECARO FRONT BUCKET SEATS			KEYS G264	45 G2645
*LIMITED SLIP DIFFERENTIAL			WFP-S MTH	H OPT-2
LSJ 2.0L DOHC SUPERCHARGED 4 CYL	N/C	N/C	BANK: GMA	
MM5 5 SPEED MANUAL TRANS W/SHORT	N/C	N/C	CHG-TO	25-393
THROW SHIFTER	1, 0		0110 10	20 070
UE1 ONSTAR SERVICE: INCLUDES	695.00	611.60	SHIP WT:	2891
1 YEAR SAFE & SOUND PLAN				18.4
	325.00	286.00	GMS:	
FEE EXTRA. 1ST 3 MONTHS INCL.		200.00	SUPPLR:	24163.30
			MRM:	25630.00
				APARK
			MEMO	1177.00

TOTAL MODEL & OPTIONS	25040.00	23212.20	ACT 231	23051.00
DESTINATION CHARGE	590.00	590.00	H/B 261	751.20
LAM GROUP CONTRIBUTION		125.20		
			EXP 65A	125.20

POYNTER CHEVROLET-OLDSMOBILE-BUICK-P \$ 23927.40 INV 1AD71535453 DUE 08/31/05 DEALER 25-393

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

August 19, 2008

Connie Postelli, Esq. Law Offices of Connie J Postelli 19952 Torrence Ave Lynwood, IL 60411-7614

RE: v. General Motors Corporation Service Request: 71-578140146 2006 Chevrolet Cobalt Vehicle Identification Number: 1G1AL15F367 Customer Relationship Specialist: Shera Vasquez

Dear Ms. Postelli:

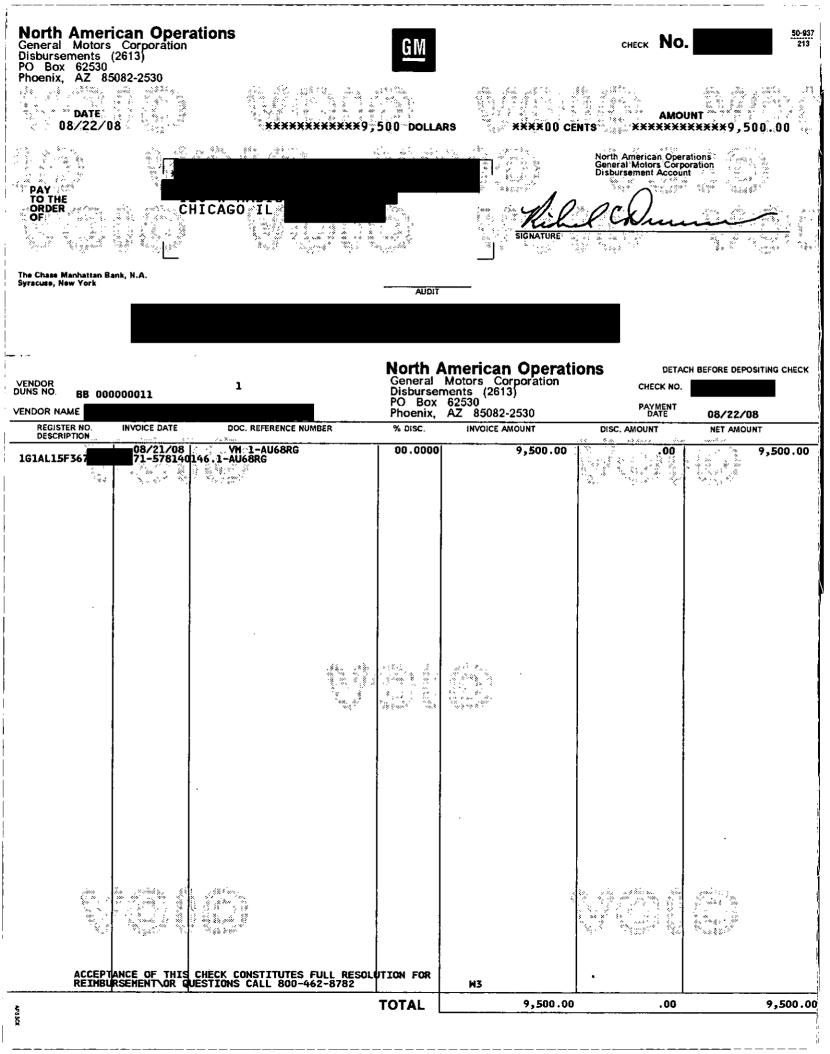
Enclosed please find a check in the amount of \$9,500.00 made payable to and Krohn & Moss, Ltd. to settle the above-referenced case.

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



2006 COBALT 2-DOOR LT COU	PE		CHEVROLET	MOTOR DIV	/ISION
41U BLACK		/L4G	GENERAL MO	DTORS CORE	PORATION
19C EBONY			100 RENAIS	SSANCE CEN	ITER
ORDER NO. JTKHQR/TRE	STOCK NO.		DETROIT	MI 48	3243-1114
VIN 1G1 AL15 F3 67			VEHICLE IN	VOICE 101	083044916
* * * * * * * * * * * * * * * * * * * *	* * * * * * * * * * *	* * * * * * * * * *	* * * * * * * * * * *	********	L3*11457S
MODEL & FACTORY OPTIONS		MSRP	INV AMT	RETAIL -	STOCK
1AL37 COBALT 2-DOOR LT CC	UPE 14	4700.00	13891.50	INVOICE (	01/26/06
CF5 ELECTRIC SUNROOF W/MA	P LIGHTS	750.00	660.00	SHIPPED (	01/26/06
FE9 FEDERAL EMISSIONS		N/C	N/C	EXP I/T (	02/07/06
L61 2.2L DOHC 4 CYL ENGIN	ΙE	N/C	N/C	INT COM (	02/07/06
MX0 4-SPD. AUTO. TRANS. W	/OVERDRIVE	850.00	748.00	PRC EFF (	01/26/06
R8K ********************	******	N/C	N/C	KEYS G347	76 G3476
				WFP-S QTH	R OPT-1
				BANK: CON	IERICA BA
				CHG-TO	11-457
				SHIP WT:	2756
				HP:	18.4
				GMS:	15475.50
				SUPPLR:	16168.52
				MRM:	16890.00
				DAN:	1LTSR
				MEMO	740.00

TOTAL MODEL & OPTIONS	16300.00	15299.50	ACT	231	15400.50
DESTINATION CHARGE	590.00	590.00	H/B	261	489.00
LAM DEALER CONTRIBUTION		163.00	ADV	261	163.00
LAM GROUP CONTRIBUTION		163.00	EXP	65A	163.00

LARRY ROESCH CHEVROLET, INC.



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

### VIA FAX ONLY

July 16, 2008

Rob Johnson North Central-50 Rob.johnson@gm.com

Re: V. General Motors Corporation Service Request: 71-578140146 2006 Chevrolet Cobalt Vehicle Identification Number: 1G1AL15F367 Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Johnson:

The above GM customer has filed a lawsuit and the lawsuit is being removed from the Early Resolution Program and is being sent to GM's local counsel for handling. Our records indicate that Matthew Edmiston & Mason Talmade were contacted while the case was in the Early Resolution Program. The customer has been to the following dealers for servicing thus far:

Larry Roesch, Apple Chevrolet, & Advantage

GM's attorney now handling this case: Connie Postelli, 708-418-8913 Law Office of Connie J. Postelli

GM Legal Assistant involved: Lora Hauswirth (313) 665-1436

Customer's attorney now handling the case: Gregory H. Moss, Krohn & Moss, Ltd, 312-578-9428

Please have the AVM(s) notify the dealership(s) listed above and any other dealers in the vicinity of the customer's address that this customer has filed a lawsuit against GM. Please have them tell the dealer(s) to make sure that any necessary, future repair work is thoroughly documented. The AVM(s) / dealership(s) should direct any documentation, repair orders and any other information particular about this customer and his/her vehicle to GM's attorney.

Attached is a copy of the case assessment for your review. 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.

Thank you for your assistance.

Sincerely,

General Motors Corporation

cc: FILE LG0080 Rev. 7/09/2007











HUMMER





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80217	75452		
	*INVOICE*	CHEVRO	
	DUPLICATE 1 118	5 W. South Frontage Road	Bolingbrook, IL 60440
HOMER GLEN, IL	PAGE 1	(630) 759- (815) 886-	
HOME BUS:	SERVICE ADVISOR: 5	076 PATRICK HER	NANDEZ
COLOR YEAR MAKE/MODEL	VIN		
DFJGFOID 06 CHEVROLET COBALT	1G1AL15F367		0/12369 T1205 INV. DATE
		OPTION	19SEP07
01JAN07 IS 01JAN2007 19:00 19S R.O. OPENED READY OPTIONS:	ENG:2.2_Liter_MFI		
07:22 19SEP07 15:46 19SEP07			
LINE OPCODE TECH TYPE HOURS A CUST STATES CHECK ENG LIGHT ON		LIST NET	TOTAL
CAUSE: MISROUTED WIRE. N6629 WIRING AND/OR CONNECTOR			
TRANSMISSION/TRANSAXLE REPA 249 W	IR OR REPLACE		(N/C)
FC: P0700			
PART#: COUNT: 0			
CLAIM TYPE: AUTH CODE:			
WG			
PARTS: 0.00 LABOR: 0.00 0	יינודייס- ער ח ח ח	TOTAL LINE A:	0,00
12369 CHECK PO700, U2107, U2100. REROUT DOC1863814. ROAD TESTED SEVERAL TIMES	, OK.		
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			G #6001
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	STATEMENT OF DISCLAIMER. The factory warranty constitutes all of the warranties with respect to	DESCRIPTION	
	the colo of this iterations. The	PARTS AMOUNT	0.00 ¥
	Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.	GAS, OIL: LUBE SUBLET AMOUNT	0.00
AUTOMOBILE Goodwrench	Seller neither assumes nor- authorizes any other person to assume for it any liability in connection with the sale of this	TOTAL CHARGES	0.00
AUTOMOBILE	connection with the sale of this item/Items.	AMAZING DISCOUNTS SALES TAX	
TECHNICIAN	ACUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	<u> </u>
	YT OLD BALL		<u>, , , , , , , , , , , , , , , , , , , </u>
·	SERVICE FILE COP	X - Kathala Prasa Pr	o galentario di montre conservati esti da 🐴

Fax Server

Advantage

12/27/2007 3:05:19 PM PAGE 2/002 Fax Server



CONSERVATION CONTRACTS Beauties: Research Confee NJ & & 201771 Dennia, MI 68252-53278

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#### VIA FAX ONLY

December 27, 2007

Doc Dockery Advantage Chevrolet

RE:

Service Request: 71-578140146 2006 Chevrolet Cobalt Vehicle Identification Number: IGIAL15F367 Customer Relationship Specialist: Desire Gallagher

Dear Doc Dockery:

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

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040 V6302006

7545

:::::.........

866 213.9925





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

### VIA FAX ONLY

December 27, 2007

Brian Campolattara Larry Roesch Chevrolet

RE:

Service Request: 71-578140146 2006 Chevrolet Cobalt Vehicle Identification Number: 1G1AL15F367 Customer Relationship Specialist: Desire Gallagher

Dear Brian Campolattara:

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

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040 V6302006













Dear Ms. Rodriguez,

I spoke to my client regarding GM's recent settlement offer. As GM refused to increase its prior offer of \$3200, my client does not want to effectively bid against herself in attempting to settle. Thus, my client rejects GM's offer.

Sincerely, Adam

From: edna\_rodriguez@gmexpert.com [mailto:edna\_rodriguez@gmexpert.com] Sent: Monday, February 11, 2008 12:16 PM To: Hill, Adam Subject: RE: Crystal Belcher

Mr. Hill,

Please review the attached document regarding your client Crystal Belcher.

Edna Rodriguez 866-790-5700 ext 21317

"Hill, Adam" <ahill@consumerlawcenter.com>

01/30/2008 05:01 PM

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Dear Ms. Rodriguez,

I discussed with my client GM's recent offer of \$3,200, which my client rejects. I have been instructed to make a significant reduction in our last demand in hopes of settling this matter. My client would be willing the settle this matter for \$8000.00 total (\$5,900 to my client and \$2,100 in attorneys' fees).

R E :

Please let me know of GM's response as soon as possible.

Sincerely, Adam

Adam T. Hill Krohn & Moss, Ltd 120 W. Madison Street 10th Floor Chicago, IL 60602 (312) 578-9428 ext 242 (office) (866) 289-0898 (Fax) E-Mail: ahill@consumerlawcenter.com Web: www.krohnandmoss.com From: edna\_rodriguez@gmexpert.com [mailto:edna\_rodriguez@gmexpert.com] Sent: Tuesday, January 29, 2008 1:37 PM To: Antikainen, Michael Subject: RE:

Mr. Antikainen,

Please review the attachment and respond at your earliest convenience. Thank you

Edna Rodriguez 866-790-5700 ext 21317

"Antikainen, Michael" <mantikainen@consumerlawcenter.com>

01/18/2008 02:05 PM

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Ms. Rodriguez:

Thank you for your \$2,000 inclusive settlement offer. I have reviewed that offer with my client and unfortunately it has been rejected. My client is interested in reaching an amicable resolution to this matter prior to the necessity of further litigation and has authorized me to prepare a counter demand of \$12,100.00 inclusive of attorneys' fees. Please review this demand and inform me of GM's decision.

R E :

Sincerely,

Michael T. Antikainen

Krohn & Moss, Ltd.

(312) 578-9428 ext. 229

120 W. Madison, 10th Floor

Chicago, IL 60602

From: edna\_rodriguez@gmexpert.com [mailto:edna\_rodriguez@gmexpert.com] Sent: Tuesday, January 15, 2008 2:15 PM To: Moss, Gregory Subject:

Mr. Moss,

Please review the attached offer regarding Crystal Belcher.

Edna Rodriguez 866-790-5700 ext 21317 David Tibble Krohn & Moss, Ltd Consumer Law Center Phone: 312-578-9428 x277

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Novada, Ohio, Wisconsin, Washington, DC) Main Office 120 West Madison, 10<sup>th</sup> Floor Chicago, Illinois 60602 www.krohnandmoss.com

Writer's Direct Number (312) 578-9428 Ext. 217 Writer's Direct Facsimile (866) 289-0898 Writer's Direct E-Mail scohen@consumerlswcenter.com Writer licensed to practice only in: Illinois Indiana

December 28, 2007

VIA FACSIMILE (866) 213-9925 With confirmation received

Desire Gallagher General Motors Corporation Business Resource Center PO Box 33170 Detroit, MI 48232

RE:

v. General Motors Corporation

Dear Ms. Gallagher:

Attached, please find copies of all the requested documents we have in our possession for the above referenced case.

If you have any questions, please feel free to contact our office

ohen Scott/I Attorney at Law

Sincerely

SC/dt Attachments GM Vehicle Inquiry System - Summary

Att N. Scott From Joshuwa Turney

## 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 :	1G1A	L15F367				****			
		УЕНІ	CLE IN	FORMAT	ION				
Merchandising Model :	1A CC	AL37-2006 COBALT 2- DUPE	DOOR	JT	Warranty	Start Start	Date :	05/02/2	006
BARS Order Type	: 70	- RETAIL - STOCK							
Delivering Dealer	33:	RRY ROESCH CHEV. 3 W GRAND AVE ENSENVILLE, IL 60	ROLET, 106-3329		Selling So	urce ;	<u></u>	13 - Chev	ROLET
	(63	30) 860-4000		Site Code	11457				
					Business A Code :	ssocia	te	113237	
Service Contract	: No	Branded Title :	No	Warran	ity Block :	No	PDI S	itatus :	Paid

### **REQUIRED FIELD ACTIONS**

- I T	ype	Number				
	- <u>-</u>		Description	Posted Date	Status	
R	С	0 <u>609</u> 0	ENGINE FUEL INJECTORS - REPLACE	N/A	Closed	
R	С	06217	HEAD IMPACT PROTECTION	N/A		
				INA	Closed	1

### 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

Effective Date	Effective Odometer	End Date	End Odometer
05/02/2006	12 miles	05/02/2009	36012 miles
05/02/2006	12 miles	05/02/2012	100012 miles
05/02/2006	12 miles	05/02/2014	
05/02/2006	12 miles		
05/02/2006	12 miles		36012 miles 60012 miles
	Date           05/02/2006           05/02/2006           05/02/2006           05/02/2006	Date         Odometer           05/02/2006         12 miles           05/02/2006         12 miles	Date         Odometer         End Date           05/02/2006         12 miles         05/02/2009           05/02/2006         12 miles         05/02/2012           05/02/2006         12 miles         05/02/2012           05/02/2006         12 miles         05/02/2014           05/02/2006         12 miles         05/02/2009

Page 1 of 2

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GM Vehicle Inquiry System - Summary

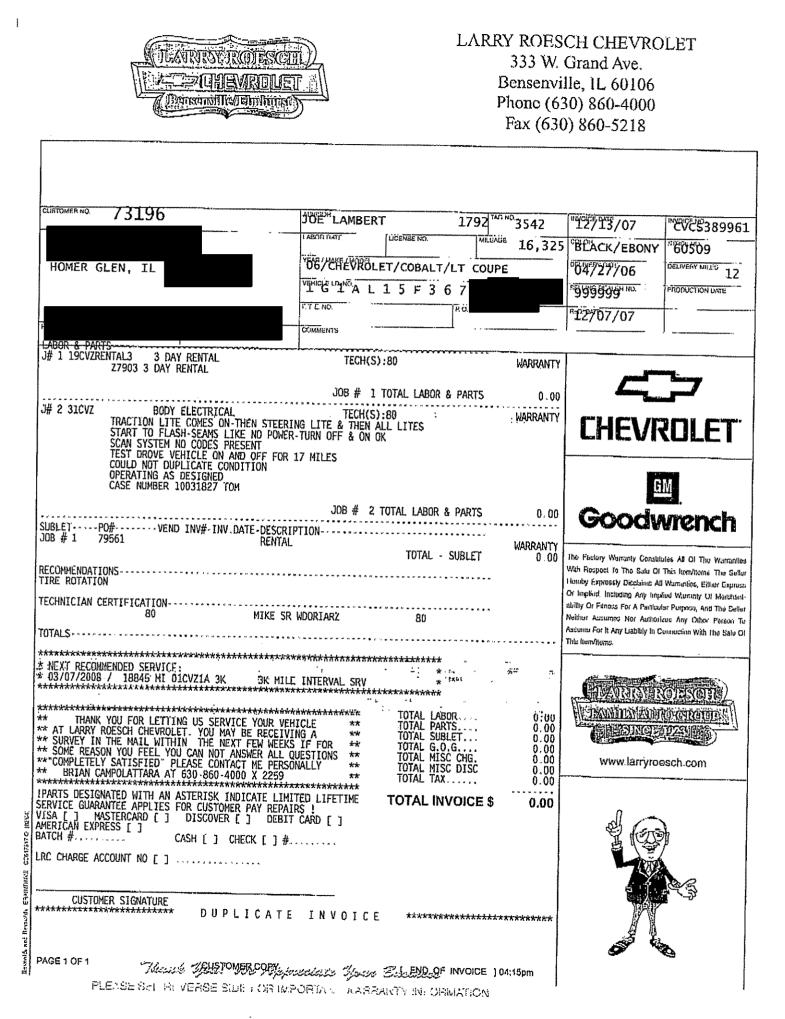
Page 2 of 2

R.O Date	R.O Number	Туре	Labor Operation	Odom Read	
11/27/2007	130818	ł	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	15884	miles
11/27/2007	130818	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	15884	miles
10/18/2007	128845	#	H2505 - ELECTRONIC BRAKE AND TRACTION CONTROL MODULE REPLACEMENT	13891	miles
09/24/2007	127439	Ħ	K5365 - MODULE, TRANSMISSION CONTROL - REPLACE	12561	miles
09/24/2007	127439	#	25001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	12561	miles
09/24/2007	127439	#	27901 - 1-DAY COURTESY TRANSPORTATION	12561	miles
09/19/2007	075452	#	N6629 - WIRING AND/OR CONNECTOR - TRANSMISSION- REPAIR OR REPLACE		miles
09/18/2007	P53231	#	Z2080 - ROADSTDE SERVICE (TOWING)	12369	miles
03/29/2007	118053	#	V1556 - 06217 - INSTALL ENERGY ABSORBING DEVICE	5949	
02/16/2007	115760	#	V1553 - 06090 - INJECTOR, FUEL - REPLACE ALL	5285	miles
03/20/2006	355714	I	Z6999 - PDI RELATED FLUID ADDS	- 5	
01/26/2006	A75576	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles

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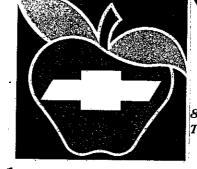


5/8/08



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Apple Chevrolet



Assistant Service Manager/Dispatcher

8585 West 159th Street Tel. (708) 429-3000 Tinley Park, IL 60477 Fax (708) 429-9604 www.applecbevy.com



TO! -TP CINCH EDNA RODRIGUEZ

AS I PULLED THE FILE ON #11'S CAR I FIND THAT I'M RE-DOING WHAT WAS ALREADY DONE IN FEBRUARY '08, MOTE THE ATTACHED FAX WHERE IT WAS SENT 2/11/08 AT 11:30 AND RECEIVED AT YOUR MUMBER.

SO I AM RESENDING ONCE AGAIN. SAME DOCUMENTS

LARKY

8585 West 159th Street 🕷 Tinley Park, Illinois 60477 🕷 708/429-3000

REPAIRS ON YOUR VEHICLE, PLEASE (:ONTACT YOUR SER- VICE CONSULTANT MONDAY - FRIDAY, BI:TWEEN 10:00 AM, AND A:00 PM, THEY WILL BE HAPPY TO MELP ANSIWER ANY QUESTIONS YOU MIGHT'HAVE. WE GUDRANTEE OUR SERVICE WORK 90 DAYS, OR 4,000 MILES, WHICHEVER COMES FIRST. GM MHICHEVER COMES FIRST. GM	EVEN WHEN SLIDING. SOME HISTORY HERE/SOME HISTORY OTHER DEFLERS HODRED UP SCANNER, FOUND GOE, POAGE, RERFORME EVAP TEST HODRED UP SCANNER, FOUND GOE, POAGE, RERFORME EVAP TEST HODRED UP SCANNER, FOUND GOE, POAGE, RERFORME EVAP TEST REPLACED AP, CLEARED CODE REPLACED AP, CLEARED CODE 1 TESSES31 CAP 3.028 1 TOTAL - PARTS 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
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Chevrolet

8585 WEST 159TH STREET TINLEY PARK. IL. 60487 PHONE: (708) 429-3000

**RECOMMENDED SERVICES** 

WHEEL ALIGNMENT

COOLING SERVICE

TIRE ROTATION

WHEEL BALANCES

INDUCTION SERVICE

A/C SERVICE

VALVOLINE OIL FLUSH

DIFFERENTIAL SERVICE

QUICK LUBE

OPERATION DESCRIPTION MO/MI

ORIGINAL ESTIMATE

AUTHORIZED

ADD/TIONS

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# **General Motors Business Resource Center**



## To: Al Jenuszewski

Company: Fax: Phone:

7084299604

## From: Desire' Gallagher

Fax: Phone: E-mail: 8662139925 8667905600 x 11139

CC:

NOTES:

SEMDING SERVICE FILE BACK ON BELCHER SERVICE REQ #

71-678140146 28 PABES SENT



Calmered Adaptation United adaptation Reconstruction Reconstruction Constru-Phil Essai 201177 Electronic, des VIII.2011 (1997)

#### VIA FAX ONLY

December 27, 2007

Al Jenuszewski Apple Chevrolet

RE:

Service Request: 71-578140146 2006 Chevrolet Cobalt Vehicle Identification Number: IGIAL15F367 Customer Relationship Specialist: Desire Gallagher

Dear Al Jenuszewski

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

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time,

Sincerely,

General Motors Corporation

LG0040 V6302006





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**pple**Chevrolet

CS130818



8565 WEST 159TH STREET TINLEY PARK, IL. 60487 PHONE: (708) 429-3000

# "Satisfaction Is Our Service Goal"

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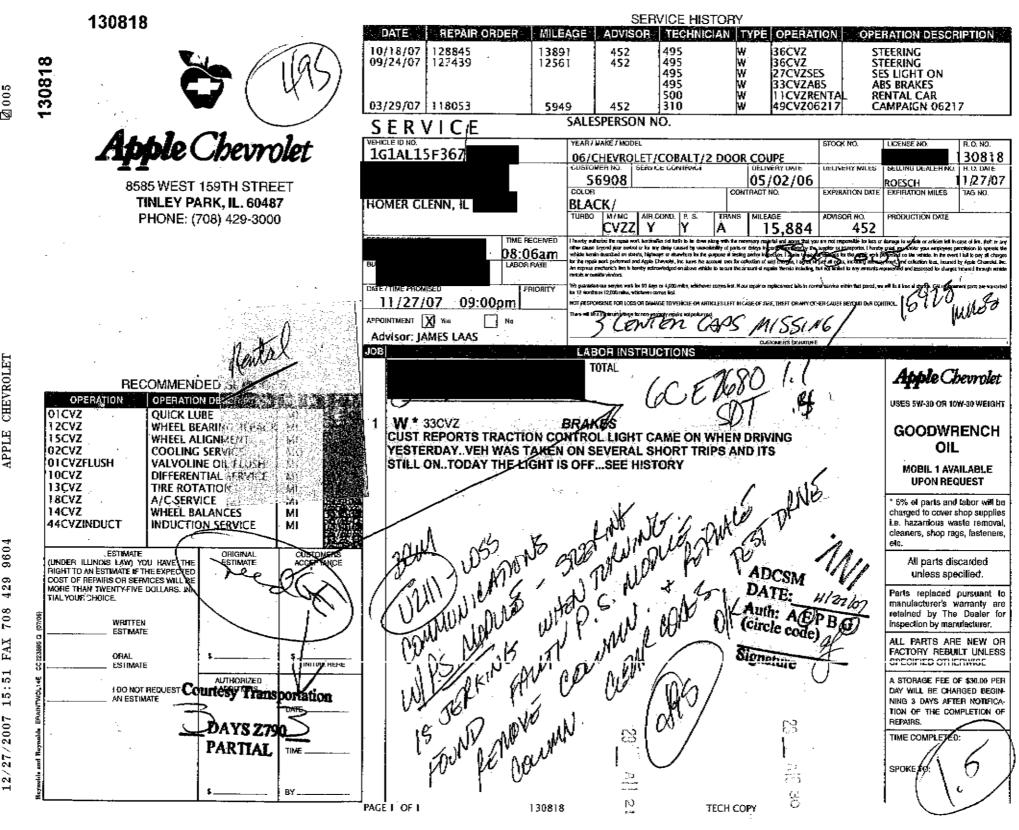
8585 WEST 159TH STREET TINLEY PARK, IL. 60487 PHONE: (708) 429-3000

**ble** Chevrolet

"Satisfaction Is Our Service Goal"

CUSTOMER NO. FCOO		ADVISOR	TAG	NO.	INVOICE DATE	INVOICE NO.
5690	<u>×                                    </u>	JAMES LAAS	452		1	
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PAGE 2 OF 2		and the second second second second second second second second second second second second second second second			your U	ence:
	SERVICE FILE COPY		[ END OF INVOICE ]	02:04pm		

The Reynolds and Reynolds Company ERMYTWVE CC223894 Q (0707)



## PURCHASE ORDER

PURCHASE ORDER 10 ENTERPRISE RENT A CAR 15701 S HARLEM AVENUE RENTALS-ACCTS RECVBL ORLAND PARK IL 60462	NUMBER 87492 WRITTEN:BY JOSEPH PILEGGI DEPARTMENT SERVICE DATE 11/27/07 P.O. AMOUNT 0.00
SHELECHEVROLET 8585 W 159TH STREET TINLEY PARK IL 60487	RILLTO APPEE CHEVROLET 3585 W 1597H BIREET 780EM PARKIL 50482
QTY. DI SCRIPTION	TAX EXEMPT # 0934-9502 PRICE AMOUNT
KI0818 COURTESY TRANSPI	
ACCT. AMOUNT CONTROL NUMBE	R ACCT AMOUNT CONTROL NUMBER
246 0.00 130818	SIGNATURE



We want your business.

Shevrolet

FILE COPY

8585 WEST 159TH STREET TINLEY PARK, IL 60487 WWW.APPLECHEVY.COM PHONE: 429-3000

СİV Parts

CS128845



B585 WEST 159TH STREET TINLEY PARK, IL, 60487 PHONE: (708) 429-3000

pple Chevrolet

"Satisfaction Is Our Service Goal"

56908	3	JAMES LAAS	452	AG NO.	INVOICE DATE	
				AGE 12 901	COLOR	STOCK NO.
		YEAR / MAKE / MODEL		13,891	DELIVERY DATE	OELIVERY MILES
OMER GLENN, I		06/CHEVROLET	/COBALT/2 DOOP	COUPF	05/02/06	PRODUCTION DATE
····, -··, -·		1G1AL1	5 F 3 6 7		ROESCH	
		F. T. E. NO.	P. O. NO.	495	R. O. DATE	
		COMMENTS		455		
# 1 CHARGES ·····					[ ]CASH [ ]CREDIT	
OR 1 36CYZ		TECH(S):4		WARRANTY		ED WARRANTY
CHECK POL	ER STEERING CHECK	TRACTION CONTROL LIGHTS C	IN IN			ON ACCOUNT
MESSAGE ( 127439 9	ENTER WHILE DRIVIN 24/07.12561 MILES	G.ALSO, ABS LIGHT ON. REFER	LENCE RO#			ANY QUESTIONS
INTERM	TIENT HESITATION C	N ACCEL.IF SET FOR APPROX	(1HR,			REGARDING THE
E.B.C.M.	EIMS OK INTERMITTENT INTER	NAL SHORT PULLING DOWN CL	ASS II	A State		YOUR VEHICLE
LINE	to the second second	S U2107/U2105/U2106/U2100	V			ACT YOUR SEF TANT MONDAY
OWER AND	GROUND FOR EACH MC	DULE W/LOSS OF COMMUNICAT	TION. REM	·	FRIDAY, BETWE	EN 10:00 AM, ANI
UCE AND I	E LAGE E.B.C.M. AN	D PERFORM PROGRAMMING. (V	цц, <u>114</u> ГС	1		ANY QUESTION
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	857087	MODULE 4.720		WARRANTY	WE GUARANTE	
			TOTAL - PARTS	0.00		5, OR 4,000 MILE
# 1 TOTALS						OMES FIRST. C
		OB# 1 JOURNAL PREFIX CV	ICS JOB# 1 TOTAL	0.00		PARTS ARE WA
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			TOTAL MISC CHG.	0.00		iny reason you cannot ately Satisfied, please
n an an an an an an an an an an an an an	i i sa ta ta ta ta	2월 19일 문화의 소리 전체	TOTAL TAX	0.00		Manager at 708-429-3000
Sector Sector			TOTAL INVOICE	:\$ _ 0.00		satisfaction is our No. 1
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					shop supplies i.e. h cleaners, shop rags, fa	azardous waste remo astenors, etc.
CUSTOMER SIGNA	URE ***** D.UPL3	CATE INVOICE	********	****		
					We A	ppreciate
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1. J.			11.		10	service
					your	Vehicle!

