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

March 31, 2008

Robert Silverman, Esq.
Kimmel Silverman, PC
30 E Butler Ave
Ambler, PA 19002-4514

RE: [redacted] v. General Motors Corporation
Service Request: 71-592677822
2006 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL18F767[redacted]
Customer Relationship Specialist: Halima Shaw

Dear Mr. Silverman:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of $1,900.00 made payable to [redacted] The second is in the amount of $1,900.00 made payable to Kimmel Silverman, P.C.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0063
V07092007

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

GM

CHECK **No.** [redacted]

50-937
213

DATE 04/03/08

**********1,900 DOLLARS **00 CENTS

AMOUNT **********1,900.00

PAY TO THE ORDER OF

KIMMEL & SILVERMAN, P.C.
904 W CARROLL ST
SAINT CLAIR PA 17970-1125

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 04/03/08

VENDOR DUNS NO. BB 000000008 1

VENDOR NAME KIMMEL & SILVERMAN, P.C.

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1AL18F767[redacted]	04/02/08	VM 1-A6Q1HL .71-592677822.1-A6Q1HL	00.0000	1,900.00	.00	1,900.00
			TOTAL	1,900.00	.00	1,900.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

APS3CE

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

GM

CHECK **No.** [redacted]

50-937
213

DATE 04/03/08

AMOUNT

************1,900 DOLLARS ****00 CENTS ************1,900.00

PAY TO THE ORDER OF

[redacted]
SAINT CLAIR PA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000007 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 04/03/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1AL18F767[redacted]	04/02/08	VM 1-A6Q1H9 .71-592677822.1-A6Q1H9	00.0000	1,900.00	.00	1,900.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

M3

TOTAL	1,900.00	.00	1,900.00

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

VIA FAX ONLY

January 24, 2008

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

RE: [redacted]
Service Request: 71-592677822
2006 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL18F767[redacted]
Customer Relationship Specialist: Vaniecia Edwards

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated January 24, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five **(5)** days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

- ☒ Copy of owner's current title and/or registration
- ☐ Other:
- ☒ Finance agreement
- ☒ Buyer's agreement

General Motors Corporation
C/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation
cc:

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

LG0006
V07092007

Revised 6/1/2006

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Vaniecia Edwards State: PA

Customer Name: [redacted] Service Request: 71-592677822 GM Legal File No.: n/a

Vehicle ID No.: 1G1AL18F767[redacted] In Service Date: 8/21/06 Vehicle is: New BAC Code: 118768
Year, Make ☐Model: 2006 Chevrolet Cobalt Vehicle Purchased Used on: n/a
Lien holder: GMAC☒ Other☐: {Name}

VEHICLE REPAIR HISTORY

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/31/06	084906	1	378	C/S brakes shimmy. C/S brakes shimmy when applied. / Road test to confirm concern. / Brakes pulsate. Check run out. ☐Machine front rotors. Machine 2 front rotors to correct lateral run out. See brake work sheet.
10/29/07	057572	1	23,125	C/S