CS128845

128845	-	SERVICE HISTORY
120043		DATE REPAIR ORDER MILEAGE ADVISOR TECHNICIAN TYPE OPERATION OPERATION DESCRIPTION
28845	(495)	09/24/07         127439         12561         452         495         W         36CVZ         STEERING           09/24/07         127439         12561         452         495         W         27CVZSES         SES LIGHT ON           495         W         33CVZABS         ABS BRAKES         ABS BRAKES           03/29/07         118053         5949         452         310         W         49CVZ06217         CAMPAIGN 06217           02/16/07         115760         5285         452         424         W         49CVZ06090         CAMPAIGN 06090
<b>T</b>		SERVICE SALESPERSON NO.
<b>Appl</b> eCh	evrolet	VERSCHEIDING VERSCHOOL VERSCHOOL STOCK NO. LICENSE NO. ILCENSE NO.
6585 WEST 159T TINLEY PARK, I PHONE: (708) 4	L. 60487	56908     05/02/06     ROESCH     10/18/07       COUDR     CONTRACT NO.     EXPIRATION MILES     TAG NO.       BLACK/     TURBO     M/MC     AIR CONDL     R.S.     THANS     MULEAGE     ADVISOR NO.     PRODUCTION DATE       TURBO     M/MC     AIR CONDL     R.S.     THANS     MULEAGE     ADVISOR NO.     PRODUCTION DATE
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		APPONTWENT Yes X No Advisor: JAMES LAAS
	·	JOB ORIGINAL CUSTOMER ESTIMATE: TOTAL Apple Chevrolet
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01CVZQUICK LUBE12CVZWHEEL BEARIN15CVZWHEEL ALIGNA14CVZWHEEL BALANA44CVZINDUCTINDUCTION SE10CVZDIFFERENTIAL13CVZTIRE ROTATIO18CVZA/C SERVICE C01CVZFLUSHVALVOLINE OI	ient mi Ces mi Rvice mi Service mi N mi	COMMENTS : TECH 495 W * 36CVZ CHECK POWER STEERING, CHECK FRACTION CONTROL LIGHTS ON IN CABADO MESSAGE CENTER WHILE ORIVING. ALSO, ABS LIGHT ON REFERENCE RO# 127439,9/24/07, 12561 MILES -INTERMITTENT HESITATION ON ACCEL.IF SET FOR APPROX 1HR, VEHICLE SEEMS OK- UMMET - 11101-11200 - 02005 022006 COMMENTS : TECH 495 GOODWRENCH OIL OIL MADEL MARKED INTERMITTENT HESITATION ON ACCEL.IF SET FOR APPROX 1HR, VEHICLE SEEMS OK- UMMET - 11101-11200 - 02005 022006 COMMENTS : TECH 495 COMMENTS : TECH 495 CALH CS GOODWRENCH OIL OIL MADEL MARKED INTERMITTENT HESITATION ON ACCEL.IF SET FOR APPROX 1HR, VEHICLE SEEMS OK- UMMET - 11101-11200 - 02005 022006 COMMENTS : TECH 495 CALH CS GOODWRENCH OIL OIL CALH CS OIL OIL CALH CS OIL OIL OIL OIL CALH CS OIL OIL OIL CALH CS OIL OIL OIL OIL OIL OIL OIL OIL
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APPLE CHEVROLET

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12/27/2007 15:52 FAX 708 429 9604

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Page 7

October 2007

Bulletin No.: 07260

October 2007

Dear General Motors Customer:

We have learned that the keyless access system on your 2008 model year Chevrolet Corvette may become inoperative at times. The doors may not automatically lock or unlock, and the vehicle may not start. The Driver Information Center will also display a "NO FOBS DETECTED" message.

Your satisfaction with your 2008 model year Chevrolet Corvette is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: To correct this condition, your Chevrolet dealer will install a new module for the keyless access system. This service will be performed for you at no charge until October 31, 2008.

If you experience this condition before your vehicle is serviced, you can lock or unlock the doors by pushing the buttons on the keyless access transmitter. The vehicle can be started by placing the transmitter in the glove box transmitter pocket with the buttons facing towards the passenger's side. Then, with the vehicle in PARK (P) for an automatic transmission, press the brake pedal and the START button. If the vehicle has a manual transmission, press the clutch and the START button

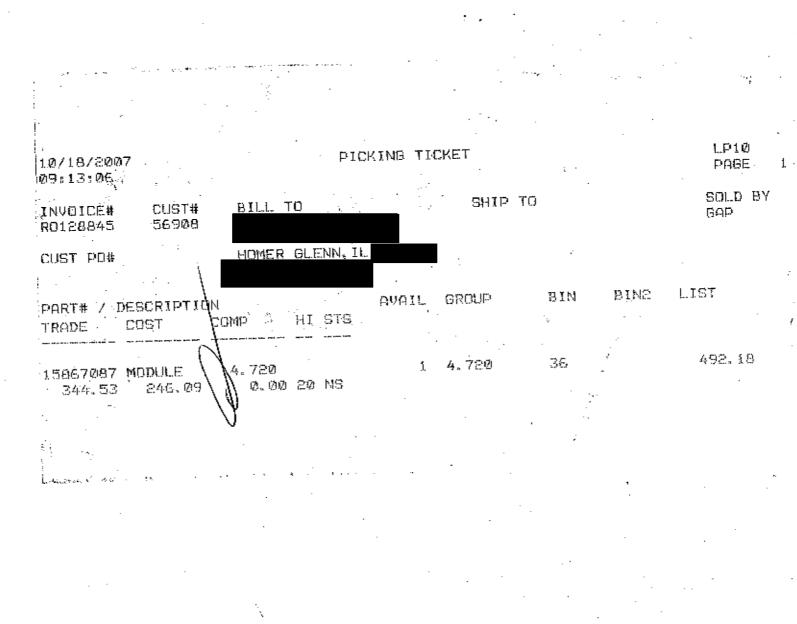
What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Bring all of your keyless transmitters (key fobs) with you on your scheduled appointment date. They will need to be reprogrammed after the installation of this new module.

**Customer Reply Form:** The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

Division	Number	Text Telephones (T <u>TY)</u>
Chevrolet	1-800-630-2438	1-800-833-2438
Guam	1-671-648-8650	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.



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APPLE CHEVROLET

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b**ple** Chevrolet

CS127439



8585 WEST 159TH STREET TINLEY PARK, IL. 60487 PHONE: (708) 429-3000

"Satisfaction Is Our Service Goal"

56908	JAMES LAAS	452		09/26/07	<u>cvcs1274</u> 3
	LABOR PATE LICENSE NO.	MILEAGE	12,561	BLACK	STOCK NO.
				DELIVERY DATE 05/02/06	DELIVERY MILES
HOMER GLENN, IL	VEHICLE I.D. NO.			SELLING DEALER NO.	PRODUCTION DATE
	<u>1G1AL15F</u> Etc. NO.	3 6 7 P.O. NO.		ROESCH	
		4	495	09/24/07	
	ÇÇMMENTS				
0B# 1 CHARGES				[]CASH	[ ] CHECK #
ABOR	· · · · · · · · · · · · · · · · · · ·				
# 1 36CVZ	S OF POWER STEERING ASSIST NOW	n de la Maria Naci	WARRANTY	· ·	DWARRANTY
SEEMS OK	3 OF FOWER STEERING ASSISTINGW				ON ACCOUNT
SEE #3					ANY QUESTIONS
0B# 1 TOTALS					REGARDING THE YOUR VEHICLE
	JOB# 1 JOURNAL PREFIX CVCS JO	B# 1 TOTAL	0.00		ACT YOUR SER
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ABOR # 2 27CVZSES	TECH(S)-495		WARRANTY		ILL BE HAPPY TO
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SE #3		Ţ		YOU MIGH⊤ HAV	<b>E</b> .
0B# 2 TOTALS		Posta de la composición		WE GUARANTE	
	JOB# 2 JOURNAL PREFIX CVCS JO	B# 2 TOTAL		WORK 90 DAYS, WHICHEVER CO	
OB# 3 CHARGES		*****************		REPLACEMENT	PARTS ARE WA
	nie – statie karacie state – <b>Hereise Constant</b> – state i	Anna an the second state with		RANTEED 12 MC MILES, WHICHEV	
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CSO-3 FREIGHT CHARGES		TAL - GOG	WARRANTY 0.00		lanager at 708-429-3000 atisfaction is our No. 1 ·
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00# 5 TOTALS				APPLE C	HEVROLET
108# 4 CHARGES	JOB# 3 JOURNAL PREFIX CVCS JO	B# 3 TOTAL	0.00		
ABOR			1 - A - A		• •
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b**ple** Chevrolet

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8585 WEST 159TH STREET TINLEY PARK, IL. 60487 PHONE: (708) 429-3000

"Satisfaction Is Our Service Goal"

TOMER NO.	ADVISOR	TAG NO.	INVOICE DATE INVOICE NO.
56908	JAMES LAAS	452	09/26/07 CVCS1274
		MILEAGE 12.561	
	YEAR / MAKE / MODEL		DELIVERY DATE DELIVERY MILES
IOMER GLENN, IL	06/CHEVROLET/COBALT/	2 DOOR COUPE	05/02/06 SELLING DEALER N.S. PRODUCTION DATE
AMEN QECHN, IL	VEHICLE I.D. NO.		
	1 G 1 A L 1 5 F 3 6		ROESCH
-		495	09/24/07
	COMMENTS		
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		VOICE \$ 0.00	4:00 PM. THEY WILL BE HAPPY
			HELP ANSWER ANY QUESTION YOU MIGHT HAVE.
			TOO MIGH HAVE.
			WE GUARANTEE OUR SERV
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CUSTOMER SIGNATURE	in the second second second second second second second second second second second second second second second		MILES, WHICHEVER COMES FIR
ATT DUPLICAT	E INVOICE	*****	
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			grade us Completely Satisfied, please
	이 계약화가 갑신간 이 이가지?		<ul> <li>contact the Service Managor at 708-429-3000</li> </ul>
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			We Appreciate The Opportunity To Service Your Vehicle!

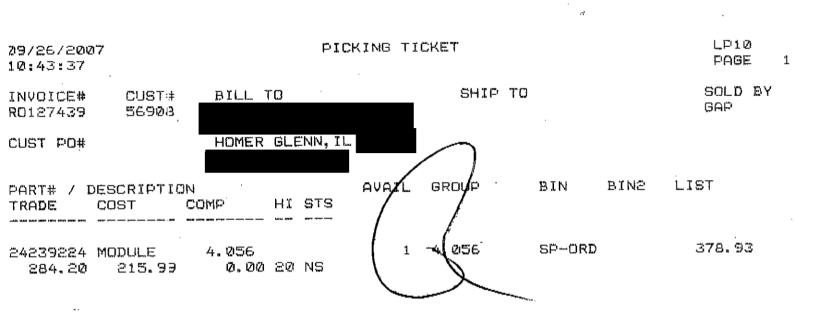
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TINLEY PARK, IL. 60487 HOMER CLENN, I TRANS MILEAGE ADVISOR NO FRODUCTION DATE PHONE: (708) 429-3000 12.561 452 CV22 Y A AU # RESIDENCE PHONE TIME RECEIVED idensity nutivitian the season with hereinster per both to be dann above AMA the pe one restarios' and arrays that have been not permanishing ins providences to periode to straides left ( this second by provide the direction delays is not elements by the membrand barrander i have reading a 2000 and the a a py a ... 07·49am dim anthe insta whether have be presented one to relation of this downer, increase it rate all trade for infinite allower rate and the n somba na sondra moti kotikulasi na il 200 milasi allat suor conce finti. 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ORIGINAL CUSTOMER ESTIMATE: TOTAL Apple Chevrolet **BECOMMENDED SERVICES** ¥ USES 5W-30 OR 10W-30 WEIGHT OPERATION OPERATION DESCRIPTION MO / M OLICK HIBE-/ 01CVZ MI W 36CVZ STEERING GOODWRENCH WHEEL BEARING REPACE 14L 12CVZ CHECK FOR INTERMITTENT LOSS OF POWER STEERING ASSIST.NOW MI 15CVZ WHEEL ALIGNMENT OIL SEEMS OK WHEEL BALANCES ML 14CVZ USSOF 7.5, TRANSMISSION & TRACTION MOBIL 1 AVAILABLE UPON REQUEST CONTROL. NEHICLE COSING COMMUN CONTRACTION AND LADOR WILL DE CONTROL. NEHICLE COSING COMMUN CONTROLOGICAL SHOP SHOP IS SUPPLIES INDUCTION SERVICE MI 44CVZINDUCT 10CVZ DIFFERENTIAL SERVICE MI MI 13CVZ TIRE ROTATION М 18CVZ A/C SERVICE VALVOLINE OIL FLUSH MO 01CVZFLUSH i.e. hazardous waste removal cleaners, shop raps Aasteriers 27CVZSES SES LIGHT ON SES LIGHT ON AT TIMES RUNS OK BUT LOSS OF POWER NOTED CUSTOMERS OFFICINAL ESTMATE All parts discarded ESTIMATE ACCEPTANCE I'UNDER ILLINIOSS LAWI YOU HAVE THE 5 WITH TOM, 10200, 02105,02107 unless specified. 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CHEVROLET

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9604

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## **PURCHASE ORDER**

WRITTEN BY JAMES LLAAS DEPARTMENT SERVICE
DATE 09/25/07 P.O.AMOUNT 0.00
BUJE TO BESSIVESTIC STREET TINGEYPARKOLOUS TAX EXEMPT # 0934-9502
2 0.00
ACCT AMOUNT CONTROL NUMBER



We want your business.

olet

8585 WEST 159TH STREET TINLEY PARK, IL 60487 WWW.APPLECHEVY.COM PHONE: 429-3000 FILE COPY

SIGNATURE



Programming Complete.

Tech2 Remote: Final Instructions

Warranty Claim Code: 114FC Record this code on the warranty repair order (if applicable).

Post Programming Instructions: Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Controller Specific Instructions:

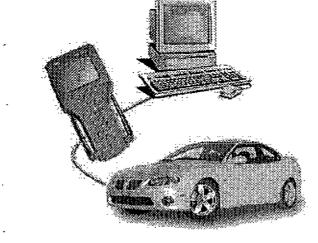


VIN: 101AL15F367

New

Cancel

Print



APPLE CHEVROLET

, ,	YOUR PARTS ARE HERE
2 10 图	Apple Chevrolet 8585 WEST 159th STREET TINLEY PARK, IL 60487 PHONE: 708-429-3000 www.applechevy.com
	DATE $3407$ TECH. $465454575$ or R.O. # $4654575$ CUST. $56525$ NO. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $56525$ CUST. $565255$ CUST. $56525$ CUST. $565255$ CUST. $565255$ CUST. $565255$ CUST. $565255555555555555$
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APPLE CHEVROLET	ALL SPECIAL ORDER PARTS
₽ ₹	OTY PART NUMBER DESCRIPTION
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80 0 2	YEAR MAKE MODEL TRIM # SERIAL NUMBE
15:54 FAX	Dear Service Custorifer. The parts ordered for you arrived today! An appointment was set up for you during your previous of the parts ordered by our Service Dept. to confirm the date. If you have any guestions, please
12/27/2007	Your advisor NOTE: WARRANT DARKS will DOT be HELD over 10 DAYS WITHOUT an APPOINTMENT NO REFU RETURNS on SPECIAL ORDER PARTS. We are NOT RESPONSIBLE for pro-paid parts AFTER 30

# et 153 5925. CONT. # PAID ON C.T. # or R.O. # $; ) h_{-1}$ $\mathcal{L}_{1}$ DATE T Ar Shop ALL SPECIAL ORDER PARTS **ARE NON-RETURNABLE!** DESCRIPTION R 11 1 month 1, any Fal

YEAR	MAKE	MODEL	TRIM #	SERIAL NUMBER
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lay! An appointment was set up for you during your previous visit. epi. to confirm the date. If you have any questions, please contact

over 10 DAYS WITHOUT an APPOINTHENT NO REFUNDS or S. We are NOT RESPONSIBLE for pre-paid parts AFTER 30 DAYS.

b**ple** Chevrolet

CS118053



8585 WEST 159TH STREET TINLEY PARK, IL. 60487 PHONE: (708) 429-3000

"Satisfaction Is Our Service Goal"

CUSTOMER NO.	6009		ADVISOR		AG NO.	INVOICE DATE	INVOICE NO.
5	6908		JAMES LAAS		AGE	03/29/07	CVCS118053
				MILE			
							DELIVERY MILES
HOMER GLEN	NN, IL	F k	O6/CHEVROL VEHICLE 1.0. NO.	ET/COBALT/2 DOOR		SELLING DEALER N.3.	PRODUCTION DATE
		l [	1G1AL	15F367		ROESCH	
		ľ	- I. E. NO.	P. O. NO.	310	N. O. DATE 03/29/07	
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Dear

# SAFETY RECALL NOTICE

March 2007

Homer Glen, IL	

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2006 model year Chevrolet Cobalt vehicles not equipped with optional roof-mounted side impact airbags fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 201, "Occupant Protection in Interior Impact". As a result, GM is conducting a recall. We apotogize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

	IMPORTANT	
•	Your 2006 model year Chevrolet Cobalt, VIN 1G1AL15F367 <b>Control</b> is involved in safety recall 06217. Schedule an appointment with your Chevrolet dealer. This service will be performed for you at <b>no charge.</b>	

Why is yourIn tests on a vehicle similar to yours, there was an impact point near thevehicle beingattachment of the sun visor to the roof in which the Standard's requirement wasrecalled?exceeded. If a front seat occupant's head contacts that point in a crash, the<br/>occupant's injury could be increased.

What will we<br/>do?Your Chevrolet dealer will install an energy absorbing device between the front<br/>headliner and the vehicle roof. This service will be performed for you at no<br/>charge. It is likely that your dealer will need your vehicle longer than the actual<br/>service correction time of approximately 50 minutes because of service<br/>scheduling requirements.

If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.



100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

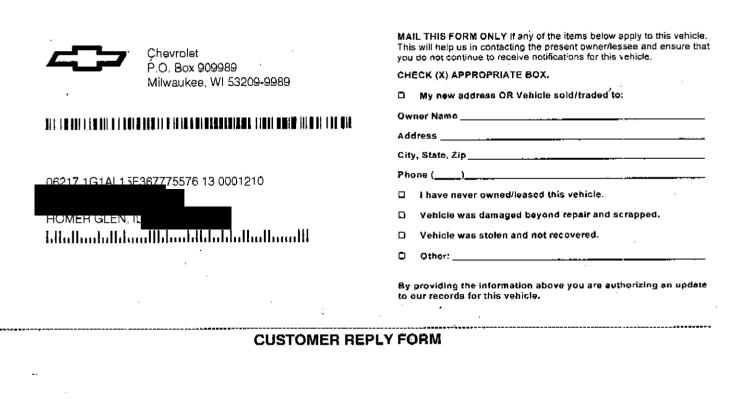
What should you do?	You should contact your Chevrolet dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.
Do you have questions?	If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438). More information about this recall can be found at the Owner Center at MyGMLink, http://www.gm.com/recall.

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh St., SW, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Scott Lawson <sup>/</sup> General Director, Customer and Relationship Services

Enclosure 06217



To mail: Fold so the return address on the back of this panel is showing. Place a piece of tape on each of the shorter ends to seal the mailer.

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APPLE CHEVROLET

12/27/2007 15:55 FAX 708 429 9604

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CS115760



8585 WEST 159TH STREET TINLEY PARK, IL. 60487 PHONE: (708) 429-3000

# "Satisfaction Is Our Service Goal"

USTOMER NO. 56908	JAMES LAAS	452		02/16/07	
		MILEAGE		BLACK	STOCK NO.
				DELIVERY DATE 05/02/06	DELIVERY MILES
HOMER GLENN, IL	06/CHEVROLET/COBAL			SELLING DEALER NO.	PRODUCTION DATE
	1G1AL15F3	6 7			
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CS115760



8585 WEST 159TH STREET TINLEY PARK, IL. 60487 PHONE: (708) 429-3000

# "Satisfaction Is Our Service Goal"

	ADVISÓR	TAG NO.	INVOICE DATE	INVOICE NO.
<u>56908</u>	JAMES LAAS	452	02/16/07	CVCS115760
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RECOMMEND	ED SERVICES	35.00	<b>Apple</b> Chevrolet
	DESCRIPTION MO / MI		USES 5W-30 OR 10W-30 WEIGHT
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13CVZ TIRE RO	TATION MI		MOBIL 1 AVAILABLE Upon request
		QUICK LUBE PLUS ##SERVICE SPECIAL#	* 5% of parts and labor will be charged to cover shop supplies i.e. hazardous waste removal, cleaners, shop raps, lasteners, etc.
ESTIMATE (UNDER NUIKOIS LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED	ORIGINAL CUSTOMERS ESTIMATE ACCEPTANCE	OIL AND FILTER CHANGE AND 10 POINT MAINTENANCE INSPECTION	All parts discarded unless specified.
COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FR/E DOLLARS, INI- TIAL YOUR CHOICE.			Paris replaced pursuant to manufacturer's warranty are retained by The Dealer for inspection by manufacturer.
ESTIMATE C C C C C C C C C C C C C C C C C C C	s s		ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE
0 ESTIMATE	AUTHORIZED ADDITIONS DATE		A STORAGE FEE OF \$30.00 PER DAY WILL BE CHARGED BEGN- NING 3 DAYS AFTER NOTIFICA- TION OF THE COMPLETION OF REFAIRS.
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国 026

January 2007

Homer Glen, IL	
Dear	

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

**Reason For This Recall:** Your 2006 model year Chevrolet Cobalt vehicle may have been built with engine fuel injectors that do not meet GM's specifications. Very small cracks may develop that fuel can seep through. If this occurs, you may notice a fuel odor. If the wiring connector separates from the injector, you may notice engine misfire, illumination of the check engine light, and a fuel odor.

What Will Be Done: Your Chevrolet dealer will replace all four engine fuel injectors. This service will be performed for you at **no charge.** 

**How Long Will 'The Repair Take?** It is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 40 minutes, because of service scheduling requirements.

**Contacting Your Dealer:** Please contact your Chevrolet dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process and repair your vehicle.

If you have any questions or need any assistance, just contact your Chevrolet dealer or the Chevrolet Customer Assistance Center. The Customer Assistance Center's hours are 8:00 AM - 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 (TTY 1.800.833.2438).

**Customer Reply Form:** The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.



100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

**Emission Law Information:** In order to ensure your full protection under the emission warranty made applicable to your Chevrolet Cobalt by State or Federal Law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your Chevrolet Cobalt vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

## IMPORTANT\_MESSAGE FOR\_CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof Of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson / General Director, Customer and Relationship Services

Enclosure 06090

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0005980/GMR2V070112002 Page 02 of 02

### 2-Door Coupe 2006 Chevrolet COBALT-L4 Coupe 2D LT

## PRICING

	Clean Trade-In	Clean Retail Value
Base Price		
	\$9,600	\$11,550
Mileage		
22,500 miles	\$350	\$350
Options		
Aluminum/Alloy Wheels (LS)	\$200	\$225
Power Sunroof	\$500	\$575
TOTAL PRICE	\$10,650	\$12,700

## **CT** CORPORATION

A WoltersKluwer Company

## Service of Process Transmittal 02/14/2008 CT Log Number 513088033

TO: Connie Postelli Law Office of Connie J. Postelli 19952 Torrence Avenue Lynnwood, IL 60411

#### RE: Process Served in Illinois

FOR: General Motors Corporation (Domestic State: DE)

TITLE OF ACTION:	. Pltf. vs. General Motors Corporation, Dft.
DOCUMENT(S) SERVED:	Summons, Complaint, Exhibit(s), Affidavit
COURT/AGENCY:	Will County - 12th Judicial Circuit Court, IL Case # 08 AR 116
NATURE OF ACTION;	Product Liability Litigation - Manufacturing Defect - 2006 Chevrolet Cobolt - Vin No. 1G1AL15F368
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Chicago, IL
DATE AND HOUR OF SERVICE	By Process Server on 02/14/2008 at 11:30
APPEARANCE OR ANSWER DUE	02/26/2008 at 1:00 p.m.
ATTORNEY(\$) / \$ENDER(\$):	Gregory H. Moss Krohn & Moss Ltd 120 West Madison 10th Floor Chicago, IL 60602 312-578-9428
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day , 791000490209 Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED: PER: ADDRESS: TELEPHONE:	C T Corporation System Tawana Carter 208 South LaSalle Street Suite 814 Chicago, IL 60604 312-345-4336

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

#### Page 1 of 1/KS

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

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#### STATE OF ILLINOIS) SS COUNTY OF WILL )

### IN THE CIRCUIT COURT OF THE TWELFTH JUDICIAL CIRCUIT WILL COUNTY, ILLINOIS

Plaintiff

vs

GENERAL MOTORS CORPORATION

Defendant.

#### SUMMONS C./.

CASE NO

To: Each Defendant: GENERAL MOTORS CORPORATION 208 S. LASALLE ST, SUITE 814, CHICAGO 60604 ĸ

You are hereby summoned and required to appear before this Court at the Will County Court Annex, 57 N. , 20 08 , in courtroom 117 FEBRUARY 26 Ottawa, Joliet, Illinois, on am/ pm to answer the complaint of the plaintiff(s), a copy of which is attached hereto, at 1:00 IF YOU FAIL TO DO SO, A JUDGMENT BY DEFAULT MAY BE TAKEN AGAINST YOU FOR THE RELIEF ASKED IN THE COMPLAINT.

RETURN: This summons may not be served later than three (3) days before the date of appearance

(Seal of Court)

V 312008 WITNESS

#### NOTICE TO PLAINTIFF

If you fail to appear on the date set for return shown above, the case may be dismissed for want of prosecution.

## IF THIS SUIT INVOLVES A CLAIM IN TORT, SUPREME COURT RULE 222 DISCLOSURE STATEMENT MUST BE ATTACHED TO THE COMPLAINT.

To the Officer:

This summons must be returned by the officer of other person to whom it was given for service with endorsement of service and fees, if any, after service and not less than three days before the date of appearance. If service cannot be made, this summons shall be returned so endorsed.

Attorney Name GREGORY H MOSS	· .
ARDC # 6229911	
Firm Name KROHN & MOSS	
Attomey for PLAINTIFF	17
Address 120 W MADISON ST, 10TH FLOOR	د .
City and Zip CHICAGO IL 60602	
Telephone (312) 578-9428	

NOTICE TO PLAINTIFF OR PLAINTIFF'S ATTORNEY: When preparing the above SUMMONS, you will insert a return date not less than 21 nor more than.40 days after the date of issuance;

Note: The filing of an appearance or answer with the Circuit Court Clerk requires a statutory filing fee, payable at the time of filing.

## PAMELA J. MCGUIRE, CLERK OF THE CIRCUIT COURT OF WILL COUNTY

AR 10 (Revised 07/05)

## IN THE CIRCUIT COURT OF THE TWELFTH JUDICIAL CIRCUIT WILL COUNTY, ILLINOIS

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Plaintiff,	)	AR .	2 8
VS.	) No. )	11	
GENERAL MOTORS CORPORATION,	)		
Defendant.	)		
<u>C</u>	<u>OMPLAINT</u>	·	28 NOURT
NOW COMES the Plaintiff,	by ar	nd through her attorne	;ys,

KROHN & MOSS, LTD., and for her complaint against Defendant, GENERAL MOTORS CORPORATION, alleges and affirmatively states as follows:

#### **PARTIES**

1. Plaintiff "Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Illinois.

2. Defendant, GENERAL MOTORS CORPORATION ("Manufacturer"), is a foreign corporation authorized to do business in the State of Illinois, County of Will, and is engaged in the manufacture, sale, and/or distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including LARRY ROESCH CHEVROLET ("Seller"). Manufacturer does business in all counties of the State of Illinois including Will County, and maintains offices in the County of Will, State of Illinois.

#### <u>BACKGROUND</u>

On or about May 2, 2006, Plaintiff purchased from Seller a 2006 Chevrolet
 Cobolt ("Cobolt"), manufactured by Manufacturer, Vehicle Identification No.

1G1AL15F367 for valuable consideration (See copy of Plaintiff's Purchase Contract, attached hereto as Exhibit "A").

4. Upon information and belief, the purchase price of the Cobolt, excluding registration charges, document fees and sales tax, and excluding collateral charges, such as bank and finance charges, totaled approximately \$14,583.00.

5. Plaintiff avers that as a result of the ineffective repair attempts made by Manufacturer, through its authorized dealership network, the Cobolt was not fit for its ordinary purpose of providing trouble free and reliable transportation.

6. In consideration for the purchase of the Cobolt, Manufacturer issued and supplied to Plaintiff its written warranty which included three (3) year or thirty-six thousand (36,000) mile bumper to bumper coverage, as well as other warranties fully outlined in the Manufacturer's New Car Warranty booklet (See copy of Plaintiff's warranty booklet attached hereto as Exhibit "B").

7. On or about May 2, 2006, Plaintiff took possession of the Cobolt and shortly thereafter experienced the various defects listed below that substantially impair the use, value and/or safety of the Cobolt.

8. The defects described below violate Manufacturer's warranty issued to Plaintiff, as well as the implied warranty of merchantability.

9. Plaintiff delivered the Cobolt to Manufacturer, through its authorized dealership network on numerous occasions.

10. Plaintiff avers that the Cobolt has been subject to repair on at least five (5) occasions for many and/or all of the same defects, and that the defects remain uncorrected.

11. Plaintiff brought the Cobolt to Seller and/or an authorized service dealer of Manufacturer for the following defects:

- a. Defective engine as evidenced by inoperable fuel injectors;
- b. Defective transmission as evidenced by the illumination of the traction control light;
- c. Defective steering as evidenced by an inoperable steering column assembly; and
- d. Any additional complaints made by Plaintiff, whether or not contained on any authorized dealer repair orders.

12. Plaintiff provided Manufacturer, through its authorized dealership network, sufficient opportunities to repair the Cobolt.

13. After a reasonable number of attempts and/or reasonable amount of time to cure the defects in Plaintiff's Cobolt, Manufacturer was unable and/or failed to repair the defects as provided in Manufacturer's warranty thus causing Defendant's limited remedy to repair the Cobolt to fail of its essential purpose.

14. Plaintiff justifiably lost confidence in the Cobolt's safety and reliability, and said defects have substantially impaired the value of the Cobolt to Plaintiff.

15. Said defects could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the Cobolt.

16. As a result of these defects, Plaintiff provided written notice to Defendant.

17. The Cobolt remains in a defective and unmerchantable condition, and continues to exhibit the above mentioned defects that substantially impair its use, value and/or safety.

18. Plaintiff has been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its express warranty and its failure to provide Plaintiff with a merchantable Cobolt.

## <u>COUNT I</u> <u>BREACH OF WRITTEN WARRANTY</u> <u>PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT</u> <u>MANUFACTURER</u>

19. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-18 of this complaint.

20. Plaintiff is a purchaser of a consumer product who received the Cobolt during the duration of a written warranty period applicable to the Cobolt and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

21. Manufacturer is a supplier of a consumer product engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.

22. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.

23. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq.

("Warranty Act") is applicable to Plaintiff's Complaint in that the Cobolt was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

24. Plaintiff's purchase of the Cobolt was accompanied by a written factory warranty for any nonconformities or defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the Cobolt to repair or replace defective parts, or take other remedial action free of charge to Plaintiff with respect to the Cobolt in the event that the Cobolt failed to meet the specifications set forth in Manufacturer's warranty. 25. Manufacturer's warranty was the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the Cobolt to Plaintiff.

26. Said purchase of Plaintiff's Cobolt was induced by, and Plaintiff relied upon, Manufacturer's written warranty.

27. Plaintiff has met all of her obligations and preconditions as provided in the written warranties.

28. As a direct and proximate result of Manufacturer's failure to comply with its

written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C.

§2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable

relief.

29. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss

Warranty Act claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. The diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- c. Such other and further relief that the Court deems just and appropriate.

## <u>COUNT II</u> <u>BREACH OF IMPLIED WARRANTY</u> <u>PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT</u> <u>MANUFACTURER</u>

30. Plaintiff re-alleges and incorporates by reference as though fully set forth herein,

paragraphs 1-18 of this complaint.

31. The Cobolt purchased by Plaintiff was subject to an implied warranty of merchantability as defined in 15 U.S.C. §2301(7) running from the Manufacturer to the intended consumer, Plaintiff herein.

32. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.

33. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer or when Manufacturer has entered into a contract in writing within ninety (90) days of a purchase to perform services relating to the maintenance or repair of a motor vehicle.

34. Pursuant to 15 U.S.C. §2308, Plaintiff's Cobolt was impliedly warranted to be substantially free of defects and non-conformities in both material and workmanship, and thereby fit for the ordinary purpose for which the Cobolt was intended.

35. The Cobolt was warranted to pass without objection in the trade under the contract description, and was required to conform to the descriptions of the Cobolt contained in the contracts and labels.

36. The above described defects in the Cobolt render the Cobolt unmerchantable, and thereby not fit for the ordinary purpose for which the Cobolt was intended and as represented by Manufacturer.

37. As a result of the breach of implied warranty by Manufacturer, Plaintiff is without the reasonable value of the Cobolt.

38. As a result of the breach of implied warranty by Manufacturer, Plaintiff has suffered and continues to suffer various damages.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. The diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- c. Such other and further relief that the Court deems just and appropriate.

Respectfully Submitte CRYSTAL TURN B

Attorney for Plaintiff

KROHN & MOSS, LTD. Attorneys for Plaintiff 120 West Madison Street, 10<sup>th</sup> Floor Chicago, Illinois 60602 (312) 578-9428

## EXHIBIT A

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# LARRY REASCH CHEVROLEY-HITSUEISHI 335 M. GRAND AVE.

## STANDARD BUYERS ORDER

250 ALVA
650,00
95,00
969.00
200.00
7\$5.00
57 33
348.33
071,31
29.05
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e Company.
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Purchaser certifies that he/she is of majority age and has received a true copy of this order.

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APPROVED BY THIS ORDER NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER

200 'd W#+Z:TT 80/20/10

This statement is to verify that all identifying numbers contained in this bill of sale agree with the numbers in the certificate of title.

OF AND THAT THIS C	LUDES ALL OF THE TERMS AND CONDITI ONTRACT CANCELS AND SUPERSEDES	
	PURCHASER'S SIGNATURE	

NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS TRANSACTION

+EIL IDE 804

CO-PURCHASER'S SIGNATURE

MITT COOK YOE

# EXHIBIT B

**IMPORTANT:** This booklet contains important information about the vehicle's warranty coverage. It also explains **owner assistance information and GM's participation in an Alternative Dispute Resolution Program.** Keep this booklet with your vehicle and make it available to a Chevrolet dealer if warranty work is needed. Be sure

to keep it with your vehicle if you sell it so future owners will have the information.

Owner's Name:

Street Address:

City & State:

Vehicle Identification Number (VIN):

Date Vehicle First Delivered or Put In Use:

Odometer Reading on Date Vehicle First Delivered or Put In Use:



Have you purchased the Genuine GM Protection Plan? The GM Protection Plan may be purchased within specific time/mileage limitations. See the information request form in the back of this booklet. Remember, if the service contract you are considering for purchase does not have the GM Protection Plan emblem shown above on it, then it is not the Genuine GM Protection Plan from GM.

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# 2006 Chevrolet Warranty and Owner Assistance Information

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# An Important Message to Chevrolet Owners...

# **Chevrolet's Commitment to You**

We are committed to assuring your satisfaction with your new Chevrolet.

Your Chevrolet dealer also wants you to be completely satisfied and invites you to return for all your service needs, both during and after the warranty period.

# **Owner Assistance**

Your Chevrolet dealer is best equipped to provide all of your service needs. Should you ever encounter a problem that is not resolved during or after the limited warranty period, talk to a member of dealer management. Under certain circumstances, GM and/or GM dealers may provide assistance after the limited warranty period has expired when the problem results from a defect in material or workmanship. These instances will be reviewed on a case-by-case basis. If your problem has not been resolved to your satisfaction, follow the "Customer Satisfaction Procedure" as outlined under *Owner Assistance on page 25.* 

We thank you for choosing a Chevrolet.

# GM Participation in an Alternative Dispute Resolution Program

See the "Customer Satisfaction Procedure" under *Owner Assistance on page 25* for information on the voluntary, non-binding Alternative Dispute Resolution Program in which GM participates.

# Warranty Service — United States and Canada

Your selling dealership has made a large investment to ensure that they have the proper tools, training, and parts inventory to make any necessary warranty repairs should they be required during the warranty period. We ask that you return to your selling dealer for warranty repairs. In the event of an emergency repair, you may take your vehicle to any authorized GM dealer for warranty repairs. However, certain warranty repairs require special tools or training that only a dealer selling your brand may have. Therefore, not all dealers are able to perform every repair. If a particular dealership cannot assist you, then contact the Customer Assistance Center. If you have changed your residence, visit any Chevrolet dealer in the United States or Canada for warranty service.

# Warranty Coverage at a Glance

The warranty coverages are summarized below.

# New Vehicle Limited Warranty

## **Bumper-to-Bumper (Includes Tires)**

• Coverage is for the first 3 years or 36,000 miles, whichever comes first.

## **Sheet Metal**

- Corrosion coverage is for the first 3 years or 36,000 miles, whichever comes first.
- Rust-through coverage is for the first 6 years or 100,000 miles, whichever comes first.

## Powertrain

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• Coverage is for the first 5 years or 60,000 miles, whichever comes first.

# **Emission Control System Warranty**

## Federal

- Gasoline Engines
  - Defects and performance for emission control systems are covered for the first 2 years or 24,000 miles, whichever comes first. From the first 2 years or 24,000 miles to 3 years or 36,000 miles defects in material or workmanship continue to be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage explained previously.
  - Catalytic converters and powertrain control modules are covered for the first 8 years or 80,000 miles, whichever comes first.

## California

- Gasoline Engines
  - Defects and performance for emission control systems are covered for the first 3 years or 50,000 miles, whichever comes first.
  - Specified components for cars or light duty trucks equipped with light duty or medium duty truck emission control systems are covered for the first 7 years or 70,000 miles, whichever comes first.
  - Defects and performance for emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.

## **Noise Emissions**

 Coverage is for applicable vehicles weighing over 10,000 lbs based on the GVWR only, for the entire life of the vehicle.

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# **General Motors Corporation New Vehicle Limited Warranty**

GM will provide for repairs to the vehicle during the warranty period in accordance with the following terms, conditions, and limitations.

# What Is Covered

## **Warranty Applies**

This warranty is for GM vehicles registered in the United States and normally operated in the United States or Canada, and is provided to the original and any subsequent owners of the vehicle during the warranty period.

## **Repairs Covered**

The warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. Needed repairs will be performed using new or remanufactured parts.

## No Charge

Warranty repairs, including towing, parts, and labor, will be made at no charge.

## **Obtaining Repairs**

To obtain warranty repairs, take the vehicle to a Chevrolet dealer facility within the warranty period and request the needed repairs. A reasonable time must be allowed for the dealer to perform necessary repairs.

## Warranty Period

The warranty period for all coverages begins on the date the vehicle is first delivered or put in use and ends at the expiration of the coverage period.

## **Bumper-to-Bumper Coverage**

The complete vehicle is covered for 3 years or 36,000 miles, whichever comes first, except for other coverages listed here under "What Is Covered" and those items listed under "What Is Not Covered" later in this section.

## **Powertrain Coverage**

The powertrain is covered for 5 years or 60,000 miles, whichever comes first, except for other coverages listed here under "What Is Covered" and those items listed under "What Is Not Covered" later in this section.

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## Engine

The cylinder head, block, all internally lubricated parts, manifolds, timing gears, timing belt, timing cover, flywheel, oil pump/oil pump housing, water pump, fuel pump, harmonic balancer, OHC carriers, valve covers, oil pan, engine mount, seals and gaskets are within the powertrain coverage period.

## Transmission/Transaxle

The case, all internal parts, torque converter, transmission/transaxle mounts, seals, clutch and gaskets are within the 5 years or 60,000 mile powertrain coverage period.

## **Front Wheel Drive**

The axle shafts and axle shaft bearings, constant velocity joints, wheel bearings, supports, front hub bearings and rear axle hub bearings, seals and gaskets are within the 5 years or 60,000 mile powertrain coverage period.

## **Tire Coverage**

The tires supplied with your vehicle are covered against defects in material or workmanship under the Bumper-to-Bumper coverage. Any tire replaced will continue to be warranted for the remaining portion of the Bumper-to-Bumper coverage period.

Following expiration of the Bumper-to-Bumper coverage, tires may continue to be covered under the tire manufacturer's warranty. Review the tire manufacturer's warranty booklet or consult the tire manufacturer distributor for specific details.

## **Accessory Coverages**

All GM accessories sold by GM and parts that are permanently installed on a GM vehicle prior to delivery will be covered under the provisions of the New Vehicle Limited Warranty. In the event GM accessories are installed after vehicle delivery, or are replaced under the new vehicle warranty, they will be covered, parts and labor, for the balance of the vehicle warranty, but in no event less than 12 months/12,000 miles. This coverage is only effective for GM accessories permanently installed by a GM dealer or an associated GM-approved Accessory Distributor/Installer (ADI).

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GM accessories sold over-the-counter, or those not requiring installation, will continue to receive the standard GM Dealer Parts Warranty of 12 months from the date of purchase, parts only.

GM Licensed Accessories are covered under the accessory-specific manufacturer's warranty and are not warranted by GM or its dealers.

Notice: This warranty excludes:

Any communications device that becomes unusable or unable to function as intended due to unavailability of compatible wireless service from the wireless communication carrier that provides service for the OnStar<sup>®</sup> system.

#### **Sheet Metal Coverage**

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Sheet metal panels are covered against corrosion and rust-through as follows:

**Corrosion:** Body sheet metal panels are covered against rust for 3 years or 36,000 miles, whichever comes first.

**Rust-Through:** Any body sheet metal panel that rusts through, an actual hole in the sheet metal, is covered for up to 6 years or 100,000 miles, whichever comes first. *Important:* Cosmetic or surface corrosion, resulting from stone chips or scratches in the paint, for example, is not included in sheet metal coverage.

#### Towing

Towing is covered to the nearest Chevrolet dealer if your vehicle cannot be driven because of a warranted defect.

# What Is Not Covered

#### **Tire Damage or Wear**

Normal tire wear or wear-out is not covered. Road hazard damage such as punctures, cuts, snags, and breaks resulting from pothole impact, curb impact, or from other objects is not covered. Also, damage from improper inflation, spinning, as when stuck in mud or snow, tire chains, racing, improper mounting or dismounting, misuse, negligence, alteration, vandalism, or misapplication is not covered.

# Damage Due to Accident, Misuse, or Alteration

Damage caused as the result of any of the following is not covered:

- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle
- Misuse of the vehicle such as driving over curbs, overloading, racing, or other competition. Proper vehicle use is discussed in the owner manual.
- Alteration or modification to the vehicle including the body, chassis, or components after final assembly by GM.
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.

*Important:* This warranty is void on vehicles currently or previously titled as salvaged, scrapped, junked, or totaled.

#### Damage or Corrosion Due to Environment, Chemical Treatments, or Aftermarket Products

Damage caused by airborne fallout, chemicals, tree sap, stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals or sealants subsequent to manufacture, etc., is not covered. See "Chemical Paint Spotting" under *Things You Should Know About the New Vehicle Limited Warranty on page 10* for more details.

#### Damage Due to Insufficient or Improper Maintenance

Damage caused by failure to follow the recommended maintenance schedule intervals and/or failure to use or maintain fluids, fuel, lubricants, or refrigerants recommended in the owner manual is not covered.

#### Maintenance

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All vehicles require periodic maintenance. Maintenance services, such as those detailed in the owner manual are the owner's expense. Vehicle lubrication, cleaning, or polishing are not covered. Failure of or damage to components requiring inspection, replacement, or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered. Items such as:

- Filters
- Brake Pads/Linings
- Clutch Linings
- Keyless Entry Batteries \*
- Audio System Cleaning
- Coolants and Fluids
- Wiper Inserts
- Engine Timing Belt
- Spark Plugs
- Spark Plug Wires
- Tire Rotation
- Wheel Alignment/Balance \*\*

are covered only when replacement or repair is the result of a defect in material or workmanship.

\* Consumable battery covered up to 12 months only.

\*\* Maintenance items after 7,500 miles.

#### **Extra Expenses**

Economic loss or extra expense is not covered. Examples include:

- Loss of vehicle use
- Inconvenience
- Storage
- Payment for loss of time or pay
- Vehicle rental expense
- Lodging, meals, or other travel costs
- State or local taxes required on warranty repairs

**Other Terms:** This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

GM does not authorize any person to create for it any other obligation or liability in connection with these vehicles. Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the duration of this written warranty. Performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty. GM shall not be liable for incidental or consequential damages, such as, but not limited to, lost wages or vehicle rental expenses, resulting from breach of this written warranty or any implied warranty. \*

\* Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

# Things You Should Know About the New Vehicle Limited Warranty

# Warranty Repairs — Component Exchanges

In the interest of customer satisfaction, GM may offer exchange service on some vehicle components. This service is intended to reduce the amount of time your vehicle is not available for use due to repairs. Components used in exchange are service replacement parts which may be new, remanufactured, reconditioned, or repaired, depending on the component involved.

All exchange components used meet GM standards and are warranted the same as new components. Examples of the types of components that might be serviced in this fashion include: engine and transmission assemblies, instrument cluster assemblies, radios, compact disc players, tape players, batteries, and powertrain control modules.

# Warranty Repairs — Recycled Materials

Environmental Protection Agency (EPA) guidelines and GM support the capture, purification, and reuse of automotive air conditioning refrigerant gases and engine coolant. As a result, any repairs GM may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

# Tire Service

Any authorized Chevrolet or tire dealer for your brand of tires can assist you with tire service. If, after contacting one of these dealers, you need further assistance or you have questions, contact Chevrolet Customer Assistance Center. The toll-free telephone numbers are listed under *Owner Assistance on page 25.* 

# After-Manufacture "Rustproofing"

Your vehicle was designed and built to resist corrosion. Application of additional rust-inhibiting materials is neither necessary nor required under the Sheet Metal Coverage. GM makes no recommendations concerning the usefulness or value of such products.

Application of after-manufacture rustproofing products may create an environment which reduces the corrosion resistance built into your vehicle. Repairs to correct damage caused by such applications are not covered under your New Vehicle Limited Warranty.

# Paint, Trim, and Appearance Items

Defects in paint, trim, upholstery, or other appearance items are normally corrected during new vehicle preparation. If you find any paint or appearance concerns, advise your dealer as soon as possible. Your owner manual has instructions regarding the care of these items.

# Vehicle Operation and Care

Considering the investment you have made in your Chevrolet, we know you will want to operate and maintain it properly. We urge you to follow the maintenance instructions in your owner manual.

If you have questions on how to keep your vehicle in good working condition, see your Chevrolet dealer, the place many customers choose to have their maintenance work done. You can rely on your Chevrolet dealer to use the proper parts and repair practices.

# Maintenance and Warranty Service Records

Retain receipts covering performance of regular maintenance. Receipts can be very important if a question arises as to whether a malfunction is caused by lack of maintenance or a defect in material or workmanship.

A "Maintenance Record" is provided in the maintenance schedule section of the owner manual for recording services performed.

The servicing dealer can provide a copy of any warranty repairs for your records.

# **Chemical Paint Spotting**

Some weather and atmospheric conditions can create a chemical fallout. Airborne pollutants can fall upon and adhere to painted surfaces on your vehicle. This damage can take two forms: blotchy, ring-shaped discolorations, and/or small irregular dark spots etched into the paint surface.

Although no defect in the factory applied paint causes this, Chevrolet will repair, at no charge to the owner, the painted surfaces of new vehicles damaged by this fallout condition within 12 months or 12,000 miles of purchase, whichever comes first.

# Warranty Coverage — Extensions

**Time Extensions:** The New Vehicle Limited Warranty will be extended one day for each day beyond the first 24 hour period in which your vehicle is at an authorized dealer facility for warranty service. You may be asked to show the repair orders to verify the period of time the warranty is to be extended. Your extension rights may vary depending on state law.

**Mileage Extension:** Prior to delivery, some mileage is put on your vehicle during testing at the assembly plant, during shipping, and while at the dealer facility. The dealer records this mileage on the first page of this warranty booklet at delivery. For eligible vehicles, this mileage will be added to the mileage limits of the warranty ensuring that you will receive full benefit of the coverage. Mileage extension eligibility:

- Applies only to new vehicles held exclusively in new vehicle inventory.
- Does not apply to used vehicles, GM-owned vehicles, dealer owned used vehicles, or dealer demonstrator vehicles.
- Does not apply to vehicles with more than 1,000 miles on the odometer even though the vehicle may not have been registered for license plates.

# Touring Owner Service — Foreign Countries

If you are touring in a foreign country and repairs are needed, take your vehicle to a GM dealer facility, preferably one which sells and services Chevrolet vehicles. Once you return to the United States provide your dealer with a statement of circumstances, the original repair order, proof of ownership, and any paid receipt indicating the work performed and parts replaced for reimbursement consideration.

*Important:* Repairs made necessary by the use of improper or dirty fuels and lubricants are not covered under the warranty. See your owner manual for additional information on fuel requirements when operating in foreign countries.

# Warranty Service — Foreign Countries

This warranty applies to GM vehicles registered in the United States and normally operated in the United States or Canada. If you have permanently relocated and established household residency in another country, GM may authorize the performance of repairs under the warranty authorized for vehicles generally sold by GM in that country. Contact an authorized GM dealer in your country for assistance.

*Important:* GM warranty coverages may be void on GM vehicles that have been imported/exported for resale.

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# **Original Equipment Alterations**

This warranty does not cover any damage or failure resulting from modification or alteration to the vehicle's original equipment as manufactured or assembled by GM. Examples of the types of alterations that would not be covered include installation or use of any non-GM parts, accessories, and materials, or the cutting, welding, or disconnecting of the vehicle's original equipment parts and components.

# **Recreation Vehicle and Special Body** or Equipment Alterations

Installations or alterations to the original equipment vehicle, or chassis, as manufactured and assembled by GM, are not covered by this warranty. The special body company, assembler, or equipment installer is solely responsible for warranties on the body or equipment and any alterations to any of the parts, components, systems, or assemblies installed by GM. Examples include, but are not limited to, special body installations, such as recreational vehicles, the installation of any non-GM part, cutting, welding, or the disconnecting of original equipment vehicle or chassis parts and components, extension of wheelbase, suspension and driveline modifications, and axle additions.

# **Pre-Delivery Service**

Defects in the mechanical, electrical, sheet metal, paint, trim, and other components of your vehicle may occur at the factory or while it is being transported to the dealer facility. Normally, any defects occurring during assembly are identified and corrected at the factory during the inspection process. In addition, dealers inspect each vehicle before delivery. They repair any uncorrected factory defects and any transit damage detected before the vehicle is delivered to you.

Any defects still present at the time the vehicle is delivered to you are covered by the warranty. If you find any defects, advise your dealer without delay. For further details concerning any repairs which the dealer may have made prior to you taking delivery of your vehicle, ask your dealer.

# **Production Changes**

GM and GM dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

# **Emission Control Systems Warranty**

The emission warranty on your vehicle is issued in accordance with the U.S. Federal Clean Air Act. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

# What Is Covered

The parts covered under the emission warranty are listed under "Emission Warranty Parts List" later in this section.

# Federal Emission Control System Warranty

# Federal Warranty Coverage

- Gasoline Engines
  - 2 years or 24,000 miles and 8 years or 80,000 miles for the catalytic converter or vehicle, powertrain, control module, whichever comes first.

# **Federal Emission Defect Warranty**

GM warrants to the owner the following:

- The vehicle was designed, equipped, and built so as to conform at the time of sale with the applicable regulations of the Federal Environmental Protection Agency (EPA).
- The vehicle is free from defects in material and workmanship which cause the vehicle to fail to conform with those regulations during the emission warranty period.

Emission related defects in the genuine GM parts listed under the Emission Warranty Parts List, including related diagnostic costs, parts, and labor are covered by this warranty.

# **Federal Emission Performance Warranty**

Some states and/or local jurisdictions have established periodic vehicle Inspection and Maintenance (I/M) programs to encourage proper maintenance of your vehicle. If an EPA-approved I/M program is enforced in your area, you may also be eligible for Emission Performance Warranty coverage when all of the following three conditions are met:

- The vehicle has been maintained and operated in accordance with the instructions for proper maintenance and use set forth in the owner manual supplied with your vehicle.
- The vehicle fails an EPA-approved I/M test during the emission warranty period.
- The failure results, or will result, in the owner of the vehicle having to bear a penalty or other sanctions, including the denial of the right to use the vehicle, under local, state, or federal law.

GM warrants that your dealer will replace, repair, or adjust to GM specifications, at no charge to you, any of the parts listed under the "Emission Warranty Parts List" later in this section which may be necessary to conform to the applicable emission standards. Non-GM parts labeled "Certified to EPA Standards" are covered by the Federal Emission Performance Warranty.

# California Emission Control System Warranty

This section outlines the emission warranty that GM provides for your vehicle in accordance with the California Air Resources Board. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

This warranty applies if your vehicle meets both of the following requirements:

- Your vehicle is registered in California or other states adopting California emission and warranty regulations\*.
- Your vehicle is certified for sale in California as indicated on the vehicle's emission control information label.

*Important:* Massachusetts, Maine, and Vermont have California Emissions Warranty coverage. (New York adopted California emission standards, but not the California emissions warranty. The Federal Emissions Control Warranty applies to all vehicles in New York.)

#### Your Rights and Obligations (For Vehicles Subject to California Exhaust Emission Standards)

The Emission Control System Warranty on your vehicle is issued in accordance with the California Air Resources Board and GM. In California, new motor vehicles must be designed, equipped, and built to meet the state's stringent anti-smog standards. GM must warrant your vehicle's emission control system for the periods of time and mileage listed provided there has been no abuse, neglect, or improper maintenance of your vehicle. Your vehicle's emission control system may include parts such as the fuel injection system, ignition system, catalytic converter, and engine computer. Also included are hoses, belts, connectors, and other emission related assemblies.

Where a warrantable condition exists, GM will repair your vehicle at no cost to you including diagnosis, parts, and labor.

# California Emission Defect and Emission Performance Warranty Coverage

- For 3 years or 50,000 miles, whichever comes first:
  - If your vehicle fails a smog check inspection, GM will make all necessary repairs and adjustments to ensure that your vehicle passes the inspection. This is your Emission Control System Performance Warranty.
  - If any emission related part on your vehicle is defective, GM will repair or replace it. This is your Short-term Emission Defects Warranty.
- For 7 years or 70,000 miles, whichever comes first:
  - If an emission related part listed in this booklet specially noted with coverage for 7 years or 70,000 miles is defective, GM will repair or replace it. This is your Long-term Emission Control System Defects Warranty.
- For 8 years or 80,000 miles, whichever comes first:
  - If the catalytic converter, vehicle powertrain control module or emission related software is found to be defective, GM will repair or replace it under the Federal Emission Control System Warranty.

- For 8 years or 100,000 miles, whichever comes first for a Super Ultra Low Emission Vehicle (SULEV):
  - If an emission related part listed in this booklet specially noted with 7 years/70,000 miles or 8 years/80,000 miles is defective, GM will repair or replace it. This is your Long-term Emission Control System Defect Warranty.
- For 15 years or 150,000 miles, whichever comes first for a Partial Zero Emission Vehicle (PZEV):
  - If any emission related part listed in this booklet is defective GM will repair or replace it. This is your (PZEV) Emission Control System Defects Warranty.
- For heavy duty gasoline engine vehicles, the emission warranty period is 5 years or 50,000 miles, whichever comes first.
- For heavy duty diesel engine vehicles, the emission warranty period is 5 years, 100,000 miles, or 3,000 hours of operation, whichever comes first.

Any authorized Chevrolet dealer will, as necessary under these warranties, replace, repair, or adjust to GM specifications any genuine GM parts that affect emissions.

The applicable warranty period shall begin on the date the vehicle is delivered to the first retail purchaser or, if the vehicle is first placed in service as a demonstrator or company vehicle prior to sale at retail, on the date the vehicle is placed in such service.

# **Owner's Warranty Responsibilities**

As the vehicle owner, you are responsible for the performance of the scheduled maintenance listed in your owner manual. GM recommends that you retain all maintenance receipts for your vehicle, but GM cannot deny warranty coverage solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a GM dealer selling your vehicle line as soon as a problem exists. The warranted repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that GM may deny warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper or insufficient maintenance, or modifications not approved by GM.

If you have any questions regarding your rights and responsibilities under these warranties, you should contact the Customer Assistance Center at 1-800-222-1020 or, in California, write to:

State of California Air Resources Board Mobile Source Operations Division P.O. Box 8001 El Monte, CA 91731-2990

# **Emission Warranty Parts List**

The emission parts listed here are covered under the Emission Control System Warranty. The terms are explained previously in this section under the "Federal Emission Control System Warranty" and the "California Emission Control System Warranty".

*Important:* Certain parts may be covered beyond these warranties if shown with asterisk(s) as follows:

- (\*) 7 years/70,000 miles or Super Low Emission Vehicle (SULEV) 8 years/100,000 miles, whichever comes first, California Emission Control System Warranty coverage.
- (\*\*) 8 years/80,000 miles, whichever comes first, Federal emission coverage. (Also applies to California certified light duty and medium duty vehicles.) or California Super Ultra Low Emission Vehicle (SULEV) 8 years/100,000 miles.

The Emission Control System Warranty obligations do not apply to conditions resulting from tampering, abuse, neglect, or improper maintenance; or any other item listed under "What Is Not Covered" under *General Motors Corporation New Vehicle Limited Warranty on page 4*. The "Other Terms" presented under *General Motors Corporation New Vehicle Limited Warranty on page 4*. also apply to the emission related warranties.

#### **Powertrain Control System**

ABS Control Module \*\* (CTS manual transmission, CTS-V manual transmission, G6 manual transaxle, Corvette, XLR, GTO, LS2 TrailBlazer, LS2 Envoy, LU3 and L18 Suburban, Avalanche, Savana, Express and Escalade EXT, Yukon, Denali, Tahoe, Hummer H2 and Hybrid vehicles only)

**Coolant Level Sensor** 

Data Link Connector

Electronic Throttle Control (ETC) Motor

- Engine Control Module (ECM) \*\*
- Engine Coolant Temp. Sensor

Fast Idle Solenoid

Flexible Fuel Sensor \*

Intake Air Temperature Sensor

Malfunction Indicator Lamp

Manifold Absolute Pressure Sensor

Mass Air Flow Sensor

Oil Pressure Sensor (DOD<sup>™</sup> only)

**Oxygen Sensors** 

Powertrain Control Module (PCM) \*\* Programmable Read Only Memory (PROM) Throttle Position Sensor **Throttle Position Switch** Vehicle Control Module (VCM) \*\* Vehicle Speed Sensor **Transmission Controls and Torque Management** Manual Transmission Clutch Switch Park/Neutral Switch **Torque Converter Clutch Solenoids Torque Converter Clutch Switch** Transmission Control Module \*\* Transmission Fluid Temperature Sensor Transmission Gear Selection Switch (Diesel) Transmission Internal Mode Switch Transmission Pressure Switches Transmission Shift Solenoids A & B **Transmission Speed Sensors** 

**Fuel Management System** Common Rail Assembly (6.6L DURAMAX® Diesel) \* **Diesel Fuel Injection Pump \* Diesel Fuel Injection Pump Timing Adjust** Diesel Fuel Injector Control Module - EDU (6.6L DURAMAX® Diesel) \* **Diesel Fuel Temperature Sensor Direct Fuel Injector Assembly** (6.6L DURAMAX® Diesel) \* Function Block (6.6L DURAMAX<sup>®</sup> Diesel) **Fuel Injector Fuel Pressure Regulator** Fuel Rail Assembly \* Fuel Rail Pressure Sensor (6.6L DURAMAX<sup>®</sup> Diesel) Air Management System Air Cleaner Air Cleaner Diaphragm Motor Air Cleaner Resonator Air Cleaner Temp. Compensator Valve

Air Intake Ducts Charge Air Control Actuator Charge Air Control Solenoid Valve Charge Air Control Valve Charge Air Cooler (6.6L DURAMAX® Diesel) \* Charge Air Cooler Fan Idle Air Control Valve Idle Speed Control Motor Intake Manifold \* Intake Manifold Tuning Valve Intake Manifold Tuning Valve Relay Intake Manifold Gasket (Terraza, Uplander, Montana SV6, RELAY and DURAMAX® Diesel) \* Supercharger Assembly \* Throttle Body \* (Replacement Only) Throttle Body Heater **Throttle Closing Dashpot** Turbocharger Assembly \* Turbocharger Boost Sensor (6.6L DURAMAX<sup>®</sup> Diesel)

**Turbocharger Oil Separator** Turbocharger Thermo Purge Switch Vacuum Pump (6.6L DURAMAX<sup>®</sup> Diesel) **Ignition System** Camshaft Position Sensor(s) Crankshaft Position Sensor(s) Distributor \* **Distributor** Cap **Distributor Pick Up Coil Distributor Rotor** Glow Plug(s) (Diesel) Glow Plug Controller (Diesel) Glow Plug Relay (Diesel) Ignition Coil(s) Ignition Control Module Ignition Timing Adjustment Knock Sensor Spark Plug Wires Spark Plugs

#### Catalytic Converter System

- Catalytic Converter(s) and Muffler if attached as assembly \*\*
- Exhaust Manifold (7/70 Only Cadillac 4.6L, Grand Prix Right Side, Terraza Right Side, Uplander Right Side, Montana SV6 Right Side, RELAY Right Side, and C/K Truck <14,000 GVWR 8.1L\*)
- Exhaust Manifold with Catalytic Converter attached as assembly \*\*

#### Exhaust Manifold Gasket

Exhaust Pipes and/or Mufflers (when located between catalytic converters and exhaust manifold)

#### **Positive Crankcase Ventilation System**

**Oil Filler Cap** 

PCV Filter

PCV Oil Separator

PCV Valve

#### **Exhaust Gas Recirculation System**

EGR Feed and Delivery Pipes or Cast-in Passages

EGR Valve

EGR Valve Cooler (6.6L DURAMAX<sup>®</sup> Diesel)

EGR Vacuum Pump Assembly (6.6L DURAMAX<sup>®</sup> Diesel)

#### Secondary Air Injection System

Air Pump

**Check Valves** 

Evaporative Emission Control System (Gasoline Engines)

Canister

Canister Purge Solenoid Valve

Canister Vent Solenoid

Fuel Feed and Return Pipes and Hoses

Fuel Filler Cap

**Fuel Level Sensor** 

Fuel Limiter Vent Valve \*

Fuel Tank Filler Pipe (with restrictor)

Fuel Tank(s) \*

Fuel Tank Vacuum or Pressure Sensor

#### Hybrid

Auxiliary Transmission Pump, Relay, and Circuit

Battery Pack Current Sensor and Circuit

Battery Pack 12V Modules (3)

Brake Pedal Switch (PCM ZAB Switch)

Energy Storage Control Module \*\*

GMLAN (CAN) Communications Circuit

Hood Ajar Switch and Circuit

Hybrid Control Module \*\*

SGCM Coolant Circuit (fan and fan relay and pump)

Starter Generator Control Module \*\*

Wheel Speed Sensor and Circuits (left and right front)

Miscellaneous Items Used with Above Components are Covered

Belts

Boots

Clamps

Connectors

Ducts

Fittings

Gaskets

Grommets

Hoses

Housings
Mounting Hardware
Pipes
Pulleys
Sealing Devices
Springs
Tubes

Wiring

Parts specified in your maintenance schedule that require scheduled replacement are covered up to their first replacement interval or the applicable emission warranty coverage period, whichever comes first. If failure of one of these parts results in failure of another part, both will be covered under the Emission Control System Warranty.

For detailed information concerning specific parts covered by these emission control systems warranties, ask your dealer.

## **Replacement Parts**

The emission control systems of your vehicle were designed, built, and tested using genuine GM parts\* and the vehicle is certified as being in conformity with applicable federal and California emission requirements. Accordingly, it is recommended that any replacement parts used for maintenance or for the repair of emission control systems be new, genuine GM parts.

The warranty obligations are not dependent upon the use of any particular brand of replacement parts. The owner may elect to use non-genuine GM parts for replacement purposes. Use of replacement parts which are not of equivalent quality may impair the effectiveness of emission control systems.

If other than new, genuine GM parts are used for maintenance replacements or for the repair of parts affecting emission control, the owner should assure himself/herself that such parts are warranted by their manufacturer to be equivalent to genuine GM parts in performance and durability.

\* "Genuine GM parts," when used in connection with GM vehicles means parts manufactured by or for GM, designed for use on GM vehicles, and distributed by any division or subsidiary of GM.

# **Maintenance and Repairs**

Maintenance and repairs can be performed by any qualified service outlet; however, warranty repairs must be performed by an authorized dealer except in an emergency situation when a warranted part or a warranty station is not reasonably available to the vehicle owner.

In an emergency, where an authorized dealer is not reasonably available, repairs may be performed at any available service establishment or by the owner, using any replacement part. Chevrolet will consider reimbursement for the expense incurred, including diagnosis, not to exceed the manufacturer's suggested retail price for all warranted parts replaced and labor charges based on Chevrolet's recommended time allowance for the warranty repair and the geographically appropriate labor rate. A part not being available within 10 days or a repair not being completed within 30 days constitutes an emergency. Retain receipts and failed parts in order to receive compensation for warranty repairs reimbursable due to an emergency.

If, in an emergency situation, it is necessary to have repairs performed by other than a Chevrolet dealer and you believe the repairs are covered by emission warranties, take the replaced parts and your receipt to a Chevrolet dealer for reimbursement consideration. This applies to both the Federal Emission Defect Warranty and Federal Emission Performance Warranty.

Receipts and records covering the performance of regular maintenance or emergency repairs should be retained in the event questions arise concerning maintenance. These receipts and records should be transferred to each subsequent owner. GM will not deny warranty coverage solely on the absence of maintenance records. However, GM may deny a warranty claim if a failure to perform scheduled maintenance resulted in the failure of a warranty part.

# **Claims Procedure**

As with the other warranties covered in this booklet, take your vehicle to any authorized Chevrolet dealer facility to obtain service under the emission warranty. This should be done as soon as possible after failing an EPA-approved I/M test or a California smog check test, or at any time you suspect a defect in a part.

Those repairs qualifying under the warranty will be performed by any Chevrolet dealer at no charge. Repairs which do not qualify will be charged to you. You will be notified as to whether or not the repair qualifies under the warranty within a reasonable time, not to exceed 30 days after receipt of the vehicle by the dealer, or within the time period required by local or state law. The only exceptions would be if you request or agree to an extension, or if a delay results from events beyond the control of your dealer or GM. If you are not so notified, GM will provide any required repairs at no charge.

In the event a warranty matter is not handled to your satisfaction, refer to the "Customer Satisfaction Procedure" under *Owner Assistance on page 25*.

For further information or to report violations of the Emission Control System Warranty, you may contact the EPA at:

Manager, Certification and Compliance Division (6405J) Warranty Claims Environmental Protection Agency Ariel Rios Building 1200 Pennsylvania Avenue, N.W. Washington, DC 20460

For a vehicle subject to the California Exhaust Emission Standards, you may contact the:

State of California Air Resources Board Mobile Source Operations Division P.O. Box 8001 El Monte, CA 97131-2990

# **Owner Assistance**

# **Customer Satisfaction Procedure**

Your satisfaction and goodwill are important to your dealer and to Chevrolet. Normally, any concerns with the sales transaction or the operation of your vehicle will be resolved by your dealer's sales or service departments. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your concern has not been resolved to your satisfaction, the following steps should be taken:

STEP ONE: Discuss your concern with a member of dealer management. Normally, concerns can be quickly resolved at that level. If the matter has already been reviewed with the sales, service, or parts manager, contact the owner of the dealer facility or the general manager.

**STEP TWO:** If after contacting a member of dealer management, it appears your concern cannot be resolved by the dealer without further help **contact the Chevrolet Customer Assistance Center** by calling 1-800-222-1020. In Canada, contact GM of Canada Central Office in Oshawa by calling 1-800-263-3777: English, or 1-800-263-7854: French.

We encourage you to call the toll-free number in order to give your inquiry prompt attention. Have the following information available to give the Customer Assistance Representative:

- The Vehicle Identification Number (VIN). This is available from the vehicle registration, title, or the plate above the left top of the instrument panel and visible through the windshield.
- The dealer name and location
- The vehicle's delivery date and present mileage

When contacting Chevrolet, remember that your concern will likely be resolved at a dealer's facility. That is why we suggest you follow Step One first if you have a concern.

**STEP THREE:** Both GM and your GM dealer are committed to making sure you are completely satisfied with your new vehicle. However, if you continue to remain unsatisfied after following the procedure outlined in Steps One and Two, you should file with the BBB Auto Line Program to enforce any additional rights you may have.

The BBB Auto Line Program is an out of court program administered by the Council of Better Business Bureaus to settle automotive disputes regarding vehicle repairs or the interpretation of the New Vehicle Limited Warranty. Although you may be required to resort to this informal dispute resolution program prior to filing a court action, use of the program is free of charge and your case will generally be heard within 40 days. If you do not agree with the decision given in your case, you may reject it and proceed with any other venue for relief available to you.

You may contact the BBB Auto Line Program using the toll-free telephone number or write them at the following address:

BBB Auto Line Program Council of Better Business Bureaus, Inc. 4200 Wilson Boulevard Suite 800 Arlington, VA 22203-1804

www.lemonlaw.bbb.org Telephone: 1-800-955-5100

This program is available in all 50 states and the District of Columbia. Eligibility is limited by vehicle age, mileage, and other factors. GM reserves the right to change eligibility limitations and/or to discontinue its participation in this program.

# **State Warranty Enforcement Laws**

Laws in many states permit owners to obtain a replacement vehicle or a refund of the purchase price under certain circumstances. The provisions of these laws vary from state to state. To the extent allowed by state law, GM requires that you first provide us with written notification of any service difficulty you have experienced so that we have an opportunity to make any needed repairs before you are eligible for the remedies provided by these laws. Your written notification should be sent to the Chevrolet Customer Assistance Center.

# Assistance For Text Telephone (TTY) Users

To assist customers who are deaf or hard of hearing and who use Text Telephones (TTYs), Chevrolet has TTY equipment available at its Customer Assistance Center and Roadside Assistance Center.

The TTY for the Chevrolet Customer Assistance Center is:

1-800-833-2438 in the United States 1-800-263-3830 in Canada

The TTY for the Chevrolet Roadside Assistance Center is:

1-888-889-2438 in the U.S. and Canada

# **Chevrolet Roadside Assistance**

Chevrolet is proud to offer the response, security, and convenience of Chevrolet's 24-hour Roadside Assistance Program. Refer to your owner manual for details, or consult your dealer. The Chevrolet Roadside Assistance Center can be reached by calling 1-800-CHEV-USA (243-8872). This program is not available in Puerto Rico or the U.S. Virgin Islands.

# **Chevrolet Courtesy Transportation**

During the Bumper-to-Bumper Warranty coverage period, interim transportation may be available under the Chevrolet Courtesy Transportation Program. Consult your dealer for details.

# Warranty Information for California Only

California Civil Code Section 1793.2(d) requires that, if GM or its representatives are unable to repair a new motor vehicle to conform to the vehicle's applicable express warranties after a reasonable number of attempts, GM shall either replace the new motor vehicle or reimburse the buyer the amount paid or payable by the buyer. California Civil Code Section 1793.22(b) creates a presumption that GM has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

 The same nonconformity results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times by GM or its agents AND the buyer or lessee has directly notified GM of the need for the repair of the nonconformity.

- The same nonconformity has been subject to repair four or more times by GM or its agents AND the buyer has notified GM of the need for the repair of the nonconformity.
- The vehicle is out of service by reason of repair nonconformities by GM or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

NOTICE TO GENERAL MOTORS AS REQUIRED ABOVE SHALL BE SENT TO THE FOLLOWING ADDRESS:

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

Fax Number: 1-866-962-2868

When you make an inquiry, you will need to give the year, model, and mileage of your vehicle and your VIN.

# Special Policy Adjustment Programs Beyond the Warranty Period

Chevrolet is proud of the protection afforded by its warranty coverages. In order to achieve maximum customer satisfaction, there may be times when Chevrolet will establish a special policy adjustment program to pay all or part of the cost of certain repairs not covered by the warranty or to reimburse certain repair expenses you may have incurred. Check with your Chevrolet dealer or call the Chevrolet Customer Assistance Center to determine whether any special policy adjustment program is applicable to your vehicle.

When you make an inquiry, you will need to give the year, model, and mileage of your vehicle and your VIN.

## **Customer Assistance Offices**

Chevrolet encourages customers to call the toll-free telephone number for assistance. However, if you wish to write or e-mail Chevrolet, refer to the address below.

#### **United States**

Chevrolet Customer Assistance Center P.O. Box 33170 Detroit, MI 48232-5170

www.Chevrolet.com 1-800-222-1020 1-800-833-2438 (For Text Telephone devices (TTYs))

Roadside Assistance:

1-800-CHEV-USA (243-8872) Fax Number: 1-866-962-2868

From Puerto Rico: 1-800-496-9992 (English) 1-800-496-9993 (Spanish) Fax Number: 313-381-0022

From U.S. Virgin Islands: 1-800-496-9994 Fax Number: 313-381-0022

#### Canada

Customer Assistance Centre, 163-005 General Motors of Canada Limited 1908 Colonel Sam Drive Oshawa, Ontario L1H 8P7

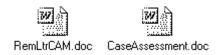
1-800-263-3777 (English) 1-800-263-7854 (French) 1-800-263-3830 (For Text Telephone devices (TTYs)) Roadside Assistance: 1-800-268-6800

## Mexico, Central America, and Caribbean Islands/Countries (Except Puerto Rico and U.S. Virgin Islands)

General Motors de Mexico, S. de R.L. de C.V. Customer Assistance Center Paseo de la Reforma # 2740 Col. Lomas de Bezares C.P. 11910, Mexico, D.F. 01-800-508-0000 Long Distance: 011-52-53 29 0 800

Mr. Johnson,

The attached case regarding Crystal Belcher has been closed, removed and sent to Connie Postelli. Thanks.



Edna Rodriguez 866-790-5700 ext 21317 866-398-3255 fax

Please consider the environment before printing this e-mail. 1 ton of paper = 17 trees. Reduce. Reuse. Recycle. 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 agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded



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

#### VIA FAX ONLY

December 27, 2007

Gregory Moss, Esq. Krohn & Moss, Ltd. 120 West Madison Street 10th Floor Chicago, IL 60602

RE:

Service Request: 71-578140146 2006 Chevrolet Cobalt Vehicle Identification Number: 1G1AL15F367 Customer Relationship Specialist: Desire Gallagher

Dear Mr. Moss:

This is to advise that General Motors is in receipt of the above referenced case dated December 20, 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

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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,









HUMMER





#### **RELEASE OF LIEN INFORMATION**

Ι	,
I(Client's Name)	(Client's Social Security Number)
hereby authorize	
(Lien holder Na	ame)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regard	ding my loan account # (Account Number)
(Lien holder Name)	
to General Motors Corporation, includin loan payoff amount, and per diem inform	ng but not limited to a complete payment history of my account, a mation.
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V	EHICLE INFORMATION
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Signature	Signature
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Krohn and Moss -. . 420 Vy. Madison, 10th-FL -> Chicago, IL 60662 ۰.

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General Motors Corporation Atin: Legal Department PO Box 33170 Detroit MI 48232-5170

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Krohn & Moss, Ltd.

Arisone, Celifornie, Floride, Illinois, Indiane, Minnesote, Missouri, Nevede, Ohio, Weehington DC, Wisconsin Main Office 120 West Madison, 10<sup>th</sup> Floor Chicago, Illinois 60602 www.krohnandmoss.com

Writer's Direct Number (312) 578-9428 Ext. 216 Writer's Direct Facsimile (866) 309-9458 Writer's Direct E-Mail gmoss@consumerlswcenter.com Writer licensed to practice only in: Illinois Wisconsin

December 20, 2007

General Motors Corporation ATTN: Legal Department P.O. Box 33170 Detroit, Michigan 48232-5170

RE:

v. General Motors CorporationVehicle:2006 Chevrolet CobaltVIN:1G1AL15F367Our File No.:10703602L

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

<u>Having been formally notified of our representation, you are instructed not to contact</u> <u>our client under any circumstances.</u> <u>Direct all inquiries to this office.</u> If you fail to act in <u>conformity with this directive, injunctive relief will be sought against you.</u>

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective engine as evidenced by inoperable fuel injectors;

2. Defective transmission as evidenced by the illumination of the traction control light;

3. Defective steering as evidenced by an inoperable steering column assembly; and

4. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take her car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. <u>Rester v. Morrow</u>, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow her the opportunity or permit her to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. <u>Kure v. Chevrolet Motor Division</u>, 581 P.2d 603.

Therefore, you are hereby notified in writing of your breach of warranty and of my client's intent to pursue claims for breach of warranty in a court of law should you fail to amicably resolve this matter. Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Unless you are willing to accept the return of the vehicle and pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

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#### Page 3

To avoid any litigation, my client merely requests the return of fifty (50) percent of the purchase price of the vehicle as compensation for its diminished value due to its defects and payment of our attorneys' fees pursuant to the fee-shifting provisions of the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the data of this letter, a lawsuit will be filed.

Gregory H. Moss Attorney at Law

GM/d+ cc:

3,

# FAXIMILE

DATE: 12-28-07 TO: <u>DESILE</u> Gallgaher FROM: Brian Campolattaro

FAX:864-213-9925

PHONE: (630) 860-4000 <u>EXT:</u> FAX: (630) 860-5218

LARRY ROESCH CHEVROLET 333 WEST GRAND AVE BENSENVILLE, IL 60106

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CVCS389961 12/13/07 3542 1792 **JOE LAMBERT** 73196 60509 16,325 BLACK/EBONY 12 04/27/06 06/CHEVROLET/COBALT/LT COUPE 999999 1 G 1 A L 1 5 F 3 6 7 HOMER GLEN, IL 12/07/07 « TECH(S):80 WARRANTY LABOR & PARTS 3 DAY RENTAL J# 1 19CVZRENTAL3 3 DAY RENTA Z7903 3 DAY RENTAL 0.00 JOB # 1 TOTAL LABOR & PARTS WARRANTY TECH(S):80 TRACTION LITE COMES ON-THEN STEERING LITE & THEN ALL LITES START TO FLASH-SEAMS LIKE NO POWER-TURN OFF & ON OK SCAN SYSTEM NO CODES PRESENT TEST DROVE VEHICLE ON AND OFF FOR 17 MILES COULD NOT DUPLICATE CONDITION OPERATING AS DESIGNED J# 2 31CVZ OPERATING AS DESIGNED CASE NUMBER 10031827 TOM JOB # 2 TOTAL LABOR & PARTS 0.00 SUBLET ----- PO#------ VEND INV#-INV DATE -DESCRIPTION------JOB # 1 79561 1501D2727 12/14/07 RENTAL WARRANTY 0.00 TOTAL - SUBLET RECOMMENDATIONS -----TIRE ROTATION TECHNICIAN CERTIFICATION MIKE SR WDORIARZ 80 . . . . . . . . . . TOTALS-----\* 03/07/2008 / 18845 MI 01CVZ1A 3K 3K MILE INTERVAL SRV \* \* NEXT RECOMMENDED SERVICE: TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET... 0.00 0.00 ŵπ \*\* 0,00 TOTAL G.O.G. TOTAL MISC CHG. \*\* 0.00 ж× 0.00 TOTAL MISC DISC TOTAL TAX..... \*\* 0.00 \*\* 0.00 IPARTS DESIGNATED WITH AN ASTERISK INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ! VISA [] MASTERCARD [] DISCOVER [] DEBIT CARD [] AMERICAN EXPRESS [] CASH [] CHECK [] # TOTAL INVOICE \$ BATCH #-----LRC CHARGE ACCOUNT NO [ ] ..... \*\*\*\*\*\*\*\*\*\*\*\*\*<del>\*\*</del>\*\*\*\*\*\*\*\*\*\*\* DUPLICATE INVOICE CUSTOMER SIGNATURE \*\*\*\*\*\* [ END OF INVOICE ] 09:20am BDC COPY PAGE 1 OF 1

LARRY ROESCH CHEVROLET-MITSUBISHI 333 W. GRAND AVE. BENSENVILLE ,IL 60106

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li PAI	n the case of a purchase whe RTY FINANCE SOURCE agr	erein The Company is be set to purchase the retail	ing requested to Installment contra the secolved a true	pted by the signature of an authorized represen- obtain financing, The Company is not obligated act executed by Purchaser and The Company ba e copy of this order. bill of sale agree with the numbers in the certific	eled on this transaction

PURCHASER AGREES THAT THIS ORDER INCLUDES ALL OF THE TERMS AND CONDITIONS ON FOTH THE FRONT AND BACK SIDE HEREOF AND THAT THIS CONTRACT CANCELS AND SUPERSEDES ANY PRIDE AGREEMENT INCLUDING OR AL AGREEMENTS.

APPROVED BY THIS ORDER NOT VALID LINLESS SIGNED AND ACCEPTED BY DEALER. NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS TRANSACTION

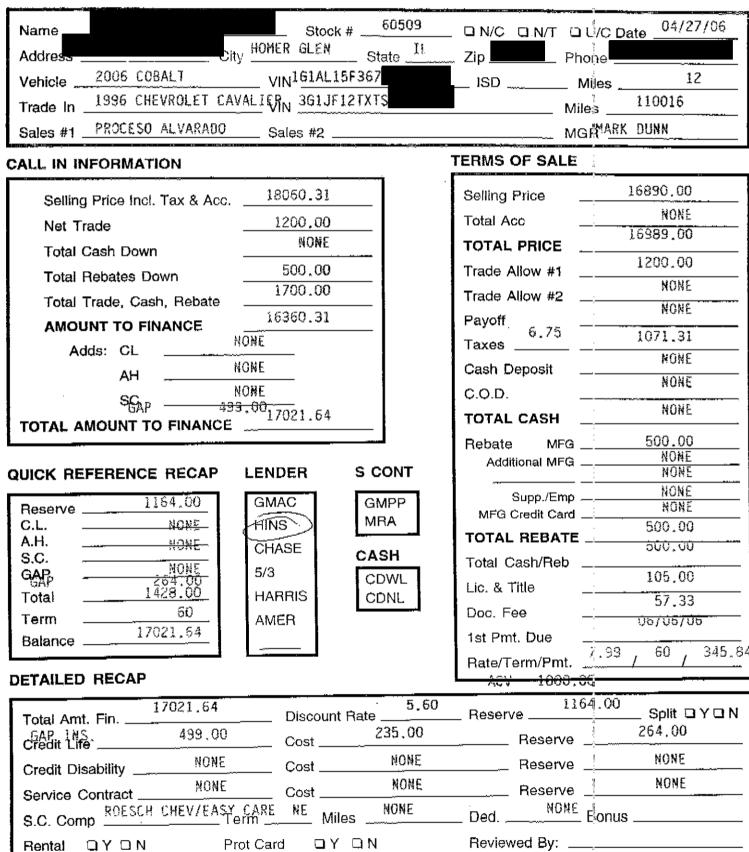
P.05

# LARRY ROESCH

0EAL# 105965

Finance & Insurance Deal Recap

GENERAL INFORMATION



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LARRY ROESCH CHEVROLET Fax:630-860-5090	Dec 28 2007 10:49 P.07
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CUSTOMER NAME:	

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(ór	see	attached	list*)

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		Incentive Program Reference	Amount	GM Incentive Code
		GM Rebate	\$500.00	
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Copy #1 - Dealer Copy Copy #2 - Customer

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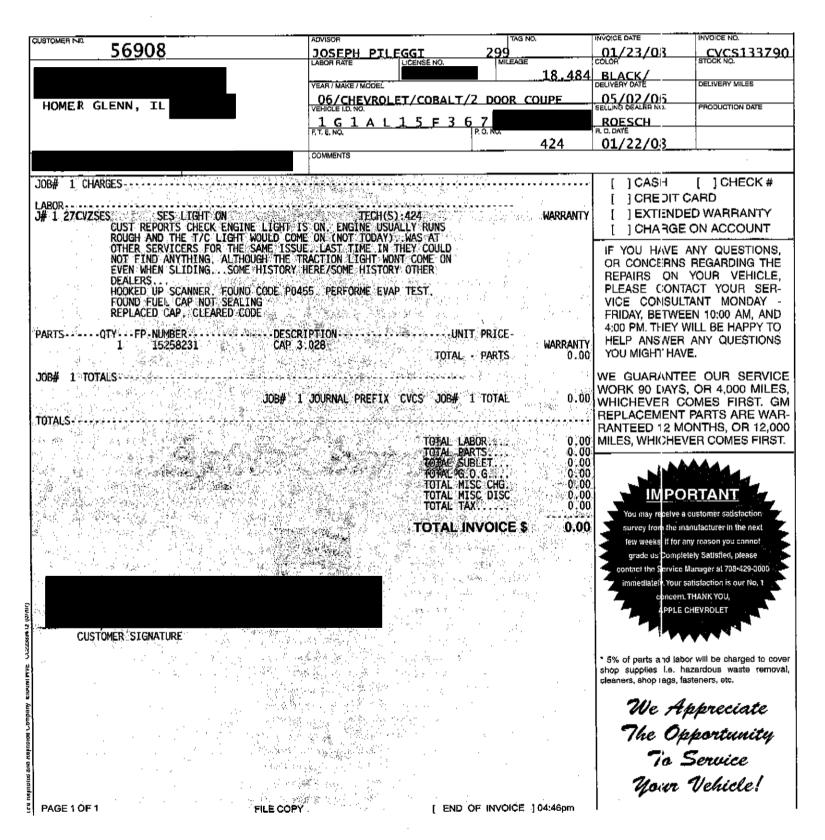


8586 WEST 159TH STREET **TINLEY PARK, IL. 60487** PHONE: (708) 429-3000

**bble** Chevrolet

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## "Satisfaction Is Our Service Goal"



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OPERATION

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ESTIMATE (UNDER ILLINOIS CAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN THENTYFIVE DOLLARS. INI-TIAL YOUR CHOICE.

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bble Chevrolet 8585 WEST 159TH STREET

TINLEY PARK, IL. 60487 PHONE: (708) 429-3000

RECOMMENDED SERVICES

	SERVICE HISTORY
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ble Chevrolet	SERVICE       SALESPERSON NO.         VEHICLE ID NO.       YEART MAKE? MODEL         1G1AL15F367       06/CHEVROLET/COBALT/2 DOOR COUPE         CUSTOMER NO.       SEDURG CALEH NO.         1S6908       05/02/06
5 WEST 159TH STREET NLEY PARK, IL. 60487 HONE: (708) 429-3000	HOMER GLENN, IL  COLOR COLOR  COLOR  COLOR  COLOR  COLOR  COLOR  COLOR  COLOR  COLOR
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			т	424	1	W	27CVZSES	SES LIGHT ON
2 130818	11/27/2007	15884	A	452				
			т	495	1	W	33¢VZ	BRAKES
			T	500	2	W	licvz	COURTESY TRANSPO
3 128845	10/18/2007	13891	A	452				
			т	495	1	W	34CVZSTEERING	STEERING
4 127439	09/24/2007	12561	A	452				
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			Ŧ	495	3	W	33CVZABS	ABS BRAKES
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5 118053	03/29/2007	5949	А	452				
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Dear Ms. Rodriguez,

I spoke to my client and she rejects GM's offer of \$4500, inclusive. She instructed me to make a counter demand of \$5250 plus payment of my firm's attorneys' fees. As we have spent a substantial amount of time litigation this case since we last discussed settlement in February, our fees have increased to \$6750.

Please let me know as soon as possible if GM accepts my client's demand.

Sincerely, Adam

Adam T. Hill Krohn & Moss, Ltd 120 W. Madison Street 10th Floor Chicago, IL 60602 (312) 578-9428 ext 242 (office) (866) 289-0898 (Fax) E-Mail: ahill@consumerlawcenter.com Web: www.krohnandmoss.com

From: edna\_rodriguez@gmexpert.com [mailto:edna\_rodriguez@gmexpert.com] Sent: Tuesday, June 24, 2008 7:58 AM To: Moss, Gregory Subject: RE:

Mr. Moss,

Please present \$ 4,500.00 to your client and let me know at your earliest convenience. Thank you

Edna Rodriguez 866-790-5700 ext 21317 866-398-3255 fax

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## "Moss, Gregory" <gmoss@consumerlawcenter.com>

06/05/2008 06:03 PM

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Ms. Rodriguez:

See attached. We did counter and you offered the same thing 2 weeks later which was rejected. At this point in time, our prior offer attached is no longer good based on the litigation that has ensued.

If you want to negotiate in good faith, please let me know what your new offer is and I will take it to my client. Thanks.

Gregory H. Moss

Krohn & Moss, Ltd.

Consumer Law Center

(312) 578-9428 ext 216

(866) 309-9458 Fax

From: edna\_rodriguez@gmexpert.com [mailto:edna\_rodriguez@gmexpert.com] Sent: Thursday, June 05, 2008 3:53 PM To: Moss, Gregory Subject:

Mr. Moss,

Please review GM's offer which was sent to you on 1/29/08. Please review the offer and respond with your counter. Thank you

Edna Rodriguez 866-790-5700 ext 21317 866-398-3255 fax

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----- Message from "Hill, Adam" <ahill@consumerlawcenter.com> on Wed, 30 Jan 2008 17:01:30 -0500 -----

To: <edna\_rodriguez@gmexpert.com>
Subject: RE:

Dear Ms. Rodriguez,

I discussed with my client GM's recent offer of \$3,200, which my client rejects. I have been instructed to make a significant reduction in our last demand in hopes of settling this matter. My client would be willing the settle this matter for \$8000.00 total (\$5,900 to my client and \$2,100 in attorneys' fees).

Please let me know of GM's response as soon as possible.

Sincerely,

Adam

Adam T. Hill Krohn & Moss, Ltd 120 W. Madison Street 10th Floor Chicago, IL 60602 (312) 578-9428 ext 242 (office) (866) 289-0898 (Fax) E-Mail: ahill@consumerlawcenter.com Web: www.krohnandmoss.com

From: edna\_rodriguez@gmexpert.com [mailto:edna\_rodriguez@gmexpert.com] Sent: Tuesday, January 29, 2008 1:37 PM To: Antikainen, Michael Subject: RE:

Mr. Antikainen,

Please review the attachment and respond at your earliest convenience. Thank you

Edna Rodriguez 866-790-5700 ext 21317

"Antikainen, Michael" <mantikainen@consumerlawcenter.com>

01/18/2008 02:05 PM

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Ms. Rodriguez:

Thank you for your \$2,000 inclusive settlement offer. I have reviewed that offer with my client and unfortunately it has been rejected. My client is interested in reaching an amicable resolution to this matter prior to the necessity of further litigation and has authorized me to prepare a counter demand of \$12,100.00 inclusive of attorneys' fees. Please review this demand and inform me of GM's decision.

R E .

Sincerely,

Michael T. Antikainen

Krohn & Moss, Ltd.

(312) 578-9428 ext. 229

120 W. Madison, 10th Floor

Chicago, IL 60602

From: edna\_rodriguez@gmexpert.com [mailto:edna\_rodriguez@gmexpert.com] Sent: Tuesday, January 15, 2008 2:15 PM To: Moss, Gregory Subject:

Mr. Moss,

Please review the attached offer regarding

Edna Rodriguez 866-790-5700 ext 21317 ----- Message from "Hill, Adam" <ahill@consumerlawcenter.com> on Mon, 11 Feb 2008 14:28:34 -0500 -----

To: <edna\_rodriguez@gmexpert.com>
Subject: RE:

Dear Ms. Rodriguez,

I spoke to my client regarding GM's recent settlement offer. As GM refused to increase its prior offer of \$3200, my client does not want to effectively bid against herself in attempting to settle. Thus, my client rejects GM's offer.

Sincerely, Adam From: edna\_rodriguez@gmexpert.com [mailto:edna\_rodriguez@gmexpert.com] Sent: Monday, February 11, 2008 12:16 PM To: Hill, Adam Subject: RE:

Mr. Hill,

Please review the attached document regarding your client

Edna Rodriguez 866-790-5700 ext 21317

"Hill, Adam" <ahill@consumerlawcenter.com>

01/30/2008 05:01 PM

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R E :

Please let me know of GM's response as soon as possible.

Sincerely,

Adam

Adam T. Hill

Krohn & Moss, Ltd

120 W. Madison Street

**10th Floor** 

Chicago, IL 60602

(312) 578-9428 ext 242 (office)

(866) 289-0898 (Fax)

E-Mail: ahill@consumerlawcenter.com

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Michael T. Antikainen

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120 W. Madison, 10th Floor

Chicago, IL 60602

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Mr. Moss,

Please review the attached offer regarding

Edna Rodriguez 866-790-5700 ext 21317

## Edna:

I will present it to her but discovery is almost complete and we have over \$6,000.00 in fees alone so I doubt it will settle but I will let you know.

Thanks.

Gregory H. Moss

Krohn & Moss, Ltd.

Consumer Law Center

(312) 578-9428 ext 216

(866) 309-9458 Fax

From: edna\_rodriguez@gmexpert.com [mailto:edna\_rodriguez@gmexpert.com] Sent: Tuesday, June 24, 2008 7:58 AM To: Moss, Gregory Subject: RE:

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and let me know at your earliest

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## "Moss, Gregory" <gmoss@consumerlawcenter.com>

06/05/2008 06:03 PM

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Sincerely,

Adam

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"Antikainen, Michael" <mantikainen@consumerlawcenter.com>

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Ms. Rodriguez:

Thank you for your \$2,000 inclusive settlement offer. I have reviewed that offer with my client and unfortunately it has been rejected. My client is interested in reaching an amicable resolution to this matter prior to the necessity of further litigation and has authorized me to prepare a counter demand of \$12,100.00 inclusive of attorneys' fees. Please review this demand and inform me of GM's decision.

R E .

Sincerely,

Michael T. Antikainen

Krohn & Moss, Ltd.

(312) 578-9428 ext. 229

120 W. Madison, 10th Floor

Chicago, IL 60602

From: edna\_rodriguez@gmexpert.com [mailto:edna\_rodriguez@gmexpert.com] Sent: Tuesday, January 15, 2008 2:15 PM To: Moss, Gregory Subject:

Mr. Moss,

Please review the attached offer regarding

Edna Rodriguez 866-790-5700 ext 21317 ----- Message from "Hill, Adam" <ahill@consumerlawcenter.com> on Mon, 11 Feb 2008 14:28:34 -0500 -----

> To: <edna rodriguez@gmexpert.com> Subject: RE:

Dear Ms. Rodriguez,

I spoke to my client regarding GM's recent settlement offer. As GM refused to increase its prior offer of \$3200, my client does not want to effectively bid against herself in attempting to settle. Thus, my client rejects GM's offer.

Sincerely, Adam From: edna\_rodriguez@gmexpert.com [mailto:edna\_rodriguez@gmexpert.com] Sent: Monday, February 11, 2008 12:16 PM To: Hill, Adam Subject: RE:

Mr. Hill,

Please review the attached document regarding your client

Edna Rodriguez 866-790-5700 ext 21317

"Hill, Adam" <ahill@consumerlawcenter.com>

01/30/2008 05:01 PM

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Dear Ms. Rodriguez,

I discussed with my client GM's recent offer of \$3,200, which my client rejects. I have been instructed to make a significant reduction in our last demand in hopes of settling this matter. My client would be willing the settle this matter for \$8000.00 total (\$5,900 to my client and \$2,100 in attorneys' fees).

R E :

Please let me know of GM's response as soon as possible.

Sincerely,

Adam

Adam T. Hill

Krohn & Moss, Ltd

120 W. Madison Street

**10th Floor** 

Chicago, IL 60602

(312) 578-9428 ext 242 (office)

(866) 289-0898 (Fax)

E-Mail: ahill@consumerlawcenter.com

Web: www.krohnandmoss.com

From: edna\_rodriguez@gmexpert.com [mailto:edna\_rodriguez@gmexpert.com] Sent: Tuesday, January 29, 2008 1:37 PM To: Antikainen, Michael Subject: RE:

Mr. Antikainen,

Please review the attachment and respond at your earliest convenience. Thank you

Edna Rodriguez 866-790-5700 ext 21317 "Antikainen, Michael" <mantikainen@consumerlawcenter.com>

01/18/2008 02:05 PM

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Thank you for your \$2,000 inclusive settlement offer. I have reviewed that offer with my client and unfortunately it has been rejected. My client is interested in reaching an amicable resolution to this matter prior to the necessity of further litigation and has authorized me to prepare a counter demand of \$12,100.00 inclusive of attorneys' fees. Please review this demand and inform me of GM's decision.

R E : Sincerely,

Michael T. Antikainen

Krohn & Moss, Ltd.

(312) 578-9428 ext. 229

120 W. Madison, 10th Floor

Chicago, IL 60602

From: edna\_rodriguez@gmexpert.com [mailto:edna\_rodriguez@gmexpert.com] Sent: Tuesday, January 15, 2008 2:15 PM To: Moss, Gregory Subject:

Mr. Moss,

Please review the attached offer regarding

Edna Rodriguez 866-790-5700 ext 21317



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

### VIA FAX ONLY

December 27, 2007

Doc Dockery Advantage Chevrolet

RE:

Service Request: 71-578140146 2006 Chevrolet Cobalt Vehicle Identification Number: 1G1AL15F367 Customer Relationship Specialist: Desire Gallagher

Dear Doc Dockery:

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

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040 V6302006















## Privileged and Confidential Information

## CASE ASSESSMENT - LEGAL (NON SMALL CLAIMS)

By: Desire' Gallagher State: IL

Customer Name:	Service	e Request: 71-578140146	GM Legal File No.: 643913
Vehicle ID No.: 1G1AL15F367	In Service Date: 05/02/2006	Vehicle is: New	BAC Code: 113237
Year, Make & Model: 2006 Chevrolet Col	balt		

Sale Type: Purchase 🛛 Lease 🗌 Other 🗌 : {Type}

## Engine/Fuel/Exhaust

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/24/07	127439	*	12563	C/S SES light on at times runs ok but loss of power noted Repair: See Job # 3 (transmission Repair)
12/7/07	389961	7	16325	C/S Traction light comes on then steering light and then all lights start to flash seams like no power turn off and on ok Repair: Scan system no codes present test drove vehicle on and off for 17 miles could not duplicate condition Operating as designed case number 10031827 TOM

## Steering

	-			
Date:	<u>RO #:</u>	<u>Days Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
9/24/07	127439	*	12561	C/S Check for intermittent loss of power steering assist Repair: Seems ok Now
10/18/07	128845	1	13891	C/S Check power steering check traction control lights on in message center while driving also ABS light on reference RO # 127439 9-24-07 Intermittent hesitation on ACCEL if set for approx 1hr vehicle seems ok Cause: EBCM intermittent internal short pulling down class II line Repair: Perform Systems testing DTCS U2107/U2105/U2106/U2100 test power and ground for each module w/loss of communication remove and replace EBCM and perform programming
11/27/07	130818	3	15884	C/S Traction control light came on when driving yesterday VEH has taken on several short trips and its still on today the light is off Cause: hooked up scanner found code U2111 loss of communications with power steering module tested system found steering jerks when turning P/S module INOP in column Repair: Replaced Column cleared code and road test ok.
□ <u>Transr</u>	nission			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/24/07	127439	1	12561	C/S Service Traction control light on at times no other symptoms Cause: Hooked up scanner found code P0700 U2105 U2107 C0073 follow charts found TCCM Module INOP Repair: Replaced module & Programmed cleared codes road test ok (Parts ordered CSO-3 CONT# 5926)

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/19/07	075452	1	12369	C/S Check Engine light on Cause: Misrouted Wire
				Repair: Reroute and repair harness per DOC 1863814 Road tested several times ok.
1/22/08	133790	1	18484	C/S Check Engine light on, and when light comes on it usually runs rough, but not right now
4/8/08	137653	1	22,254	Repair: Replaced fuel gas cap. C/S Check engine light on while driving. Repair: Replace vent valve. C/S Problems getting key out of ignition. Repair: Adjusted BTSI solenoid.

### Other/ Recall

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/16/07	115760	1	5285	Campaign # 06090 Cause: Campaign 06090 – Engine Fuel Injectors
3/29/07	118053	1	5949	Repair: Replace All Fuel injectors Campaign # 06217 Cause: Campaign 06217- Head Impact protection
				Repair: Install Energy Absorbing device

## THE STATE LEMON LAW READS:

Days out of service: 30 Repairs: 4 Time period: 12 Months / 12,000 Miles	Days out of servio Repairs	
Does Lemon Law state nonconformity must continue to exist? Ye If applicable, safety-related repairs: Safety-related time period: Months / Miles.	es	Time period : Does Lemon Law st
Number of repair attempts in the presumption period: Total days out of service during the presumption period:	<b>O</b> 0	

15

Total days out of service during customer's ownership:

## PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Date & Offer/Result:

## RECOMMENDATION AND RATIONALE

CRS recommends \$ 2,000.00-\$ 3,200.00. Ms. Belcher purchased a NEW 2006 Chevy Cobalt with in service date of 5/2/06. There were not any complaints during presumption. First complaint on 9/24/07. Traction control light was on, SES light was on & loss of power. Module was replaced & reprogrammed. 9/19/07 Engine light was on, harness was rerouted. 10/18/07 EBCM was replaced due to traction control light on. 11/27/07, Column was replaced due to traction control light on. Then 12/7/07 traction control lights and all other light up, Could not duplicate. As of 1/22/08 vehicle had 18,484 miles.

6/2/08 up to 4.5K inclusive. Customer went back into dealership on 4/8/08 for Engine light on. Dealership replaced vent valve. Customer also had problems getting key out, adjusted BTSI solenoid.

# REASON FOR REMOVAL

7/14/08 CRS recommends REMOVAL due to unreasonable demand. Removed to LC and settled for \$9500 due to Electrical Lamp issues.

### GM'S GLOBAL HEADQUARTERS AT THE RENAISSANCE CENTER GM LEGAL STAFF 300 RENAISSANCE CENTER --Tower 300, 24<sup>TH</sup> Floor Detroit, MI 48243



### FACSIMILE COVER SHEET

The information in this facsimile is a PRIVILEGED AND CONFIDENTIAL communication. It is intended solely for the use of the individual or entity to which it is addressed. If you are not the intended recipient, or the intended recipient's agent, you are prohibited from reading, using, disseminating, distributing, and/or copying this information. If you are not the intended recipient, or the intended recipient's agent, immediately notify the sender by telephone of the erroneous transmission and return the facsimile to the sender at the above address by way of the United States Postal Service.

DATE:	8-15-08	
TO:	Shera Vasquez	
FAX #:	866-266-1792	
FROM:	Kellie Kourie	
PHONE # OF SENDER	313-665-3779	
COMMENTS:	Check requests	

We are transmitting \_\_\_\_\_ pages (including the cover page) from our telecopier at (313) 667-6323.

# LAW OFFICES OF Connie J. Postelli

19952 Torrence Avenue Lynwood, Illinois 60411

appressa Noument

August 14, 2008

### <u>Via Email</u>

Lora D. Hauswirth, Case Manager GENERAL MOTORS CORPORATION Global Headquarters at the Renaissance Center 300 Renaissance Center, 24<sup>th</sup> Floor Mail Code: 482-C24-C66 Detroit, Michigan 48265-3000

Re:	v. Ge Circuit Court of Will	meral Motors Corporation, et al. l County (12 <sup>th</sup> Judicial Circuit)
	Case No.	: 08 AR 116
	Vehicle	: 2006 Chevrolet Cobalt
	VIN	: 1G1AL15F367
	GM Legal File No.	: 643913
	Our File Number	: 7092-80010

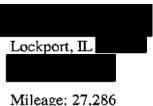
### NOTICE OF CASH SETTLEMENT / CHECK REQUEST

Dear Lora:

Please be advised that the above-referenced matter has settled for a total of \$9,500.00, including attorneys' fees and costs. The customer's concerns with the subject vehicle are Electrical Lamps - Service Engine Soon [J58] and Steering - General [M01]. At your earliest convenience, please forward General Motors Corporation's settlement draft as follows:

1. A check in the amount of \$9,500.00 payable to "Crystal Turney and Krohn & Moss, LTD." A completed IRS form W-9 is attached as required for proper tax reporting.





<u>Plaintiff's Attorney:</u> Krohn & Moss, LTD. 120 West Madison, 10<sup>th</sup> Floor Chicago, Illinois 60602 312-578-9428 (telephone) 866-289-0898 (facsimile) Lora D. Hauswirth August 14, 2008 Page 2

Concurrent with ordering this check, we are forwarding a Settlement Agreement and Request for Dismissal to plaintiff's counsel. The settlement draft will be retained until such time as we are in receipt of the signed closing documents. Should you have any questions, please do not hesitate to contact me.

Very truly yours,

Aimée A. Schatz

Enc: IRS Form W-9



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

### VIA FAX ONLY

December 27, 2007

Al Jenuszewski Apple Chevrolet

RE:

Service Request: 71-578140146 2006 Chevrolet Cobalt Vehicle Identification Number: 1G1AL15F367 Customer Relationship Specialist: Desire Gallagher

Dear Al Jenuszewski

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

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040 V6302006





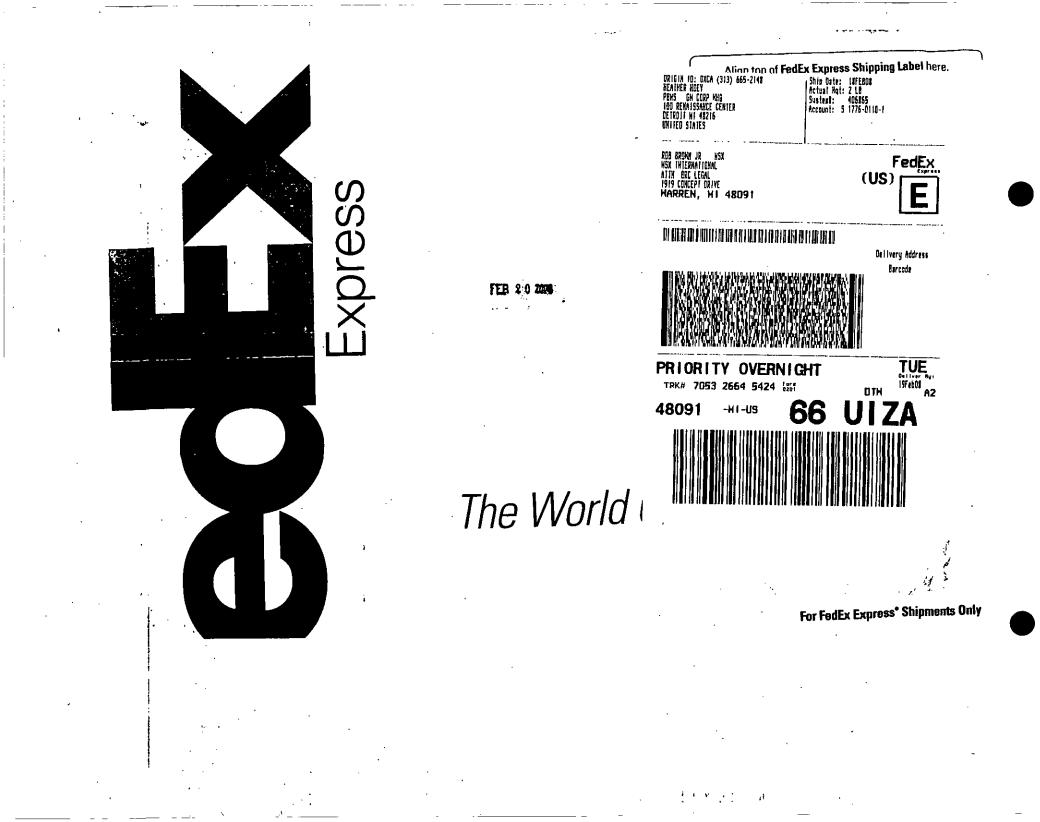












## General Motors Corporation Legal Staff

Hù

# Facsimile 248/267-4570

Telephone 512/386-0750

February 15, 2008

Connie J. Postelli, Esq. Connie J. Postelli, Law Office 2117 N. Main Street Crown Point, IN 46307

Dear Ms. Postelli:

Re: GM Case No. 643913 v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of Robert Brown, GMC, BRC Legal. c/o MSX International, <u>1919 Concept Drive, Warren, MI</u> 48091.

This case is part of the Early Resolution Program. A representative from the Business Resource Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation is required on your part at this point. Rather, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer. However, I do not need a copy of the answer to the complaint.

If the case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. On all written communication, include the GM Case Name and Case Number and address it to the attention of the undersigned, c/o MSX International. Feel free to contact me by phone at (512) 386-0750 or Fax (248) 267-4570.

Sincerely,

Robert A. Brown Jr. Legal Assistant

cc: Robert Brown c/o MSX International (By FedEx)

64393

Service of Process Transmittal 02/14/2008 CT Log Number 513088033

TO: **Rosemarie Williams** General Motors Legal Staff 400 Renaissance Center, Mail Code 482-038-210 Detroit, MI 48265-4000

#### **Process Served In Illinois** RE:

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	Pltf. vs. General Motors Corporation, Dft.
DOCUMENT(S) SERVED:	Summons, Complaint, Exhibit(s), Affidavit
COURT/AGENCY:	Will County - 12th Judicial Circuit Court, IL Case # 08 AR 116
NATURE OF ACTION:	Product Liability Litigation - Manufacturing Defect - 2006 Chevrolet Cobolt - Vin No. 1G1AL15F368 Inoperable brakes, engine, and electrical system
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Chicago, IL
DATE AND HOUR OF SERVICE:	By Process Server on 02/14/2008 at 11:30
APPEARANCE OR ANSWER DUE:	02/26/2008 at 1:00 p.m.
ATTORNEY(\$) / SENDER(\$):	Gregory H. Moss Krohn & Moss Ltd 120 West Madison 10th Floor Chicago, IL 60602 312-578-9428
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED: PER: ADDRESS: TELEPHONE:	C T Corporation System Tawana Carter 208 South LaSalle Street Suite 814 Chicago, IL 60604 312-345-4336

ER-RAB Connie Postelli

CTweb 2/14/08 2:01pm

#### Page 1 of 1 / KS

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

2/20/08



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

### VIA FAX ONLY

January 29, 2008

Gregory Moss, Esq. Krohn & Moss, Ltd. 120 West Madison Street 10th Floor Chicago, IL 60602

### RE:

Service Request: 71-578140146 2006 Chevrolet Cobalt Vehicle Identification Number: 1G1AL15F367 Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Moss:

We regret that your client(s) is dissatisfied with her 2006 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 \$ 3,2000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.









HUMMER





Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM <u>separately from all other settlement documents</u>. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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 V01032008

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date

















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

### VIA FAX ONLY

July 16, 2008

Connie Postelli, Esq. Law Offices of Connie J Postelli 19952 Torrence Ave Lynwood, IL 60411-7614

RE:	v. General Motors Corporation
	Service Request: 71-578140146
	GM Legal Staff Case: 643913
	2006 Chevrolet Cobalt
	Vehicle Identification Number: 1G1AL15F367
	Customer Relationship Specialist: Edna Rodriguez

Dear Ms. Postelli:

Enclosed is a copy of our file regarding the above referenced case. It is being removed from the Early Resolution Program and turned over to you for further handling. Please see the "Reason for Removal" section of the "Case Assessment" form.

In case you need to contact the Area Service Manager, their names are, Matthew Edmiston, on PH: 800-823-0055, ext 8113 and Mason Talmade, on PH: 800-823-0055, ext 8140.

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

LG0037 V07092007















RCMPR010		JIVERY/INCEN SOURCE: CHE	TIVE HISTORY VROLET			5/09/07 :58:42
					PAGE:	1
VIN: 1G1AL15F3 67775		SELLG SCE:	13 MDL YR	: 06	ORD NO:	JTKHQR
ODATE: 12/23/05 ORDER DDATE: 05/02/06 DLVY						11457
DLVY DOE: 05/04/06 CANC:	ORDER BY:					
TRD DOE:	DLVY TO:			_		
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DATA SCE: DLR	CHECK NO: INC MEMO NO: MISC:	00030190383	SSN: AUTH PUR	CD:		
POLICY PYMT CMNT:				ACTV	TYPE: 6	
	INV/INC NO 00030190383				DLR SHR 0.00	
DATA SCE: DLVY	CHECK NO: INC MEMO NO: MISC:	00030190383	SSN: AUTH PUR	CD:		
POLICY PYMT CMNT:				ACTV	TYPE: 6	



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

### VIA FAX ONLY

February 11, 2008

Gregory Moss, Esq. Krohn & Moss, Ltd. 120 West Madison Street 10th Floor Chicago, IL 60602

### RE:

Service Request: 71-578140146 2006 Chevrolet Cobalt Vehicle Identification Number: 1G1AL15F367 Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Moss:

We have received your rejection of our settlement offer, dated 1/30/08. After further review, we do not believe that additional adjustment of our settlement offer, dated 1/29/08 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











HUMMER





### GM'S GLOBAL HEADQUARTERS AT THE RENAISSANCE CENTER GM LEGAL STAFF 300 RENAISSANCE CENTER --Tower 300, 24<sup>TH</sup> Floor Detroit, MI 48243



### FACSIMILE COVER SHEET

The information in this facsimile is a PRIVILEGED AND CONFIDENTIAL communication. It is intended solely for the use of the individual or entity to which it is addressed. If you are not the intended recipient, or the intended recipient's agent, you are prohibited from reading, using, disseminating, distributing, and/or copying this information. If you are not the intended recipient, or the intended recipient's agent, immediately notify the sender by telephone of the erroneous transmission and return the facsimile to the sender at the above address by way of the United States Postal Service.

DATE:	8-15-08	
TO:	Shera Vasquez	
FAX #:	866-266-1792	
FROM:	Kellie Kourie	
PHONE # OF SENDER	313-665-3779	
COMMENTS:	Check requests	

We are transmitting \_\_\_\_\_ pages (including the cover page) from our telecopier at (313) 667-6323.

# LAW OFFICES OF Connie J. Postelli

19952 Torrence Avenue Lynwood, Illinois 60411

appressa Noument

August 14, 2008

### <u>Via Email</u>

Lora D. Hauswirth, Case Manager GENERAL MOTORS CORPORATION Global Headquarters at the Renaissance Center 300 Renaissance Center, 24<sup>th</sup> Floor Mail Code: 482-C24-C66 Detroit, Michigan 48265-3000

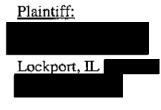
Re:	v. General Motors Corporation, et al.					
	Circuit Court of Will	l County (12 <sup>th</sup> Judicial Circuit)				
	Case No.	: 08 AR 116				
	Vehicle	: 2006 Chevrolet <u>Cobalt</u>				
	VIN	: 1G1AL15F367				
	GM Legal File No.	: 643913				
	Our File Number	: 7092-80010				

### NOTICE OF CASH SETTLEMENT / CHECK REQUEST

Dear Lora:

Please be advised that the above-referenced matter has settled for a total of \$9,500.00, including attorneys' fees and costs. The customer's concerns with the subject vehicle are Electrical Lamps - Service Engine Soon [J58] and Steering - General [M01]. At your earliest convenience, please forward General Motors Corporation's settlement draft as follows:

1. A check in the amount of \$9,500.00 payable to **"and the second and Krohn & Moss, LTD."** A completed IRS form W-9 is attached as required for proper tax reporting.



Mileage: 27,286

<u>Plaintiff's Attorney:</u> Krohn & Moss, LTD. 120 West Madison, 10<sup>th</sup> Floor Chicago, Illinois 60602 312-578-9428 (telephone) 866-289-0898 (facsimile) Lora D. Hauswirth August 14, 2008 Page 2

Concurrent with ordering this check, we are forwarding a Settlement Agreement and Request for Dismissal to plaintiff's counsel. The settlement draft will be retained until such time as we are in receipt of the signed closing documents. Should you have any questions, please do not hesitate to contact me.

Very truly yours,

Aimée A. Schatz

Enc: IRS Form W-9

Form <b>W-9</b> (Rev. December 1996) Department of the Transvy		quest for Taxpayer n Number and Certi	fication	Give form to the requester, Do NÔT send to the IRS.
Business name. il d	Lint or you changed your name, see Spec <u>H</u> Mass, <u>L</u> Hd, lierent from above! (See Specific Instruc-	••••••••••••••••••••••••••••••••••••••	······································	
Z Check appropriate b	ox: 🔄 Individual/Sole proprietor	Corporation Z Partnership	Other >	
	71 600 47	Requester's name and address (optional)		
Part Taxyay	er Identification Number (TI	N)	List account our	nber(s) here (optional)
Enter your TIN in the individuals, this is you (SSN). However, if yo sole proprietor, see it For other entities, it is identification number number, see How To Note: If the account it	appropriate box. For r social security number r are a resident alien OR a e instructions on page 2. your employer EIN), If you do not have a Get a TIN on page 2. t in more then one name,	OR OR	Wi	r Payces Exempt From Backup Rhholding (See the instructions page 2.)
see the chart on page number to enter.	2 for guidelines on whose		▶ .	
Dentill Certific	ation			

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and

2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all Interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding.

Certification Instructions.—You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement

arrangeme	ni (IRA), a
provide yt	our correct

dividends, you are not required to sign the Certification, but you must

Date 🛏

Sign	
Here	\$
Purpose	of Form rperson who is

required to file an information return with the IRS must get your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 to give your correct TIN to the person requesting it (the requester) and, when applicable, to:

 Certify the TiN you are giving is correct (or you are waiting for a number to be issued).

2. Certify you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are an exempt payee.

Note: If a requester gives you a form other than a W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

What is Backup Withholding?---Persons making certain payments to you must withhold and pay to the IRS 31% of such payments under certain conditions. This is called "backup withholding." Payments that may be subject to backup withholding include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from lishing boat operators. Fleat estate transactions are not subject to backup withholding.

If you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return, payments you receive will not be subject to backup withholding. Payments you receive will be subject to backup withholding if:

 You do not furnish your TiN to the requester, or

2. The IRS tells the requester that you furnished an incorrect TIN, or

 The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or

 You do not certify to the requester that you are not subject to backup withholding under 3 above (for reportable interest and dividend accounts opened after 1983 only), or 5. You do not certify your TIN when required. See the Part III instructions on page 2 for details.

112/02

Certain payees and payments are exempt from backup withholding. See the Part II instructions and the separate Instructions for the Requester of Form W-9.

### Penalties

Fadure To Furnish TIN.—If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil Penalty for False Information With Respect to Withholding.—If yourmake a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal Penalty for Falsifying Information.— Will/ully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs.—If the requester discloses or uses TINs in violation of Federal law, the requester may be subject to civil and criminal penalties.



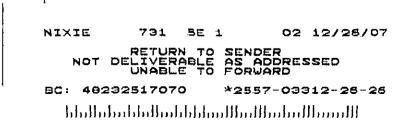
### CHEVROLET

#### **Customer Assistance Center**

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



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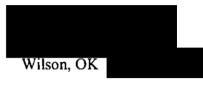
### CHEVROLET | Customer

Customer Assistance Center

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

### CUSTOMER DID NOT RECEIVE THIS LETTER FROM GMC

December 17, 2007



Service Request: 71-582977519 Customer Relationship Specialist: Luke Berkley

### Dear

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

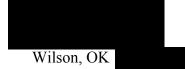
If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be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

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

Sincerely,

Chevrolet Customer Assistance Center

June 7, 2011



Service Request: 71-582977519 Customer Relationship Specialist: Luke Berkley

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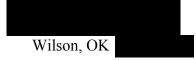
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Sincerely,

Chevrolet Customer Assistance Center

June 7, 2011



Service Request: 71-582977519 Customer Relationship Specialist: Luke Berkley

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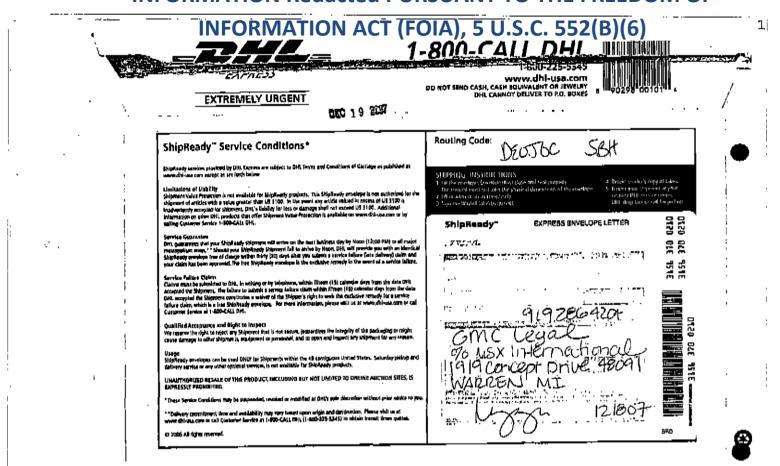
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Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

12/24/2007 11:07 FAX



### POSTLETHWAIT, HUGGINS & MORRISON

Attorneys at Law 5015 Southpark Drive, Suite 250 Durham, North Carolina 27713 NCLemonLaw.com

MARGUERITE E. HUGGINS NCLEMON@MINDSPRING.COM TELEPHONE: (919) 286-4204 = 104 FACSIMILE: (919) 286-2820

December 18, 2007

GMC Legal %MSX International 1919 Concept Drive Warren, MI 48091

Re: Our Client/Owners: Vehicle: Chevrolet Cobalt VIN # 1G1AK55F667 Date of Sale: 2006 July Selling Dealer: Modern Chevrolet, NC

Dear Sirs:

Pursuant to North Carolina General Statute 20-351 et seq. and/or the North Carolina Uniform Commercial Code and/or the Magnuson-Moss Warranty-Federal Trade Commission Improvement Act of 1975, I am putting you on formal notice that my client has had the following problems with the automobile and you or your agent, the dealer, have had numerous opportunities to fix the automobile and have failed to do so. The defects include, but are not limited to, loss of power steering, power steering defects, check engine light, noise when turning/steering column, shaking and cutting off/stalling. These are dangerous safety issue and we demand an immediate resolution. Below are the remaining statutory notices required prior to filing suit.

### FIRST NOTICE TO MANUFACTURER(S) AND DEALERS: LAST CHANCE TO REPAIR VEHICLE

This is the 15 day letter as required by the above North Carolina "New Motor Vehicle Warranties Act", and you will be given that time (15 calendar days) during which to correct the nonconformity or series of nonconformities as outlined above. Any communication from you to me must be in writing or if by phone, verified in writing. If the nonconformities are not corrected during that time, I shall expect a full refund of all my clients monies pursuant to the respective statutes. If that is not forthcoming immediately, you will be in violation of the provisions of the

above articles and I shall bring suit and seek damages and attorneys fees in addition to the items outlined in Section 20-351.3 of the statute and 15 USCS 2304 ct seq. Time is of the essence in this matter. Any delay in the complete repair of the vehicle beyond the 15 days; and failing the successful completion of such repairs, the immediate refund of all the monies due me can only be considered as unreasonable due to the inconvenience and hardship already caused my client and of which you and your agents have been made aware.

### SECOND NOTICE TO MANUFACTURER(S) AND DEALERS: LAST CHANCE TO RESOLVE MATTER

Pursuant to North Carolina General Statute 20-351 et seq. and/or the North Carolina Uniform Commercial Code and/or the Magnuson-Moss Warranty-Federal Warranty Act, I am putting you on formal notice to also consider this the 10 days notice of suit letter and notice of your last opportunity to reasonably resolve this matter prior to the filing of a suit pursuant to N.C.G.S. §20-351.7. If you refuse to repurchase this defective vehicle within the 10 days, we will proceed to file suit.

The express written warranty, implied warranty of merchantability and other express and implied warranties have been breached by your failure to conform this vehicle to these warranties. The value of the vehicle has been substantially impaired due to the defects in the vehicle. My client has qualified for the repurchase remedy as defined by the lemon law statutes and if you refuse to comply with the lemon law statutes, your actions will be deemed to be unreasonable.

Consider this notice of revocation of acceptance of the vehicle and intent to file claims under the U.C.C. and Magnuson-Moss Federal Warranty Act, seeking costs and attorneys fees. I hereby tender to you the vehicle and await instructions as to where we are to deliver it to resolve this matter within the 10 days.

Please write and call me to let me know you decision as to this matter. All contact from you shall be through my office. If you have any questions, please let me know. We will work with you to facilitate the prompt resolution of this matter pursuant to the statutes.

With kind regards, 1 am

Sinderely yours. Marguerite E. Hug zins

MEH/tbc

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# document Index - 71-587305626

Class - BRCSiebel Docs

RequestNum 71-587305626

MSXDocNum 0735300602

### Last KREW

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First AMBER

Timestamp 2007-12-19-11.30.28.000000

Division CH

CorrType B

CatCode 04

MSXSource M

AttachNum

VIN



General Motors Corporation Customer and Visiationship Services Customer Assistance Center PO Box 33170 Octor(t. MI 48232-5170)

December 26, 2007

Attention: Marguerite E. Huggins 3144 Fish Brandon Rd Yadkinville, NC 27055-6214

Service request: 71-587287156 VIN: 1G1AK55F667 Customer Relationship Specialist: Danielle Rocha

Dear Marguerite Huggins:

Thank you for your recent correspondence dated December 18, 2007 received on December 24, 2007 regarding your client, 2006 Chevrolet Cobalt. We are sorry your client is dissatisfied with her 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 client's scheduled repair opportunity at Modern Chevrolet Company located in Winston-Salem, NC. As per our conversation with Jeff Keys at Modern Chevrolet Company, her repair opportunity will take place on January 2, 2007 at 8:00 A.M. is to speak directly with Jeff Keys and explain as well as demonstrate any and all concern(s) that your client is having with the 2006 Chevrolet Cobalt.

If your client is unable to keep this appointment, please contact me as soon as possible so that other arrangements can be made.

Should you have any questions, please contact me at 1-866-790-5600 and extension 11311 between 8:00 a.m. and 4:30 p.m. Eastern Time weekdays, and I 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





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General Motors Corporation Customer and Visiationship Services Customer Assistance Center PO Box 33170 Octor(t. MI 48232-5170)

December 26, 2007

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

Sincerely. Chevrolet Customer Assistance Center





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### Revised 5/18/2007

### Privileged and Confidential Information

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

By: Nita DeHoyos / Sandra Ging State: NC

Customer Name: Service Request: GM Legal File No.: N/A 71-587305626 Vehicle ID No.: In Service Vehicle is: New BAC Code: 1G1AK55F667 114031 Date: 6/28/2006 Year, Make & Model: 2006 Chevrolet Cobalt Vehicle Purchased Used on: N/A at odometer N/A Lien holder: GMAC Sale Type: Purchase VEHICLE REPAIR HISTORY Date: RO #: Days Out: Mileage: **Description of Complaint and Repair Performed:** 11/26/07 307946 2 31421 Vehicle towed in by Fritts #14936: C/S Power steering light came on and car started jerking back and forth then cut off / Found communication error – Performed procedures in Document #200240 and checked ground fuse PSCM, no problems found. Cleared codes and retest per bulletin 2004240, all ok. Returned to customer. 12/03/07 308302 5 31777 Vehicle towed in by Fritts #15116: C/S Check engine light is on. Car is shaking and cutting off / BCM communication fault with high speed LAN. Tested all components on GM LAN, all ok. Problem very intermittent. Tested all 64 pin Delphi connections, no problem found – Replaced BCM and programmed due to BCM key communication hub for network and prior cases. C/S Power steering light is on / See Job #1 above C/S Shifter is clicking / See Job #1 above C/S When turning left or right there is a scrubbing noise / Condition normal for electric power steering - See bulletin #2006157 4-days rental provided – reference Modern Rent A Car invoice #M20489 308914 32348 Vehicle towed in by Fritts #15389: C/S Check engine light is on / 12/17/07 5 P0700TCM lost communication with PCM. U0073 Bus communication off. Tested and found circuits ok at this time. Called TAC #10042136 and told to test BCM harness #2 at GM LAN Bus lines connections found all to be secure and ok with TCM - Removed 120 online with TCM and was advised to replace TCM and reprogram. Replaced and programmed and cleared codes. C/S There is no power steering / Cause V2100, V2105, V2107 no communication. Tested and had no communication with power steering control module. GM LAN is ok as per conversation with TAC, advised to replace PSCM - Replaced PSCM, set-up and set steering center C/S Security light is on / See Job #2 above

C/S There is a relay clicking when brakes pressed / See Job #1 above

Note: Added operation – electrical diagnosis / Sir coil exploded when removed – Replaced SIR coil assembly '

6-days rental provided – reference Toyota Rent A Car invoice #T21854

STEER	<u>ING</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/06/07	292043	3	13930	C/S Bad noise in steering / Steering gear noise – Replaced rack-n-pinion

3-days rental provided – reference Modern Rent A Car invoice #M10894

Recall/Campaign (Not Related to Other Symptoms/Complaints)
--

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/06/07	292043	*	13930	Dealer performed campaign #06090: Product Emission – Engine Fuel Injectors – Replaced 4 injectors

## NORTH CAROLINA LEMON LAW READS:

Days out of service:	20 or more business days out, OR			
	4 or more repairs in any 1 year period during warranty			
Repairs:	4 or more repair attempts for same non-conformity			
Time period:	no later than 2 years or 24,000 miles			
Does Lemon Law state nonconformity must continue to exist? Yes				

If applicable, safety-related repairs: 3 Safety-related time period: {# of months} / {# of miles}

Number of repair attempts in the presumption period:	3 Electrical
Total days out of service during the presumption period:	12
Total days out of service during customer's ownership:	15

## PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Reference RO# 71-587287156 Legal Correspondence – FRA (final repair attempt scheduled for 1/2/08) Legal Correspondence agent informed: "cust did not show to the FRA."

Date & Offer/Result: SR# 71-587287156 file closed

## RECOMMENDATION AND RATIONALE

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

### Repurchase

Projected Loss = \$7,077.13Customer Refund = -\$1312.29Atty Fees = \$2000.00

Vehicle has been towed to the dealership 3 times in 21 days because of loss of communication. Car is shaking and has experienced loss of power on each occasion. Customer claims this is a dangerous safety issue. Even though customer did not show for Final Repair Attempt scheduled on 2 January 2008, recommendation is that vehicle be repurchased. Sandra Ging / BRC Legal / ATX / x41166 / 14 Mar 08

## REASON FOR REMOVAL

CRS FINAL OFFER:

:

DATE:

PLAINTIFF'S FINAL : DEMAND: DATE:

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

AMOUNT TO CUST: \$

ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

TEAM LEAD APPROVING:

Date:

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

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



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

### VIA FAX ONLY

April 3, 2008

Marguerite Huggins, Esq. Postlethwait, Huggins & Morrison Attys at Law 5015 S Park Dr Ste 250 Durham, NC 27713-7736

RE:

Service Request: 71-587305626 2006 Chevrolet Cobalt Vehicle Identification Number: 1G1AK55F667 Customer Relationship Specialist: Deidre Schertzer

Dear Ms. Huggins:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2006 Chevrolet Cobalt for all defendants. This offer 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.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreeable date and time. If for some reason the selling dealership is unacceptable to your client, please let me know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Base Price License/Title/Registration	\$ 14,531.68 \$ 69.00
Sales or use tax	\$ 435.95
Documentation Fee	\$ 375.00
Government Agency Fee	\$ 1.00
Subtotal:	\$ 15,412.63
Less Usage/Depreciation	- \$ 3,805.00
Subtotal	\$ 11,607.63





\* Minus Payoff to lien holder (good through 4/10/08) \$ 12,919.92
\* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Subtotal	\$ -1,312.29
Attorney's Fees	\$ 2,000.00
Total due to attorney :	\$ 2,000.00

This offer requires a contribution of \$ 1,312.29 by your client in the form of a certified check or money order to complete this repurchase.

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

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM <u>separately from all other settlement documents</u>. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

General Motors requests you make this offer available to your client at the earliest possible opportunity. 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 via the facsimile number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE LG0074 V12212007 Attach.





GMC



HUMIMIER





CURRENT VEHICLE MILEAGE:

Client's Signature

Client's Signature

Date

Date







PONTIAC



HUNIMIER







General Motors Corporation Business Resource Center PO Box 33470 Defroit, MI 48232-5170

### VIA FAX ONLY

December 24, 2007

FAX: 919-286-2820

Marguerite Huggins, Esq. Postlethwait, Huggins & Morrison Attys at Law 5015 S Park Dr Ste 250 Durham, NC 27713-7736

RE:

Service Request: 71-587305626 2006 Chevrolet Cobalt Vehicle Identification Number: 1G1AK55F667 Legal Research Specialist: Nita DeHoyos

Dear Ms.Huggins:

This is to advise that General Motors is in receipt of the above referenced case dated December 18, 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.

$\boxtimes$	
$\boxtimes$	

Copy of owner's current title and/or registration Enclosed Release of Lien



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,









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Page 2

General Motors Corporation cc:







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# **RELEASE OF LIEN INFORMATION**

I	,
(Client's Name)	(Client's Social Security Number)
hereby authorize	
(Lien holder Nar	ne)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regardi	ing my loan account # (Account Number)
with(Lien holder Name)	
	g but not limited to a complete payment history of my account, a
Date	
VE	HICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signaturo	Signatura
Signature	Signature
LG0006 V07092007	

anggany 1.6469-0428-077



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

### VIA FAX ONLY

May 8, 2008

Marguerite Huggins, Esq. Postlethwait, Huggins & Morrison Attys at Law 5015 S Park Dr Ste 250 Durham, NC 27713-7736

RE:

Service Request: 71-587305626 2006 Chevrolet Cobalt Vehicle Identification Number: 1G1AK55F667 Customer Relationship Specialist: Sandra Ging

Dear Ms. Huggins:

On April 25, 2008, we communicated to you General Motors Corporation's offer to resolve the abovereferenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors Corporation's offer. We ask that you discuss General Motors Corporation's offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 extension 41166 Monday through Friday between 10:00 a.m. and 6:30 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0047 V07092007









HUNIMIER





June 7, 2011 Page 2









HUMIMIER





### Revised 5/18/2007

### **Privileged and Confidential Information**

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

By: Nita DeHoyos State: NC

**Customer Name:** Service Request: GM Legal File No.: N/A 71-587305626 Vehicle ID No.: In Service Vehicle is: New 1G1AK55F667 114031 Date: 6/28/2006 Year, Make & Model: 2006 Chevrolet Cobalt Vehicle Purchased Used on: N/A at odometer N/A Lien holder: GMAC Sale Type: Purchase 🖂 VEHICLE REPAIR HISTORY **ELECTRICAL** 

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/26/07	307946	2	31421	Vehicle towed in by Fritts #14936: C/S Power steering light came on and car started jerking back and forth then cut off / Found communication error – Performed procedures in <b>Document #200240</b> and checked ground fuse PSCM, no problems found. Cleared codes and retest per <b>bulletin 2004240</b> , all ok. Returned to customer.
12/03/07	308302	5	31777	Vehicle towed in by Fritts #15116: C/S Check engine light is on. Car is shaking and cutting off / BCM communication fault with high speed LAN. Tested all components on GM LAN, all ok. Problem very intermittent. Tested all 64 pin Delphi connections, no problem found – Replaced BCM and programmed due to BCM key communication hub for network and prior cases.
				C/S Power steering light is on / See Job #1 above
				C/S Shifter is clicking / See Job #1 above
				C/S When turning left or right there is a scrubbing noise / Condition normal for electric power steering – <b>See bulletin #2006157</b>
				4-days rental provided – reference Modern Rent A Car invoice #M20489
12/17/07	308914	5	32348	Vehicle towed in by Fritts #15389: C/S Check engine light is on / P0700TCM lost communication with PCM. U0073 Bus communication off. Tested and found circuits ok at this time. Called <b>TAC</b> #10042136 and told to test BCM harness #2 at GM LAN Bus lines connections found all to be secure and ok with TCM – Removed 120 online with TCM and was advised to replace TCM and reprogram. Replaced and programmed and cleared codes.
				C/S There is no power steering / Cause V2100, V2105, V2107 no communication. Tested and had no communication with power steering control module. GM LAN is ok as per conversation with TAC, advised to replace PSCM – Replaced PSCM, set-up and set steering center
				C/S Security light is on / See Job #2 above

BAC Code:

C/S There is a relay clicking when brakes pressed / See Job #1 above

Note: Added operation – electrical diagnosis / Sir coil exploded when removed – Replaced SIR coil assembly '

6-days rental provided – reference Toyota Rent A Car invoice #T21854

JIEER	ING			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/06/07	292043	3	13930	C/S Bad noise in steering / Steering gear noise – Replaced rack-n-pinion

3-days rental provided – reference Modern Rent A Car invoice #M10894

Recall/Campaign (Not Related to Other Symptoms/Complaints)
--

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/06/07	292043	*	13930	Dealer performed campaign #06090: Product Emission – Engine Fuel Injectors – Replaced 4 injectors

# THE STATE LEMON LAW READS:

Days out of service: 20 during first year of presumption period Repairs 4 Time period 24 MONTHS / 24,000 MILES Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs: N/A Safety-related time period: N/A / N/A

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

# PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Reference RO# 71-587287156 Legal Correspondence – FRA (final repair attempt scheduled for 1/2/08) Legal Correspondence agent informed: "cust did not show to the FRA."

Date & Offer/Result: SR# 71-587287156 file closed

# RECOMMENDATION AND RATIONALE

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

REASON FOR REMOVAL

CRS FINAL OFFER:	:	DATE:	OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
PLAINTIFF'S FINAL DEMAND:	:	DATE:	AMOUNT TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

TEAM LEAD APPROVING:

Date:

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

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



General Misions Corporation Business Resonance Center PO Box 33470 Defroit, MI 48232-5170

### VIA FAX ONLY

December 24, 2007

FAX: 336-726-0323

Mr. Jeff Keith, Service Manager MODERN CHEVROLET COMPANY PO BOX 20249 WINSTON-SALEM, NC 27120-0249

RE:

Service Request: 71-587305626 2006 Chevrolet Cobalt Vehicle Identification Number: 1G1AK55F667 Legal Research Specialist: Nita DeHoyos

Dear Mr. Keith:

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

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

Please fax them to 1-866-255-3730. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 Ext 11285 Monday through Friday between 10:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,

Nita DeHoyos General Motors Corporation

LG0040









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December 24, 2007 Page 2

V6302006







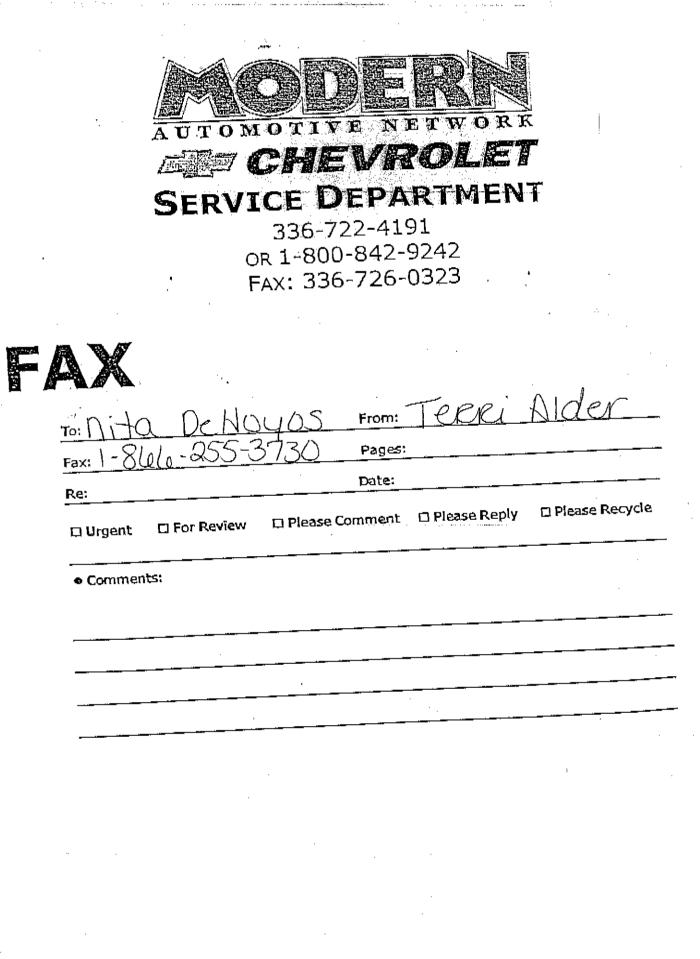
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ALIN DE AREZ-ARREZ-ARZEZ EZ DE RECEI - GUP DOUE RETRE RETRE REC.







7:05 3	367260323	MODERN CHEVY SERVICE	PAGE	02/17
AOT PRICE		SERVICE CONTRACT PURCHASE DATE		
	1597.00	06/28/2006		-
		1597.00	AOT PRICE SERVICE CONTRACT PURCHASE DATE 0672872006	AOT PRICE SERVICE CONTRACT PURCHASE DATE

HVICE CONTRACT	HOLDER INFORMATIO	N		
ST NAME	· · · · · ·	LAST NAME		
AESS.	CITY YADK J	NVILLE	STATE NC	
	YOU UNDERSTAND THAT 1 TO OBTAIN FINANCING OR	HE PURCHASE OF THIS SERVICE CO TO PURCHASE THIS VEHICLE AND H	NTRACT IS NOT REQUIRED IN ORDER	
INTURE	NRGAN	NOTICE TO SEL	RVICE CONTRACT HOLDER: YOU are required lich prior to beginning any repairs acvered by it except as noted in #4 of "HOW TO MAKE A CLAIM	
OWNER'S MANUAL FOR CON	SERVICE PLAN INFOR	RMATION RY RECOMMENDED SERVICES		
CAR CARE PURCHASE DATE	CAR CACE DURINAGE PRIOR	hereby acknowledge the purchase of Opti	onel Car Care Service Plan.	
	N/A s	gnature		
		EAGE AND SERVICE LEVEL:		
PREMIUM	PREMIUM	VALUE	VALUE	
3,000 MILES	3,750 MILES	5,000 MILES	7,500 MILES	
2/30,000 STANDARD 3/36,000 (MN3) 3/45,000 24/48,000 PLUS 4/48,000 (N3+) 5/60,000 0	3/37,500       STANDARD (MNP)         4/52,500       PLUS         5/60,000       (NP+)	2/30,000       STANDARD         3/35,000       (MN5)         3/45,000	3/37,500       STANDARE (MNV)         4/52,500       PLUS         5/60,000       (NV+)	
SERVICE CONTR	nts Only: By initialing this box ervice Contract titled: SERVI ACT PERIOD, EXCLUSIO EDUCTIBLE AND UNCOVE # CL-02-091.	CECONTRACT COVERAGE ONS FROM COVERAGE.	E, VEHICLE COVERED PART HOW TO MAKE A CLAI	
	SERVICE COMPANY.	AND ADMINISTRATOR:		
EIDEL IT	Y WARRAN		SES INC	

P.O. BOX 8567 V DEERFIELD BEACH, FLORIDA 33443 V 1-800-327-5172

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COPY 1 - PWS Y COPIES 8 & 3 - DEALER Y COPY 4 - LIENHOLDER Y COPY 5 - CUSTOMER --

C/S# 858

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D-134	(01	/04)

Carefree Car			ROTECTION	¢
Protection	NE	L FAILURE SEF N VEHICLE CO	RVICE CONTRACT VERAGE	
CONTRACT         328           NUMBER         328	10N 342190	SERIAL		
EARI MAKE			<u>1618K55F667</u>	
2006 01	IE VROLET	COB/	<u>M1</u>	
EALER INFORMATI	ÓN			
			**************************************	DEALER #
MODERN CHEVROLET C	.0. INC.	CITY		
5955 UNIVERSITY PR	247		STA	
NHOLDER		WINSTON-S ADDRESS		NC 2/105
			COCKEYSVILLE M	1 21820
A second state and a second state of the se			- ouge of thee of	
ERVICE CONTRACT				
TERM	/ MILEAGE SELECTED	)	COV	ERAGE SELECTED
4 YEARS / 60,000 MILES	6 YEARS / 72	,000 MILES	SILVER (PUS)	GOLD PLUS (PGP)
5 YEARS / 60,000 MILES	6 YEARS / 10	0,000 MILES	GOLD (PUG)	PLATINUM XX
5 YEARS / 75,000 MILES	7 YEARS / 70	000 MILES	DED	UCTIBLE SELECTED
5 YEARS / 100,000 MILES	7 YEARS / 10	0,000 MILES XX		\$50** \$100 XX (ZRF) (Z1H) XX
6 YEARS / 60,000 MILES	10 YEARS / 10	00,000 MILES		EPAIRS ARE MADE AT SELLING DEALCH
	SEE "SERVICE O DETERMINE EXP	ONTRACT PERIOD" 1	OPTIONAL ROAD HAZARD MILES TIRE COVERAGE	E (HTC)
RVICE CONTRACT PRICE			E CONTRACT PURCHASE DATE	
	1597.00		06/28/3	2006
		MATION		CABLE MANUFACTURER'S WARRANTY
RESE	CITÝ	YADKINVILLE		STATE ZIP
EA CODE) TELEPHONE NUMBER	YOU UNDERSTA TO OSTAIN FINA	ND THAT THE PURC	HASE OF THIS SERVICE CO	NTRACT IS NOT REQUIRED IN ORDEI AS A STANDARD \$100 DEDUCTIBLE.
NATURE			NOTICE TO SER	VICE CONTRACT HOLDER: YOU are required on prior to beginning any repairs covered by th
			Service Contract e	except as noted in #4 of "HOW TO MAKE A CLAIM
TIONAL CAR CAR	E SERVICE PLAN	INFORMATI	ON	
CAR CARE PURCHASE DATE	CAR CARE PURCHASE PRIC		MMENDED SERVICES	und Car Care Scinica City
		riorddy acki	omauge ore purchase of Optio	na oar gare gorvice fian.
	N/A	Signature _		
		RM / MILEAGE A	ND SERVICE LEVEL:	
PREMIUM	PREMIUM		VALUE	VALUE
3,000 MILES	3,750 MILES		5,000 MILES	7,500 MILES
2/30,000 STANDARD			2/30,000 STANDARD	STANDARD

12/31/2007 17:05	3367260323	MODERN CHE	EVY SERVICE	PAGE 04/17		
65 YEARS	* N/A	* 50000.00	N/A MOS.	84 Mos.		
	\$700 UNLESS OTHERWISE INDICATED ABOVE	\$50,000 UNLESS OTHERWISE INDICATED ABOVE	84 MONTHS UNLESS OTHERWISE INDICATED ABOVE	64 MONTHS UNLESS OTHERWISE INDICATED ABOVE		
 •				OTHERWISE INDICATED ABOVE		
	APF	LICATION FOR INSURAL	NCE			
Your claim and/or insurance may be denied and/or voided if You do not meet the following eligibility requirements: You must answer the following questions by initialing and signing this Application.						
		age, all applicants must a				
			PRIMARY DEE			
<ol> <li>Are You sixty-six (6</li> <li>Have You, within th</li> </ol>	6) or older (on Your last bi le last vear, been diagnose	ed or treated by a doctor as	s baving:YES			
(a) Cancer:		F	Ŭ VES			
(b) Acquired Immune D	eficiency Syndrome (AIDS) or AID	S Related Complex (ARC) or tested	l positive for HIV;YESY			
	wing conditions or disease irculatory disease;	S:		NOYESNO		
	ed or insulin dependent di	abetes;	VES AA			
	dney disease; or					
(4) Chronic lu	ng disorder, including COF	<b>-</b> D?	YES XX YES XX (Initial appropriat			
IF YOU ANSWER "YE	S" TO QUESTION 1 OR 2	2, YOU DO NOT QUALIFY	FOR LIFE AND/OR DISA	BILITY INSURANCE.		
INSTRUCTION: For D	isability coverage, also	answer questions 3 & 4.	(Primary Debtor Only):	11.1 H		
<ol> <li>Have You, within th (a) Back or neck d</li> </ol>	e last year, been diagnose isorder:	d or treated by a doctor for	having any of the following			
(b) Bipolar or Depr			YES	NO		
(c) Carpal Tunnel	Syndrome; or		YES	NO		
<ul> <li>(d) Fibromyalgia?</li> <li>Are You presently i</li> </ul>	inemployed or working les	s than thirty (30) hours pe	r week?	NO		
4. Are You presently unemployed or working less than thirty (30) hours per week?YESNO (Initial appropriate line) IF YOU ANSWER "YES" TO QUESTION 3 OR 4, YOU DO NOT QUALIFY FOR DISABILITY INSURANCE.						
The term "treated" includes	s, but is not limited to any cons	sultation with Your physician du	uring the past one (1) year or th	ne taking of any medication		
related to any condition de						
By signing the Application Schedule above : Lunderst	For insurance, I represent the and that this Application, and a	at I am applying for Credit Life any statements made herein, in	and/or Disability insurance for including the answers to the abo	If the amount shown in the		
the basis of any insurance	granted and are made to induc	ce JMIC Life Insurance Compa	ny to issue the coverage indica	ated above. This Certificate		
must be signed by the Prim of authorization. The purch	hary Debtor and/or Co-Debtor.	This Certificate will not be valid of required and is not a condition	d if signed through a Power of . tion of loan approval. If any n	Attorney or other such form		
including the health que	stions, is incomplete or co	ntains false information, JN	IC Life Insurance Company	's liability is limited to a		
refund of premium.		·		-		
Fraud Notice: Any person claim	who, with intent to defraud or	knowing that he is facilitating a finance fraud.	a fraud against an insurer, subr	nits an application or files a		
and the second se						
···.	ry Debtor	<sup>τα</sup> Ν.		C/28 Current Date		
	Signature Of Co-Debtor	10 J	Birth Date	<del>)6/28/2006</del> Current Date		
	GIUNATOLE OL OD-DEDIOL		DITUTUALE	Gurrent Date		

My signature above authorizes any licensed physician, medical practitioner, medical facility, insurance company, institution or person who has any knowledge or records of me or my health to give JMIC Life Insurance Company or its representatives any such information. A copy of this authorization will be as valid as the original for a period not to exceed thirty (30) months from the date of this Application. You are entitled to receive a copy of this authorization.

NCH (01/06)

ľ.

C/S# 9301

ACCORDECTORY

12/31/2007	17:05	3367260323

ANUCE CONFAINT PO Box 9410 IMIC Deerfield Beach, Florida 33443 1-800-551-2311

(called We, Our, Us)

MODERN CHEVY SERVICE

PAGE 05/17

# CERTIFICATE NUMBER 15396214

SCHEDULE					
PRIMARY DEBTOR/LESSEE (CAL		AGE DATE OF R	NRTH SOCIAL S		
CO-DEBTOR/CO-LESSEE (CALLED "YOU")			SOČÍAĽ Š		
SECOND BENEFICIARY (ESTATE ESTATE PRIMARY DEBTOR'S ADDRESS YANKINVILLE NC		ISSUING DEALER / AGENT / LE	CO. INC. CO. 24	CELECTOR EXPIRATION DATE	
LIFE INSURANCE COVERAGE	KEYSVILLE MD 21030.	TERM OF INSURANCE			
DECREASING TERM SINGLE (BDTN) JOINT (JUTN) LEMESORY LEVEL TERM SINGLE (SLTN) JOINT (JUTN) LEMESORY NET PAY-OFF SINGLE (SNPN) JOINT (JUNN)		<u></u> МОЛТНS 	\$ <del>\/A</del>	\$	
TOTAL DISABILITY INSURANCE COVERAGE - (NOT AVAILABLE ON LEASE RESIDUAL) THIS IS AVAILABLE ONLY ON THE PRIMARY DEBTOR. BENEFITS ARE		TERM OF INSURANCE	MONTHLY DISABILITY BENEFIT	593 42 DISABILITY PREMIUM	
PAYABLE AFTER A WAITING PERIOD OF <u>N/A</u> DAYS AND ARE: BEGIN ON THE FIRST DAY OF DISABILITY (RP)		APR	AMORTIZATION PERIOD		
	LAST DAY OF THE WAITING PERIOD (NP) MAXIMUM MONTHLY DISABILITY BENEFIT	MAXIMUM AMOUNT OF INSURANCE	MAXIMUM TERM OF DISABILITY COVERAGE	\$ MAXIMUM TERM OF LIFE COVERAGE	
65 YEARS	\$ N / A \$700 UNLESS OTHERWISE INDICATED ABOVE	\$ 50000.00	N/A MOS	84 84 MONTHS UNLESS	

### APPLICATION FOR INSURANCE

Your claim and/or insurance may be denied and/or voided if You do not meet the following eligibility requirements: You must answer the following questions by initialing and signing this Application.

INSTRUCTION: For Life and/or Disability coverage, all applicants must answer que	estions 1 & 2,	
<ol> <li>Are You sixty-six (66) or older (on Your last birthday)?</li> <li>Have You, within the last year, been diagnosed or treated by a doctor as having:</li> </ol>		XX
<ul> <li>(a) Cancer;</li> <li>(b) Acquired Immune Deficiency Syndrome (AIDS) or AIDS Related Complex (ARC) or tested positive for H</li> <li>(c) any of the following conditions or diseases:</li> </ul>	IV:YESNOYE	S
<ul> <li>(1) Heart or circulatory disease;</li> <li>(2) Uncontrolled or insulin dependent diabetes;</li> <li>(3) Liver or kidney disease; or</li> </ul>		S XXNO
(4) Chronic lung disorder, including COPD?	(initial approphitte line)	
IF YOU ANSWER "YES" TO QUESTION 1 OR 2, YOU DO NOT QUALIFY FOR LIFE INSTRUCTION: For Disability coverage, also answer questions 3 & 4. (Primary D 3. Have You, within the last year, been diagnosed or treated by a doctor for having any (a). Sack or pack diagnosed	Debtor Only b	
<ul> <li>(a) Back or neck disorder;</li> <li>(b) Bipolar or Depression;</li> <li>(c) Carpal Tunnel Syndrome; or</li> <li>(d) Fibromyalgia?</li> </ul>	YESNO YESNO YESNO	diseases:
<ol> <li>Are You presently unemployed or working less than thirty (30) hours per week?</li> </ol>	YESNO	

IF YOU ANSWER "YES" TO QUESTION 3 OR 4, YOU DO NOT QUALIFY FOR DISABILITY INSURANCE. The term "treated" includes, but is not limited to any consultation with Your physician during the past one (1) year or the taking of any medication related to any condition described above.

By signing the Application For Insurance, I represent that I am applying for Credit Life and/or Disability insurance for the amount shown in the Schedule above. I understand that this Application, and any statements made herein, including the answers to the above health questions, will be the basis of any insurance granted and are made to induce JMIC Life Insurance Company to issue the coverage indicated above. This Certificate must be signed by the Primary Debtor and/or Co-Debtor. This Certificate will not be valid if signed through a Power of Attorney or other such form



5955 University Parkway Winston-Salem, NC 27105 336-722-4191 800-842-9242 www.modernchevy.com

# A Member of the MODERN AUTOMOTIVE NETWORK

DATE: 06/28/06 SALESRICHARD	A WOLFF 41865A	LES RSON: NO.	DEAL # 70655
BUYER		DATE OF BIRTH:	SOCIAL
СО-ВИ	·····	DATE OF	SECURITY:
ADDRES		BIRTH: RES.	SECURITY: BUS. PHONE
CITY: YADKINVILLE STATE:	NC	CELL CELL	PHONE
COUNTY: YADKIN ZIP:		E-MAIL ADDRESS:	
		YEAR: MAKE:	
SERIAL 1614K55E667		# 1: SERIAL	
STOCK 40122 CONORCO	MILES: 12	NO.: 5 YEAR MAKE:	MODEL: MILES:
SLS. UTILIAM T DUDNETTE BUS			
	14531.68		
RETAIL PRICE:	14551.68	TOTAL PRICE	14531.68
		LESS TRADE-IN ALLOWANCE	
			TOTAL 14531.68
		SALES TAX	435.95
		TITLE-TAG-REGISTRATION FEES- DEALER ELECTRONIC FILING FEE	69.00
		INVOICING & SERVICES	375.00
		PAY OFF	
		WARRANTY	1597.00
·		SU	IBTOTAL 17008.63
		DOWN PAYMENT	0.13
		REBATE	
			N/A
		BALAN	ICE DUE
	fear a state of the state of th		

### FARM BUREAU 4652377

GMAC

P.O. BOX 8132 COCKEYSVILLE MD 21030

CONSUMER INFORMATION fee of \$375.00 to handle those transactions. As part of our customers and to insure that your vehicle is properly insured, registered and titled, this dealership charges an administrative/docomentary of possible financing. Those lenders may compensate the dealership for arranging, processing and submitting the vehicle loan to the lending institution. Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, Modern Chevrolet, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of item/items.

Seller retains the right to resclind this agreement if any portion of the down payment is deemed not collectable for any reason (NSF, Account Closed, Forgery, etc.) or the contract is not accepted and assigned to a lending institution for any amount financed, BUYER hereby agrees that DEALER shall notify BUYER who shall be required to immediately return the SUBJECT VEHICLE to the DEALER at the dealership. Such notice to BUYER shall be deemed sufficient if given by telephone, in person, or if it is deposited in the custody of the U.S. Postal Service, first class postage propaid, addressed to BUYER's last known address. BUYER hereby agrees that DEALER hereby agrees that DEALER hereby agrees that DEALER has the right to reposes the SUBJECT VEHICLE without BUYER's knowledge or consent by any lawful means, and BUYER shall thereupon be liable to DEALER for any and all costs incurred by DEALER in accomplicating such repossession, including but not limited to DEALER's reasonable attorney's fees. a in my property, and free from all encure

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Modern	Che	vro
Buck and States	a sta	
SIGNAT	ພັດເ	./.
SIGNAI	UHD	÷{ *

CO-BUYER
SIGNATURE: M

## CONSUMER RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

			D	ealer Number	Contract Numb	er ·
Buj	yer (and Co-Bi	Jyer) - Name and	address (include cou	unty and zip code)	Creditor (Seiler nam	ie and address)
						· .
						DEET CO., INC.
ΥAL	XINVILLE	NC	YAUKIN		5955 UNIVERS	
You, th	he Buyer (and	Co-Buyer, if any	), may buy the vehicle	e described below for a	ash or on credit. By sid	ming this contract, you phoose to buy the vehicle, on gradi
payme	the agreement ant schedule sh	ts on the front a lown below. We v	und back of this cont will figure the Finance	ract. You agree to pa Charge on a daily bas	y us, the Creditor, the sis.	Amount Financed and Finance Charge according to the
	r Used Year		ake and Model		Identification No.	Primary Use for Which Purchased
						D.personal, family, or household Dagricultural
L AL	Y 2004	<del>i chevrole</del>	F-COBAL1		<u></u>	
Your t	rade-in Is a:	Year	Make	Mode	· · · · · · · · · · · · · · · · · · ·	
		FEDERAL 1	RUTH-IN-LENDING	DISCLOSURES		Insurance. You may buy the physical damage
	NNUAL	FINANCE	Amount	Total of Payments	Total Sale Price	insurance this contract requires (see back) from
	RATE	CHARGE The dollar	Financed • The amount of	The amount you will have paid after	The total cost of your purchase on	anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain
The	cost of your	amount the	credit provided to	you have made all	credit, including	credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval
credi	t as a yearly rate.	credit will cost you,	yöu ör on your behalf,	payments as scheduled.	your downpayment	process.
	0.00 %				of \$3 <sub>is</sub>   \$17900_05	If any insurance is checked below, policies or
<b>I</b>			ə <u>770,2,3737</u>	\$ <u>17649_3</u>	<u>\$_17900_00</u>	certificates from the named insurance companies will describe the terms and conditions.
	Vumber	edule Will Be:	· When F			
		Amount f Payments	A A LIGHT F	Payments Due	Or as Follows	Check the insurance you want and sign below:
	72 \$	248 61 M	onthly beginning	8/13/2006		Optional Credit Insurance,
	the second					00,Credit Life; □ Buyer □ Co-Buyer 函 Both □ Credit Disabi‼ty (Buyer Only)
Late	Charge. If a part of the	payment is not r	eceived in full within	10 days after it is du	e, you will pay a late	Premium
vehic	te primarily for	personal, family	, household, or agricu	charge will not exceed litural use,	\$ \$6 If you bought the	Credit Life s
				ot have to pay a penalt	v.	Credit Disability \$N / A
				e vehicle being purcha		JMIC LIFE
Addi	tional Inform	ation: See thi	s contract for more	information includir	information about	(Insurance Company) P. O. ROX 9310
nonp	aymont, delau	it, any required re	epayment in full befor	e the scheduled date,	and security interest.	DFERFIEI (Home Office Address) 143
ITEN	IZATION OF		ICED			Credit life insurance and credit disability insurance are not regulred to obtain credit. Your
1 Ca	ash price (inclu	ding any access	ories, services, and ta	IXes)	\$14967_63(1)	decision to buy or not buy credit life insurance and
2 To	stal downpaym	ent = (If negativ	e enter "0" and see li	ne 4H below)		credit disability insurance will not be a factor in the credit approval process. They will not be provided
	<u>Gross trade-in</u>		A _payoff by seller \$			unless you sign and agree to pay the extra cost.
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E Amount financed (3 + 4)	
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HOW THIS CONTRACT CAN BE CHANGED. This contract contains the only of contract must be in writing and we must sign it. No oral changes are binding.	
Buyer Signs X	Co-Buyer Signs X
the second secon	refrain from enforcing any of our rights under this contract without losing trem.
If any part of this contract is not valid, all other parts stay valid, we may delay of For example, we may extend the time for making some payments without extending	g the time for making others.
See back for other important agreements.	
	los. The Seller may assign this contract and retain its right
The Annual Percentage Rate may be negotiable with the Sel	ler. The Sener may using the seneral seneral seneral seneral seneral seneral seneral seneral seneral seneral se
to receive a part of the Finance Charge. You agree to the terms of this contract. You confirm that before you signed it.	I this contract, we gave it to you, and you were free to take it and review it.
You agree to the terms of this contract. You continue that before you signed it. You confirm that you received a completely filled-in copy when you signed it.	
	Co-Buyer Signs X Ub / 28 / 2000
Co-Buyers and Other Owners - A co-buyer is a person who is responsible for p the vehicle but does not have to pay the debt. The other owner agrees to the secur	rity interest in the vehicle given to us in this contract.
the vehicle but does not have to pay the door. The tweet of	Address
Other owner signs here X Date	,
Creditor Signs NODERN CHEVROLET CO., Date. 06/28/2005	By X"
	Corporation (GMAC)
Seller assigns its interest in this contract to: General Motors Acceptance under the terms of Seller's agreement(s) with assignee.	Assigned without recourse or with limited recourse
Assigned with recourse	
Ŧ	MODERN CHEVROLET COLLEMENT THE
Seller By Title	Seller By Hure
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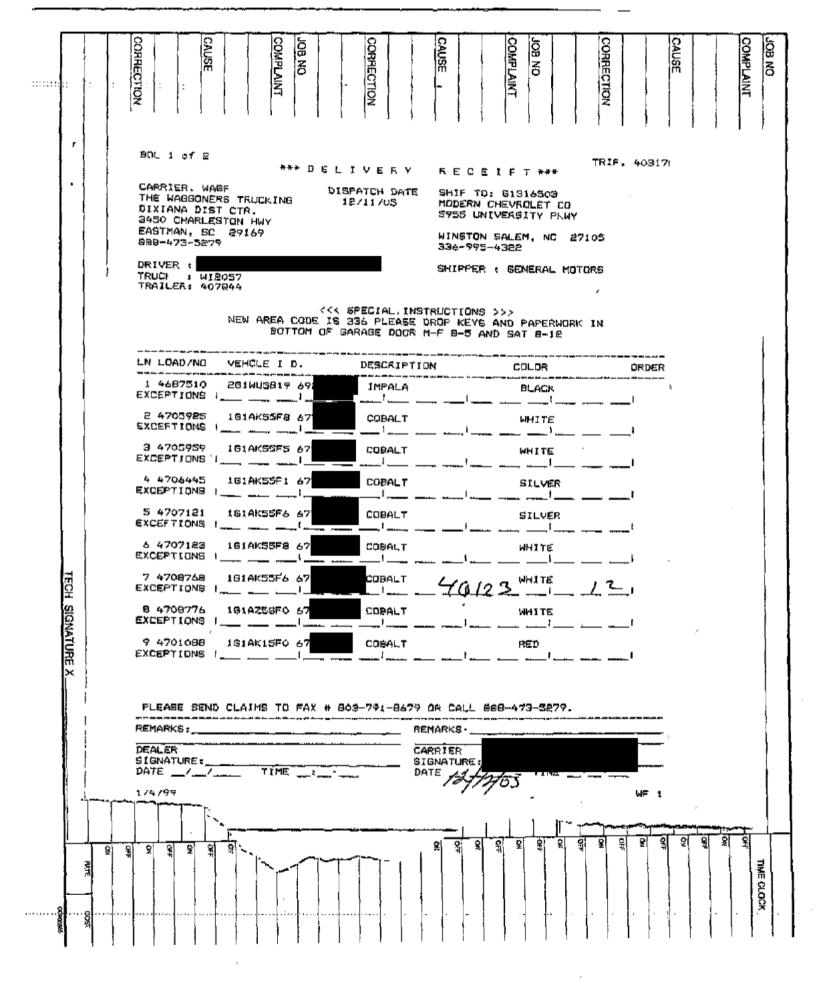
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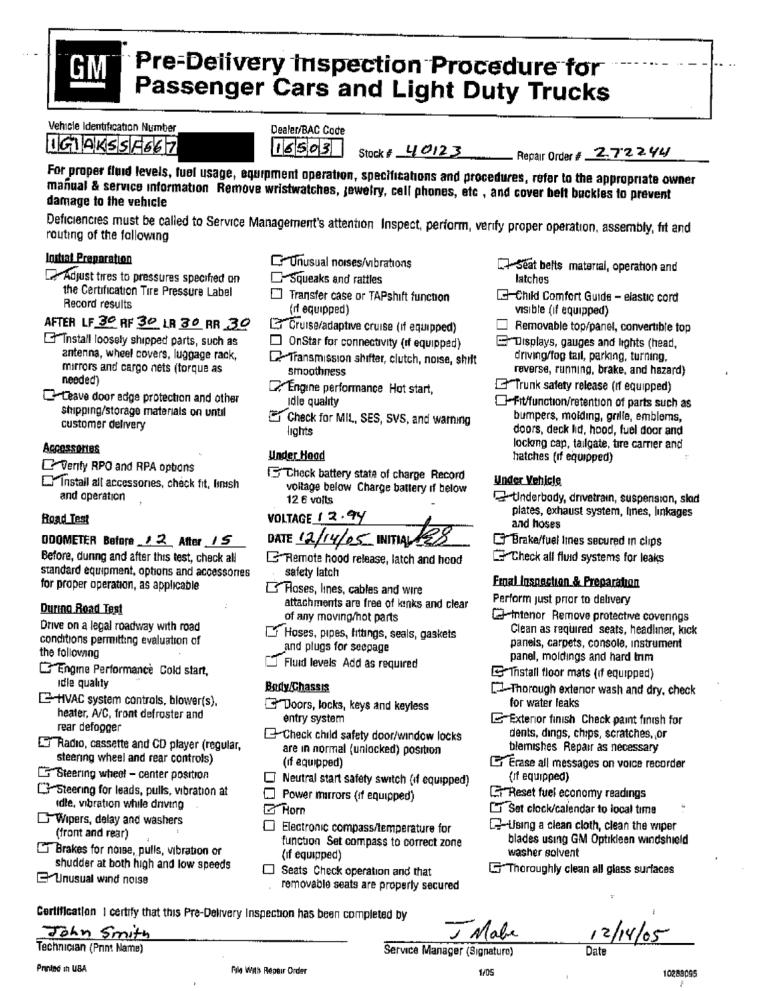
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MODERN CHEVY SERVICE

CVCP272244



# CVCP272244 MODERN CHEVROLET 5955 University Parkway Winston-Salem, NC 27105 (336) 722-4191 800-842-9242

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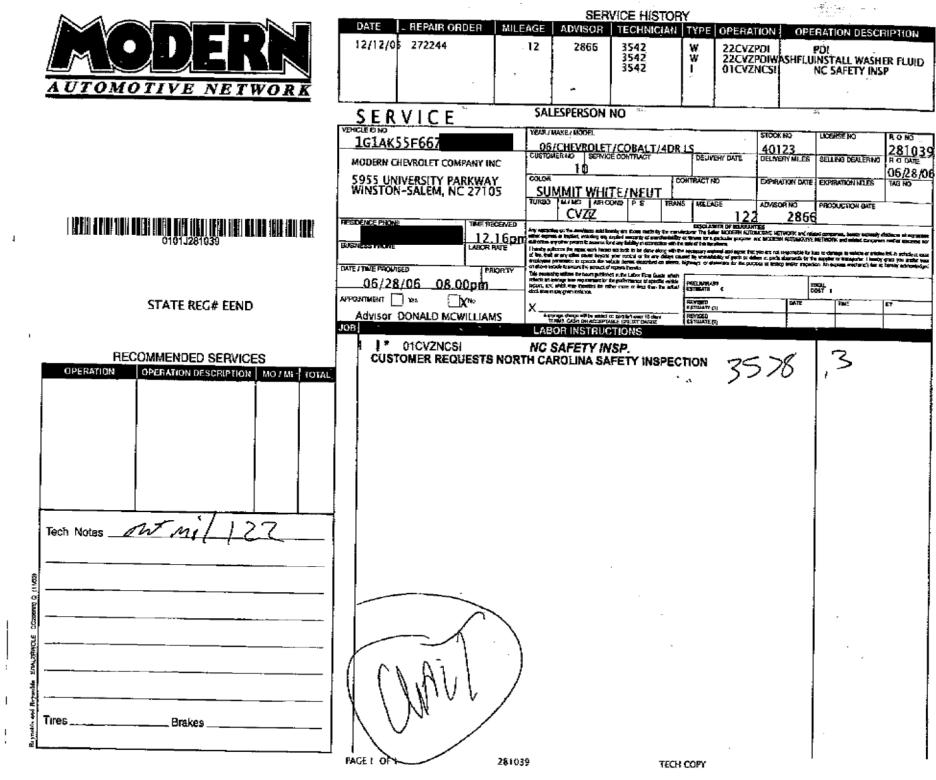


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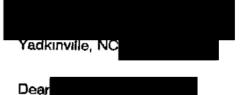
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Ander

January 2007



This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle

**Reason For This Recall:** Your 2006 model year Chevrolet Cobalt vehicle may have been built with engine fuel injectors that do not meet GM's specifications. Very small cracks may develop that fuel can seep through. If this occurs, you may notice a fuel odor. If the wiring connector separates from the injector, you may notice engine misfire, illumination of the check engine light, and a fuel odor.

What Will Be Done: Your Chevrolet dealer will replace all four engine fuel injectors. This service will be performed for you at no charge.

How Long Will The Repair Take? It is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 40 minutes, because of service scheduling requirements

**Contacting Your Dealer:** Please contact your Chevrolet dealer as soon as possible to arrange a service date and to assure parts availability. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process and repair your vehicle

If you have any questions or need any assistance, just contact your Chevrolet dealer or the Chevrolet Customer Assistance Center - The Customer Assistance Center's hours are 8 00 AM - 11 00 PM, EST, Monday through Friday - They can be reached at 1 800 630 2438 (TTY 1 800 833 2438)

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manuat and your dealer for details on Courtesy Transportation



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**Emission Law Information:** In order to ensure your full protection under the emission warranty made applicable to your Chevrolet Cobalt by State or Federal Law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your Chevrolet Cobalt vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.

### IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof Of Correction Certificate" Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion

We are sorry to cause you this inconvenience, however, we have taken this action in the interest of your continued satisfaction with our products

Scott Lawson <sup>7</sup> General Director, Customer and Relationship Services

Enclosure 06090

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NVOKCE NO NVOICE DATE TAG NO CUBTOMER NO CVWS292043 184700 2866 02/19/07 DONALD MCWILLIAMS 2636 TOCK NO COLO ABOR RATE LICENSE NO 40123 13,930 SUMMIT WHIT DISLIVERY DATE SELIVINEY MILES YEAR / MAKE / MODEL 125 RODUCTION DATE 06/28/06 OG/CHEVROLET/COBALT/4DR LS YADKINVILLE, NC SELLING DEALER MO VEHICLE I D NO 5 5 F 6 6 7 1 G 1 A κ D DATE 02/06/07 COMMENTS DCS AUDIT SLIP STATEMENT OF DISCLAIMER DCS DATA FILE GMGMWF 688 02/19/2007 WARRANTY NEW CLAIM The factory warranty constitutes all of 2342 RO NUMBER RO DATE VIN 292043 02/06/2007 1G1AK55F667 ODOMETER SERVICE ADVISOR # DIV DEALER 13930 the warranties with respect to the sale 16503 а CUSTOMER NAME, FIRST MIDDLE of this item/items The Seller hereby PHONE, WORK HOME LAST expressly disclaims all warranties LA90P E9740 LAB-TOT LN JOB CT CC PC 1 01 NT 1 PART-NO TOT-PTS FC LHRS OHRS NET AMT either express or implied, including 15816429 130 46 70 1 7 251 AΥ 382 25. TECH SSN AUTH AUTHOR AUTH CODE LN-TOT any implied warranty of merchant-LN JOB CT CC PC LHRS OHRS NET-AMT LAB TOT PART-NO TOT PTS FC LABOP 98 Z7903 AUTH CODE ability or fitness for a particular pur-111 02 **LN-TOT** 111 02 TECH SSN AUTH AUTHOR pose Seller neither assumes nor LN JOB CT CC PC FC 96 PART-NO LABOP V1553 TOT-PTS LHRS OHRS NET-AMT LAB-TOT 46 04 authorizes any other person to 89060563 154.00 LN-TOT 200-04 TECH SSN AUTH CODE AUTH AUTHOR assume for it any liability in conneo-R O TOTAL 693 31 tion with the sale of this item/items BO TOTAL RO # RO DATE VIN pīv ODOMETER S ADVISOR BMD : 292043 02/06/2007 1G1AK55F667 13 16503 13,930 NET-ITM LN TYP CC CNT FAILEDPT TO FC LABROP LHRS OHRS TÉCH 🕯 0 00 679 03 MA 001 89060563 96 V),553 06 00 PERSON CD LINE-TOT AUTH-CD CYCLE # 200-04/42.83 772 EC \*\*\* PARTS AMOUNT REQUESTED EXCEEDS SPO PARTS PRICE مت شائشتي PAGE 2 OF 2 [ END OF INVOICE ] 11 42pm ACCOUNTING COPY-W na wind Reymology (.a TRIVE SEM13526 C

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SPONSIBILITY FOR ALL LOSS/DAMAGE AS DESCRIBED IN P THE RENTED VEHICLE UP TO THE LESSER OF THE MAXI	MUM ALLOWED BY LAW OF	2		292043 76376	
E FULL VALUE OF THE VEHICLE AT THE TIME OR RENTA TICE WAIVER DOES NOT COVER LOSS OR DAMAGE RESUL	SEGARDLESS OF CAUSE	2 ANTES 120 NOV		** ** , RENTAL CHARGES	<u> </u>
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ACKNOWLEDGE THAT NO INSURANCE IS PROVIDED TO ME OR ANY OTH DOCUTYING THE RENTED VEHICLE AND INCERTIFY THAT I CURRENTLY M	AINTAIN IN FORCE SUCH	XXXXXXXXXX			
NSURANCE WITH RESPECT TO MY PRESENTLY OWNED VEHICLE AND TH CARRIER OF SAID INSURANCE TO APPLY SAME TO THE RENTED VEHICLI	HAF I WILL INFORM THE	LERS REFUND FOR			
		TOTAL CHARGES		\$111'02	
11		LEAS DEPOSITS		\$0.00	6 d
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THE DEATH ACCESSION IS NOT A DOUBLE OF AND ALL AND ALL		AMOUNT PUE		\$111.02	
THIS RENTAL AGREEMENT IS NOT A POLICY OF INSURANCE. POLICY ONLY P STATE MINIMUM RESPONSIBILITY LIMITS		CHARGED	(TAMEX )		NITIAL
<ul> <li>READ ALL DRIVING RESTRICTIONS ON THE REVERSE SIDE GAREFULLY YOU AF VOLVITION AND MUST TURN IN ALL SUMMODISES UPON CHECK IN</li> <li>REPORT ALL ACCIDENTS IM MEDIATELY</li> </ul>	E RESPONSIBLE FOR ALL, TRAFFIC	S		000	
<ul> <li>OPERATION OF THE VEHICLE IN VIOLATION OF PARAGRAPH 2 IS PROVIDENT CUSTOMER MAY BE PROSECUTED IF VEHICLE IS NOT RETURNED WHEN DUE I</li> </ul>	ED N		20	Refunded	
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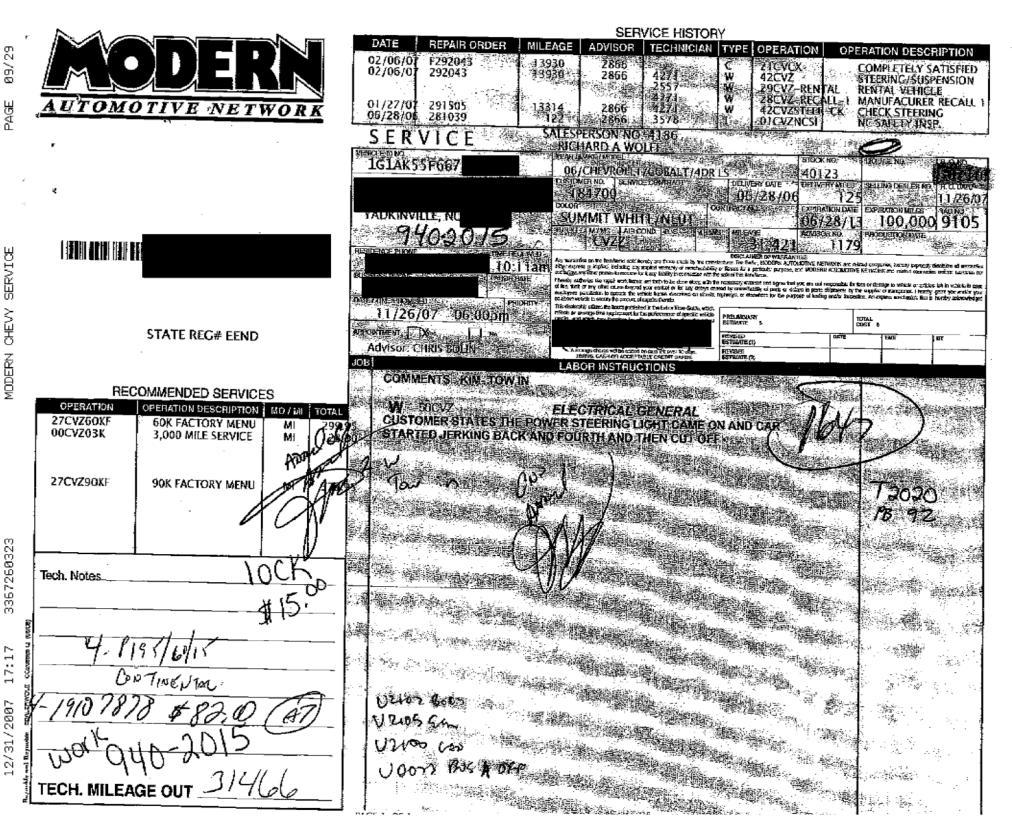
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# CVCS292043 MODERN CHEVROLET 5955 University Parkway Winston-Salem, NC 27105 (336) 722-4191 800-842-9242

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	000000	COMMENTS				02/06/07	<u>i</u>
BOR & PARTS							· · ·
LASSING C/S BAD NOISE I	G/SUSPENSION HOURS	े 1.70 TECH(S	<b>3:4271</b>	NE WEDER STATE	SOWARRANTY		
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RTSQTYFP-NUMBER B # 1 1 15816429	DESCRIPT GEAR KIT	[IONL	IST PRICE-UNI	T PRICE.	WARRANTY	the warranties with	respect to the sale
			JOB # 1 TOTA	L PARTS	WARRANTY 0.00	of this item/Items.	The Seller hereby
	5	JOB # 1	TOTAL LABOR	& PARTS	0.00	expressly disclaim	s all warranties
2029CVZ RENTAL CUSTOMER REQUES	VEHICLE	SUSTECHES			THE REPORT OF THE PARTY	either express or	· ·
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RTSQTYFP-NUMBER					'	<u>ب</u> ا	- 이 영 있는 사람을 통하는 것을 하는 있다.
	DESCRIPT	20M	JOB # 2 TOTA	L PARTS	0.00	ability or fitness for	
·;		JOB # 2	TOTAL LABOR	8 PARTS	0.00	pose. Seller neith	er assumes nor
3 28CVZ RECALL 1 MANUFACL	URER RECALL 1 HOURS	0.80 TECH(S	): <b>4271</b> : (SP),7897	NPROPERTATION	MARRANTY	authorizes any c	other person to
CAMPAIGN # 06090 FUEL INJEC	CTORS					assume for it any li	iability in connec-
PERFORMED CAMPAI REPLACED 4 INJEC	IGN #06090					tion with the sale of	this item/items.
PERFORMED CAMPAI REPLACED 4 INJEC	IGN #06090 CTORS	TON	IST PRICE UNT			tion with the sale of	this item/items.
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Service Information

MODERN CHEVY SERVICE

Page 1 of 2

		Document ID# 2004240 2006 Chevrolet Cobalt	in Readoaskay (PRINT)
Subject:	Wheel Hard t	os for Power Steering Inoperative/ o Turn, Power Steering Message D 0176, C0475, C0476, C0550, U2105 - (08/20/2007)	isplayed on
Models:	2005-2008 Ch		
	2006-2008 Ch		
	2003-2008 Por 2007-2008 Por	itiac Pursuit (Canada Only) itiac G5	
		urn ION	

The following diagnostics might be helpful if the vehicle exhibits the condition(s) described above. Use the appropriate recommendation based on what symptom has occurred.

### **Recommendation/Instructions**

### No DTCs

Review Corporate Bulletin Number 05-02-32-002B to assure you do not have a blown 60 amp steering fuse. The fuse can be blown during improper jump starting of the vehicle on the HHR and ION. Check for this particularly for tow in conditions. DO NOT replace the steering column unless an internal short has been identified in the column that is causing fuse to blow.

### Power Steering Warning Message on DIC with DTCs C0176 and C0476

This condition is often the result of excessive lock-to-lock turns of the steering wheel, causing the thermal protection in the Power Steering Control Module (PSCM) to take the steering motor temporarily off line. This is a normal operating characteristic of the system. DO NOT replace the steering column for this condition. Refer to Corporate Bulletin Number 06-02-32-002B for additional information.

# Power Steering Warning Message on DIC with DTC C0475 or C0550 in the PSCM with any other codes

First inspect the motor harness connection to the PSCM. If no connector problems are found, then replace the steering column as this is an internal motor issue.

# Power Steering Warning Message on DIC with DTC U2105 and/or U2107 in the PSCM with any other U codes

Page 2 of 2

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Although the code(s) appear in the PSCM, these are communication codes and are not the result of a problem with the column operation or the control module. If the codes are in history, clear the codes and re-key the vehicle a few times to see if they come back. If they reappear, look for a communication issue from the BCM U2107 or ECM U2105 (wiring, connector, etc.) as the root cause. If the codes do not reappear after a test drive, return the vehicle back to the customer and DO NOT replace the steering column.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to by your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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Document ID# 2004240 2006 Chevrolet Cobalt



MODERN CHEVY SERVICE

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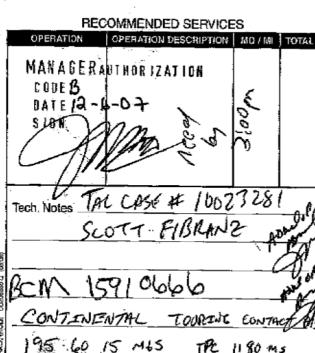
CVCS307946 MODERN CHEVROLET 5955 University Parkway Winston-Salem, NC 27105 (336) 722-4191 800-842-9242

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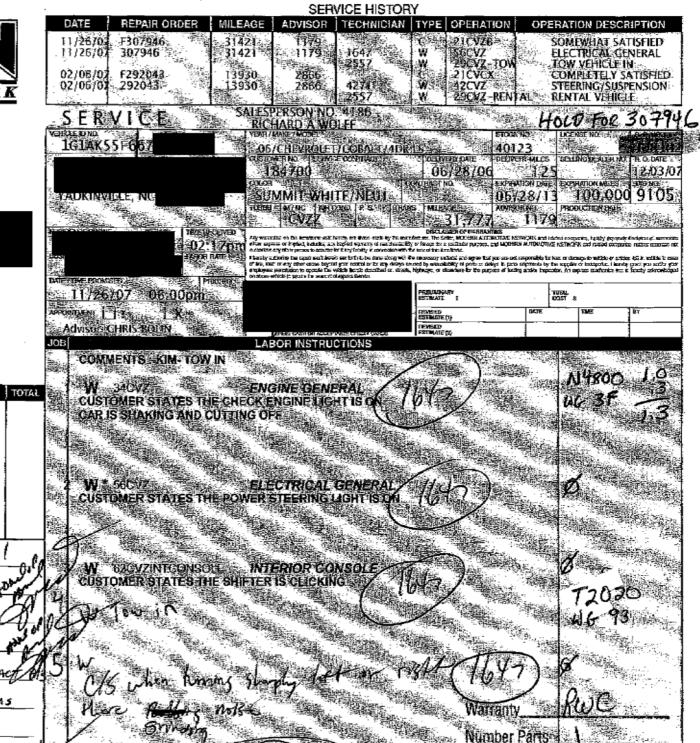






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heard once for every 90° of steering wheel rotation in either direction. This clunk noise may also be noticed during low speed acceleration or deceleration, typically in light turns of the steering wheel.

The following are characteristics of this noise:

- This noise is very random.
- This noise is independent of the steering wheel angle and independent of the bumpiness of the road.
- This noise is a low frequency dull one and can be felt in your feet.
- This noise can normally be heard from the driver seat.
- This noise can be felt upon touching the steering gear from outside of the vehicle.

Note that you might also notice a slight scrub-type noise when turning the wheel back and forth. This type of noise is considered normal and repairs will not eliminate it.

### Cause #3

This condition may be caused by inadequate lubrication of the steering intermediate shaft.

## Correction #3

Important: DO NOT replace the steering gear or steering column assembly.

Replace the intermediate shaft.

**Important:** If the vehicle has already had a steering intermediate shaft replaced for a similar noise concern that the dealer duplicated, determine from the customer if the noise went away for a period of time and came back, or if the service shaft made no change. If the noise was gone for a period of time and came back, have the dealer replace the shaft again to verify we do not have a defective service shaft.

If this does not eliminate the noise, continue to diagnose the vehicle according to the diagnostics in SI.

## Parts Information #3

Part Number	Description
15800140	Shaft, Intermediate Steering (Cobalt/G5/Pursuit)
15799676	Shaft, Intermediate Steering (ION)
22730246	Shaft, Intermediate Steering (HHR)

## Warranty Information #3

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
E7700	Shaft, Steering Intermediate Replace	Use Published Labor Operation Time

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CVCS308302 MODERN CHEVROLET 5955 University Parkway Winston-Salem, NC 27105 (336) 722-4191 800-842-9242

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CUSTOMER NO. ADV/ISOE NVOICE DATE NVOICE NO 184700 CHRIS BOLIN 11799105 12/07/07 CVCS308302 LADOR RATE LICENSE NO. CÓLOB STOCK NO. 31,777 40123 SUMMIT WHIT YEAR / MAKE / MODEL DELIVERY DATE DELIVERY MILES 06/CHEVROLET/COBALT/4DR LS 06/28/06 125 YADKINVILLE, NC PRODUCTION DATE SELLING DEALER NO. 1 G 1 A K 5 5 F 6 6 7 ETE NO R. Ö. ÖATE 12/03/07 COMMENTS LABOR & PARTS------------ENGINE GENERAL HOURS: I.80 TECH(S):1647 CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON CAR IS SHAKING AND CUTTING OFF BCM COMMUNICATION FAULT W HIGH SPEED LAN J# 1 34GVZ STATEMENT OF DISCLAIMER The factory warranty constitutes all of TESTED ALL COMPONENTS ON GM LAN-ALLOK- PROBLEM VERY INTERMITTENT-TESTED ALL 64 PIN DELPHI CONNECTIONS NO PROBLEMS FOUND- REPLACED BCM AND PROGRAMNED DUE TO BCM KEY COMMUNICATION HUB FOR NETWORK AND PRIOR CASES the warranties with respect to the sale of this item/items. The Seller hereby PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICEexpressly disclaims all warranties JOB # 1 1 15910666 MODULE WARRANTY JOB # 1 TOTAL PARTS 0.00 either express or implied, including JOB # 1 TOTAL LABOR & PARTS 0.00 any implied warranty of merchant-D#NZIS6CNZ ability or fitness for a particular pur-CUSTOMER STATES THE POWER STEERING LIGHT IS ON SEE JOB 1 pose. Seller neither assumes nor-PARTS - .... QTY - ... FP - NUMBER - .... DESCRIPTION - .... LIST PRICE - UNIT PRICE authorizes any other; person to JOB # 2 TOTAL PARTS 0.00 assume for it any liability in connec-JOB # 2 TOTAL LABOR & PARTS 0.00 tion with the sale of this item/items. J# 3 626VZINTCONSOLE INTERIOR CONSOLE HOURS: CUSTOMER STATES THE SHIFTER IS CLICKING SEE JOB 1 PARTS-----QTY---FP-NUMBER-----DESCRIPTION------LIST PRICE-UNIT PRICE JOB # 3 TOTAL PARTS 0.00 0.00 JOB # 3 TOTAL LABOR & PARTS W# 4729CVZ TOW VEHICLE IN NOURS: Added Operation (CCBOLIN @ 12/03/2007 14:18) TOWED IN BY FRITTS #15116 COMPLETED PARTS-----QTY---FP-NUMBER------DESCRIPTION-----LIST PRICE-UNIT PRICE-JOB # 4 TOTAL PARTS 0.00 JOB # 4 TOTAL LABOR & PARTS 0.00 O#/5042CVZ STEERING/SUSPENSION HOURS: TECH(S):1647 CUSTOMER STATES WHEN TURNING LEFT OR RIGHT THERE IS A SCRUBB ING NOISE j. CONDITION NORMALFOR ELECTRIC POWER STEERING NORMAL CONDITION SEE BULLITEN 2006157 PARTS ...... DTY .... FP . NUMBER ..... DESCRIPTION ...... LIST PRICE - UNIT PRICE -PAGE 1 OF 3 ACCOUNTING COPY (CONTINUED ON NEXT PAGE) 04:38pm 

MODERN CHEVY SERVICE

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CVCS308302 MODERN CHEVROLET 5955 University Parkway Winston-Salem, NC 27105 (336) 722-4191 800-842-9242

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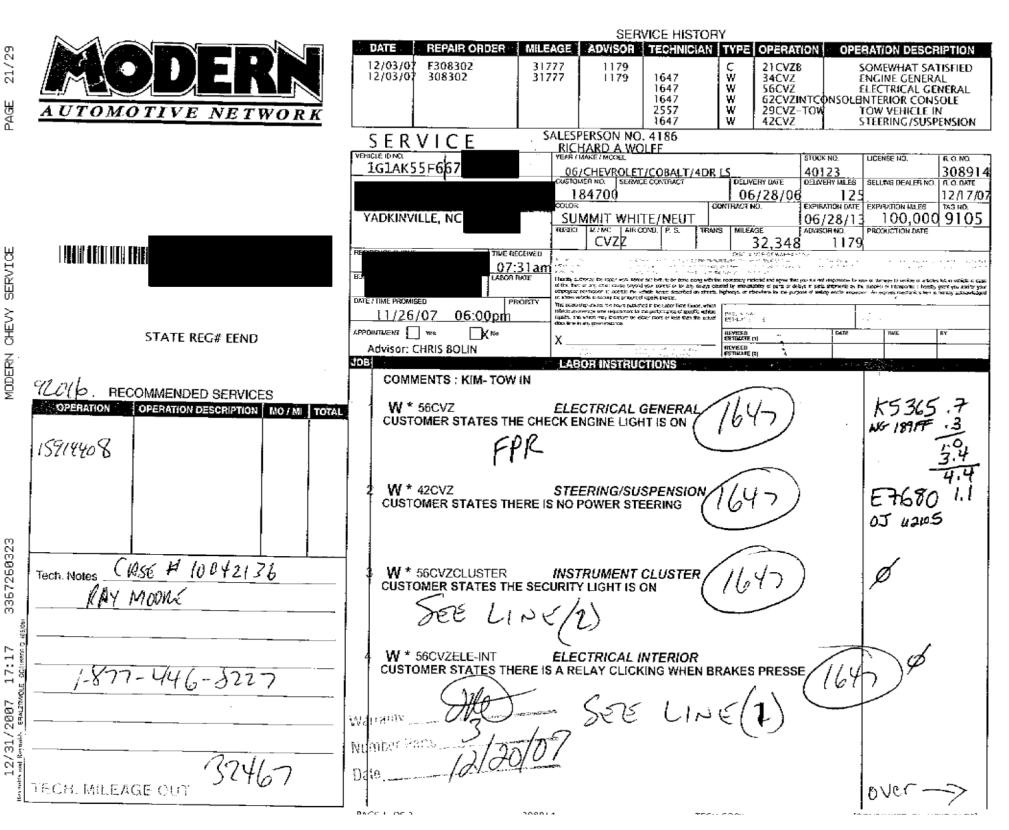
CVCS308302



# CVC\$308302 MODERN CHEVROLET 5955 University Parkway Winston-Salem, NC 27105 (336) 722-4191 800-842-9242

L MARHI MANDA UMAN MATAN ANAKA					
CUSTOMER NO. 184700	CHRIS BOLIN	1179	9105	1.2/07/07	
Table To Mile To	LABOR BATE		GE 31,777	COLOR	втоск но. 40123
YADKINVILLE, NC		T/COBALT/4DR LS		DELIVERY DATE 06/28/06 SELUNG DEALER ND.	DELIVERY MILES 125 PRODUCTION DATE
	<u>1 G 1 A K 5</u> F.T.F. NO.	5 5 F 6 6 7		P. O. DATE 12/03/07	
	COMMENTS			12/03/07	
CUSTOMER SIGNATURE		TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL MISC DISC TOTAL TAX TOTAL INVOICE :		STATEMENT O The factory warran the warrantles with of this item/items. expressly disclair either express or any implied warra ability or fitness fo pose. Seller neith authorizes any assume for it any	ty constitutes all of respect to the sale The Seller hereby ins all warranties implied, including inty of merchant- r a particular pur- her assumes nor other person to
s 				tion with the sale o	
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108 NO TCM - 24234503 \$ 124.75 (ASCO) COMPLETE 25831501 ЧОЧ CASISE CORRECTION TECH, SIGNATION CO COMPLAINT VENG UBH OP CAUSE POTOO TOM LOST COMM W/ PCM (CODE 189FFF) UD073 BUS A COMM OFF. COPRES (537ED & GOUND CKI'S DK. @ 7415 7ME. CALLED TAC TO ADVISE + WAS TOLD TO TEST BEM HATTNESS #2 @ GM LAD + BUS LINES + CONNECTO FOUND ALL TO BE SECORE + OK W/TEN REMOVED, 120XINLINE W/TEN + INFINITE & ROMOUSD PER TAC. WAS ADVISED TO REPLACE TOM + PROG. REPLACED, PROG + CLAMED CODES 2) NO PIS CAUSE) UZIOO, VZIOS, UZIOT NO Comm ROFINER TOSTED & HAD NO COM. W/ POWER STEERING CONTROL MODULS. GM LAD IN OK - AS RON ABOUT CONVENSATION W/ TAC WAS ADVISED TO REPLACE PSIM. REPLACED, SET-UP + SET. STEERING CENTON, IECH SIGNATURES R

		DATE RE	PAIR ORDER	MILEAGE		VICE HISTOF		OPERATIO		RATION DESC	RIPTION
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		SERVI VEHICLE ID NO.			PERSON NO. HARD A WO			sı:	DCK ND.	UCENSE NO.	H. O. NO.
		1G1AK55F6	67	06 CUS10	/CHEVROLET	/COBALT/4DR	DELLV	ERV DATE DE		SELLING DEALER NO	30891
		YADKINVILLE,	NC	COLOR SU	MMIT WRE	TE/NEUT	ONTRACT	00	5/28/13	EXPIRATION MILES	12/17/ TAG NO. 09105
		RESIDENCE PHONE	TIVE REC					ACT 32,348	/65/019 NO. 1179		
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and floor update. EPAt. 12											
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JOUND 24/29 SIR COLL COME APANT COMPLANT OME OUNC PAGE CALSE NETAINON PLASTIC FATLOW CORRECTION REPLACED SIR CON REST (Ż SERVICE TECH, SIGNATURE X JOB NO. COMPLAINT CHEVY 745 (Be MODERN 00 CAUSE ON-CORRECTION ÷.... 1.54 TECH. SIGNATURE X JOB NO. 3367260323 16 COMPLAINT 100 OF 21-20 8 208 8LOOD CAUSE C/22 onn 17:17 AC 20  $S_{\Omega}$ LONA GER CORRECTION 00201 aun) 2007 ie: 01190 / Ita ਜ਼ 12 TECH. SIGNATURE X

Print

#### Tech2 Remote: Final Instructions

**Programming Complete.** 

Warranty Claim Code: Record this code on the warranty repair order (ff applicable).

**Post Programming Instructions:** Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Controller Specific Instructions:

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..... VIN: 1G1AK55F667733896 New Cancel



<u>AUTOMOTIVE NETWORK</u>

CHEVROLET • NISSAN • TOYOTA INFINITI MODERN CHEVY SERVICE

CVCS308914

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# CVCS308914 MODERN CHEVROLET 5955 University Parkway Winston-Salem, NC 27105 (336) 722-4191 800-842-9242

) MARTAL IN AN AN IN AN AN AN AN AN AN AN AN AN AN AN AN AN					
184700	ADVISOR CHRIS BOLIN	1179	9105	12/21/07	CVCS30891
	LADOR RATE LICENSE NO.	MILEAGE	32,348	SUMMIT WHIT	аторк ND. 40123
YADKINVILLE, NC	VEAR / MAKE / MODEL 06/CHEVROLET/COBAL	r/4dr Ls		DELIVERY DATE 06/28/06	DELIVERY MILES
	1G1AK55F6			SELUNG DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		12/17/07	
	COMMENTS				
AND WAS TULD TO TEST BOM HA	HOURS: 4.40 TECH(S) 1647 NGINE LIGHT IS ON W/PCM THIS TIME. CALLED TAC TO ADVISE RNESS#20GM LAN+BUSLINES+ SECURE AND OK W/TCM REMOVED	nin (Maronata), an	ede, <b>WARRANTY</b>	STATEMENT OF The factory warrant the warranties with r of this item/items. T	y constitutes all of respect to the sale The Seller hereby
ARTSQTYFP-NUMBER QB # 1 1 24234503	-DESCRIPTIONLIST PRICE-UN MODULE JOB # 1 TOT	AL PARTS	WARRANTY 0.00	expressly disclaim either express or i any implied warra	implied, Including
# 2042CVZ CUSTOMER STATES THERE IS NO CAUSE) V2100.V2105.V2107 NO TESTED AND HAD NO COMM.W PO .GM LAN IS OK. AS PER ABOVE ADVISED TO REPLACE PSCM. RE CENTER	POWER STEERING COMMUNICATIOIN WER STEERING CONTROL MODULE		0.00	ability or fitness for pose. Seller neith authorizes any o assume for it any li tion with the sale of	er assumes nor ther person to ability in connec-
ARTSQTYFP-NUMBER DB # 2 1 25831501	-DESCRIPTIONLIST PRICE-UN COL KIT JOB # 2 TOT		WARRANTY		÷ ,
	JOB # 2 TOTAL LABOR		0.00		
CUSTOMER STATES THE SECURITY SEE JOB 2	HOURS: NA COMMENCECHISTEL6473 (1993) Y LIGHT IS ON			i,	
RTSQTYFP-NUMBER B # 3 1 15923770	DESCRIPTIONLIST PRICE-UN COIL JOB # 3 TOT		WARRANTY 0.00	ġ	
› 	JOB # 3 TOTAL LABOR		0.00	()	• • • • •
SEE JOB 1	RELAY CLICKING WHEN BRAKES PRESSE		SCWARRANDLY		ι,
RTSQTYFP-NUMBER	DESCRIPTIONLIST PRICE-UN JOB # 4 TOT/	IT PRICE-	0.00	,	
	JOB # 4 TOTAL LABOR	& PARTS	0.00		
5229CVZ TOW FOR TOW VEHICLE IN TOWED IN BY FRITTS #15389 COMPLETED	HOURS: TECHICS): 2557	n an an Angelang	<b>WARPANT</b> Y	b	
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AGE 1 OF 3 . ACCOUNTING	COPY [CONTINUED O				1

CVCS308914



# CVCS308914 MODERN CHEVROLET 5955 University Parkway Winston-Salem, NC 27105 (336) 722-4191 800-842-9242

VAUR.INVILLE, NC       Understein       Understein       Understein       0.00       32,348       SUMMIT WHIT 40123         VAUR.INVILLE, NC       06/CHEVROLET/COBALT/40R LS       06/C28/06       BOX/28/06       BOX/28/06         Vertice is the coll of	I INNIA MANAKI MANA MANANA MANANA MANA						
YADRINVILLE, NC       Userate 23,348       Occumin 23,348       Occumin 23,348       Occumin 2007         YADRINVILLE, NC       OG/CHEPCOLET/COBALT/40R LS       Occumin 2007       Occumin 20	184700			79			INVOICE NO. CVCS3089
YAUKINVILLE, NC       06/CREMOLET/COBALT/40R LS       0.00       06/CREMOLET/COBALT/40R LS       0.00       06/CREMOLET/COBALT/40R LS       0.00       06/CREMOLET/COBALT/40R LS       0.00       0.00       0.00       0.00       0.00       0.00       0.00       0.00       0.00       0.00       0.00       0.00       0.00       0.00       0.00       0.00       0.00       0.00       0.00 </td <td></td> <td></td> <td></td> <td>MILEAGE</td> <td></td> <td>COLOR</td> <td></td>				MILEAGE		COLOR	
I G A K S 5 F 6 6 7       R0.00       R0.00<	ADKINVILLE, NC	06/CHEVRO		LS		DELIVERY DATE 06/28/06	DELIVERY MILES
CONJUNCT       CONJUNCT <td< td=""><td></td><td>LGLAK</td><td>55 7 6 6 7</td><td></td><td>11.1</td><td>SELLING DEALER NO,</td><td>PRODUCTION DATE</td></td<>		LGLAK	55 7 6 6 7		11.1	SELLING DEALER NO,	PRODUCTION DATE
Act S       QTY - FP - MURBER       DESCRIPTION       LIST PRICE UNIT PRICE       0.00         JOB # 5 TOTAL LAGOR & PARTS       0.00         STR COIL EXPLODED WHEN REMOVED       LIST PRICE UNIT PRICE         NRTSQTYFP-NUMBER       DESCRIPTION         JOB # 6 TOTAL LAGOR & PARTS       0.00         JOB # 7 TOTAL LAGOR & PARTS       0.00         JOB # 7 TOTAL LAGOR & PARTS       0.00         ACSTOMER REQUESTED A REVIAL VEHICLE       HOURS & TOTAL LAGOR & PARTS       0.00         JOB # 7 TOTAL LAGOR & PARTS       0.00       any implied warranty of meastor a particular pose. Solier neither assum         JOB # 7 TOTAL LAGOR & PARTS       0.00       pose. Solier neither assum         JOB # 7 TOTAL LAGOR & PARTS       0.00       assume for it any liability in a tion with the sale of this item/ti        SC       OTTAL - POF			P.O.N	ю.			
JOB # 5 TOTAL PARTS 0.00 JOB # 5 TOTAL PARTS 0.00 JOB # 5 TOTAL LABOR & PARTS 0.00 The factory warranty constitut the warranties with respect to 1 of this item/items. The Seller expressly disclaims all war JOB # 6 TOTAL LABOR & PARTS 0.00 JOB # 7 TOTAL LABOR & PARTS 0.00 CUSTOMER REDUCSTED A RENTAL VEHICLE - HOUSES - THEORES - JOB # 7 TOTAL PARTS 0.00 JOB # 7 TOTAL LABOR & PARTS 0.00 JOB # 7 TOTAL LABOR & PARTS 0.00 JOB # 7 TOTAL LABOR & PARTS 0.00 JOB # 7 TOTAL LABOR & PARTS 0.00 JOB # 7 TOTAL LABOR & PARTS 0.00 JOB # 7 TOTAL LABOR & PARTS 0.00 JOB # 7 TOTAL LABOR & PARTS 0.00 JOB # 7 TOTAL LABOR & PARTS 0.00 JOB # 7 TOTAL LABOR & PARTS 0.00 JOB # 7 TOTAL LABOR & PARTS 0.00 JOB # 7 TOTAL LABOR & PARTS 0.00 JOB # 7 TOTAL LABOR & PARTS 0.00 JOB # 7 TOTAL LABOR & PARTS 0.00 JOB # 7 TOTAL LABOR & PARTS 0.00 JOB # 7 TOTAL ABOR & PARTS 0.00 JOB # 7 TOTA							
JOB # 7 TOTAL LABOR & PARTS 0.00 BLETPO#VEND INV#-INV.DATE-DESCRIPTION- B# 5 91802 15389 12/17/07 FRITTS TOW #15389 B # 7 92398 12/31/07 WARRANTY RENTAL TOTAL - SUBLET 0.00 SCCODEDESCRIPTION	64 BGCV2ELE DIAG DIAGNOSIS led Operation (CWHAROLD @ 12/21/2007 10 ELECTRICAL DIAGNOSIS SIR COIL EXPLODED WHEN REMOVE TSQTYFP.NUMBER	JOB # 9 HOURS: 200 TECHOS 16) ED ESCRIPTION JOB # 6 HOURS: 400 TECHOS 17) EHICLE. ROVIDED. ESCRIPTION	JOB # 5 TOTAL PAR 5 TOTAL LABOR & PAR 5) 1647 JOB # 6 TOTAL PAR 5 TOTAL LABOR & PAR 5) 2557	TS TS CE - TS CE -	0.00 WARNANTSY 0.00 0.00	The factory warrant the warranties with a of this item/items. T expressly disclaim either express or i any implied warrant ability or fitness for pose. Seller neither authorizes any o	y constitutes all respect to the sa The Seller hereb is all warrantie implied, includin nty of merchan a particular pu er assumes no ther person t
BLET PO#	đ						-
B # 5 91802 15389 12/17/07 FRITTS TOW #15389 WARRANTY WARRANTY 32398 12/31/07 WARRANTY RENTAL TOTAL - SUBLET 0.00 SCCONTROL NO	LETPO#					tion with the sale of	this item/items.
WARRANTY TOTAL - MISC 0.00 MMENTS M- TOW IN 3-2707, ASK IF THERE_IS A BETTER CONTACT NUMBER.	# 5 91802 15389 12/17/07 F	RITTS TOW #15389			WARRANTY		
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CVCS308914



# CVCS308914 MODERN CHEVROLET 5955 University Parkway Winston-Salem, NC 27105 (336) 722-4191 800-842-9242

L TANKI WANKI INTI ANTIKI KANG					
CUSTOMER NO. 184700	CHRIS BOL	IN 11	79 9105	12/21/07	CVCS308914
		LICENBE NO.	32,348	SUMMIT WHIT	атоск NO. 401.23
YADKINVILLE, NC		LET/COBALT/4DR	LS	06/28/06	
	VEHICLE I.D. NO.	55F667		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E.NO.	Р.O.W		12/17/07	
	COMMENTS				
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CUSTOMER SIGNATURE ************************************	TE INVOIO	CE **********	****	pose. Seller neith authorizes any o assume for it any l tion with the sale of	er assumes nor other person to iability in connec-
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TOYOTA RENT A	CAR					Date :12/31/20	007		
MODERN TOYOT							10101100	07	
3178 PETERS CF	REEK PARKWA	Y				Invoice Date:	12/31/20	07	
WINSTON-SALE									
PH: (336) 785-84 FAX: (336)785-84									
1 776 (000)/00-04									
						YADKINVILLË	., NC		
						Policy # :			
MODE	RN CHEVROLE	ET SE	BVICE			Claim # :			
ATTN:		=1 3E	RVICE			Date Of Loss	:		
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000 //						RO Number :		T04054	
	FON-SALEM, N	C 271	20			Agreement Nu	imper:	T2 <b>1</b> 854	
	'22-4191 my Number : Si		, ,						
Vehicie Number	a <u>ny Number : S</u> i Vehicle Ty		ñ	Vehicle Plate	Date	Rented	D	ate Return	ed
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Please Make Check Payable To and Remit To :

TOYOTA RENT A CAR 3178 PETERS CREEK PARKWAY

WINSTON-SALEM, NC 27127

### DUE UPON RECEIPT

Agreement Number : T21854

Please Pay This Amount :

\$177.00

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# A Member of the MODERN AUTOMOTIVE NETWORK

5955 University Parkway Winston-Salem, NC 27105 336-722-4191 800-842-9242 www.modemchevy.com

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			TOTAL	14531,68
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FARM BUREAU 4652377

GMAC

P.O. BOX 8132 COCKEYSVILLE MD 21030

In order to provide the highest quality service to our customers and to insure that your vehicle is properly insured, registered and titled, this designship charges an administrativo/docomentary of \$375.00 to handle those transactions. As part of our customer seles support, this designship maintains relationships with longing institutions to provide our customers with sources do possible financing. These lenders may compensate the designship for a manging, processing and submitting the vehicle form to the lending institution. Any warrantice on the tending entities entry is represented by the manufacture. The select Madem Chevrolet, hereby expressly displaying all warranties, either expressed or implied, including any implied warrantly of term/terms.

Seliar rations the right to resolve this agreement if any portion of the down payment is deemed not collectable for any reason (NBP, Account Closed, Porgery, stc.) or the pontract is not accepted and assigned to a lending (netibulion for any emount financed, BUYER beneby agrees that DEALER shall notify BUYER who shall be required to deposited in the custody of the LS, Postal Service, first class postage propaid, addressed to BUYER shall be deemed sufficient. If given by telephone, in person, or if it is to reposted in the custody of the LS, Postal Service, first class postage propaid, addressed to BUYER's leal known address. BUYER hardby gives that DEALER at not BUYER has the right incurred by DEALER in accomplishing such repostession, including but not limited to DEALER's reasonable attorney's toda.

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# 1-800-CALL DHI

www.dhl-usa.com DO NOT SEND CASH. CASH EQUIVALENT OR JEWELRY DHL CANNOT DELIVER TO P.O. BOXES

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Routing Code:



# ShipReady<sup>™</sup> Service Conditions\*

ShipReady services provided by DHL Express are subject to DHL Terms and Conditions of Carriage as published at www.dbl-usa.com.except.as.set forth below.

DEC 19 2137

#### Limitations of Liability

Shipment Value Protection is not available for ShipReady products. This ShipReady envelope is not authorized for the shipment of articles with a value greater than US \$100. In the event any article valued in excess of US \$100 is inadvertently accepted for shipment, DHL's liability for loss or damage shaft not exceed US \$100. Additional information on other DHL products that offer Shipment Value Protection is available on www.dhl-usa.com or by calling Customer Service 1-800-CALL DHL.

#### Service Guarantee

DHL guarantees that your ShipReady shipment will arrive on the next business day by Noon (12:00 PM) to all major metropolitan areas. \*\* Should your ShipReady Shipment fail to arrive by Noon, DHL will provide you with an identical ShipReady envelope free of charge within thirty (30) days after you submit a service failure (late delivery) claim and your claim has been approved. The free ShipReady envelope is the exclusive remedy in the event of a service failure.

#### Service Failure Claims

Claims must be submitted to DHL, in writing or by telephone, within fifteen (15) calendar days from the date OHL accepted the Shipment. The failure to submit a service failure claim within fifteen (15) calendar days from the date DHL accepted the Shipment constitutes a waiver of the Shipper's right to seek the exclusive remedy for a service failure claim, which is a free ShipReady envelope. For more information, please visit us at www.chi-usa.com or call Customer Service at 1-800-CALL DHL

#### Qualified Acceptance and Right to Inspect

We reserve the right to reject any Shipment that is not secure, jeopardizes the integrity of the packaging or might cause damage to other shipments, equipment or personnel, and to open and inspect any shipment for any reason.

#### Usage

ShipReady envelopes can be used ONLY for Shipments within the 48 contiguous United States. Saturday pickup and delivery service or any other optional services, is not available for ShipReady products.

UNAUTHORIZED RESALE OF THIS PRODUCT, INCLUDING BUT NOT LIMITED TO ONLINE AUCTION SITES, IS EXPRESSLY PROHIBITED.

These Service Conditions may be suspended, revoked or modified at OHL's sole discretion without prior notice to you.

\*\* Delivery commitment time and availability may vary based upon origin and destination. Please visit us at www.chi-usa.com or call Customer Service at 1-800-CALL DHL (1-800-225-5345) to obtain transit times quotes.

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SHIPPING INSTRUCTIONS 1. hil the envelope. Envelope must clos The content must not alter the physi 2. Hil in address areas completely 3 Sign the Waybill lobel (required).	se and seal properly. cal dimensions of the envelope.	<ol> <li>Retain sender's cop 5. Tender your shipmer nearest DHL service DHL drop hox or cal</li> </ol>	nt at your renter,
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#### POSTLETHWAIT, HUGGINS & MORRISON

Attorneys at Law 5015 Southpark Drive, Suite 250 Durham, North Carolina 27713 NCLemonLaw.com

MARGUERITE E. HUGGINS NCLEMON@MINDSPRING.COM TELEPHONE: (919) 286-4204 x 104 FACSIMILE: (919) 286-2820

December 18, 2007

GMC Legal %MSX International 1919 Concept Drive Warren, MI 48091

Re: Our Client/Owners: Vehicle: Chevrolet Cobalt VIN # 1G1AK55F667 Date of Sale: 2006 July Selling Dealer: Modern Chevrolet, NC

Dear Sirs:

Pursuant to North Carolina General Statute 20-351 et seq. and/or the North Carolina Uniform Commercial Code and/or the Magnuson-Moss Warranty-Federal Trade Commission Improvement Act of 1975, I am putting you on formal notice that my client has had the following problems with the automobile and you or your agent, the dealer, have had numerous opportunities to fix the automobile and have failed to do so. The defects include, but are not limited to, loss of power steering, power steering defects, check engine light, noise when turning/steering column, shaking and cutting off/stalling. These are dangerous safety issue and we demand an immediate resolution. Below are the remaining statutory notices required prior to filing suit.

#### FIRST NOTICE TO MANUFACTURER(S) AND DEALERS: LAST CHANCE TO REPAIR VEHICLE

This is the 15 day letter as required by the above North Carolina "New Motor Vehicle Warranties Act", and you will be given that time (15 calendar days) during which to correct the nonconformity or series of nonconformities as outlined above. Any communication from you to me must be in writing or if by phone, verified in writing. If the nonconformities are not corrected during that time, I shall expect a full refund of all my clients monies pursuant to the respective statutes. If that is not forthcoming immediately, you will be in violation of the provisions of the above articles and I shall bring suit and seek damages and attorneys fees in addition to the items outlined in Section 20-351.3 of the statute and 15 USCS 2304 et seq. Time is of the essence in this matter. Any delay in the complete repair of the vehicle beyond the 15 days; and failing the successful completion of such repairs, the immediate refund of all the monies due me can only be considered as unreasonable due to the inconvenience and hardship already caused my client and of which you and your agents have been made aware.

### SECOND NOTICE TO MANUFACTURER(S) AND DEALERS: LAST CHANCE TO RESOLVE MATTER

Pursuant to North Carolina General Statute 20-351 et seq. and/or the North Carolina Uniform Commercial Code and/or the Magnuson-Moss Warranty-Federal Warranty Act, I am putting you on formal notice to also consider this the 10 days notice of suit letter and notice of your last opportunity to reasonably resolve this matter prior to the filing of a suit pursuant to N.C.G.S. §20-351.7. If you refuse to repurchase this defective vehicle within the 10 days, we will proceed to file suit.

The express written warranty, implied warranty of merchantability and other express and implied warranties have been breached by your failure to conform this vehicle to these warranties. The value of the vehicle has been substantially impaired due to the defects in the vehicle. My client has qualified for the repurchase remedy as defined by the lemon law statutes and if you refuse to comply with the lemon law statutes, your actions will be deemed to be unreasonable.

Consider this notice of revocation of acceptance of the vehicle and intent to file claims under the U.C.C. and Magnuson-Moss Federal Warranty Act, seeking costs and attorneys fees. I hereby tender to you the vehicle and await instructions as to where we are to deliver it to resolve this matter within the 10 days.

Please write and call me to let me know you decision as to this matter. All contact from you shall be through my office. If you have any questions, please let me know. We will work with you to facilitate the prompt resolution of this matter pursuant to the statutes.

With kind regards, I am

Sincerely yours,

Marguerite E. Hug vins

MEH/tbc

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General Motors Corporation Business Resource Center PO Box 33470 Detroit, MI 48232-5170

#### VIA FAX ONLY

April 3, 2008

Marguerite Huggins, Esq. Postlethwait, Huggins & Morrison Attys at Law 5015 S Park Dr Ste 250 Durham, NC 27713-7736

RE:

Service Request: 71-587305626 2006 Chevrolet Cobalt Vehicle Identification Number: 1G1AK55F667 Customer Relationship Specialist: Deidre Schertzer

Dear Ms. Huggins:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2006 Chevrolet Cobalt for all defendants. This offer 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.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreeable date and time. If for some reason the selling dealership is unacceptable to your client, please let me know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Base Price	\$ 14,531.68
License/Title/Registration	\$ 69.00
Sales or use tax	\$ 435.95
Documentation Fee	\$ 375.00
Government Agency Fee	\$ 1.00
Subtotal:	\$ 15,412.63
Less Usage/Depreciation	<u>- \$ 3199.51</u>
Subtotal	\$ 12,213.12













\* Minus Payoff to lien holder (good through 4/10/08) \$ 12,919.92
\* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Subtotal	\$ - 706.80
<u>Attorney's Fees</u>	<u>\$ 2,000.00</u>
Total due to attorney:	\$ 2,000.00

This offer requires a contribution of \$ 706.80 by your client in the form of a certified check or money order to complete this repurchase.

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

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

General Motors requests you make this offer available to your client at the earliest possible opportunity. 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 via the facsimile number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE LG0074 V12212007 Attach.













CURRENT VEHICLE MILEAGE:

Client's Signature

Client's Signature

Date

Date







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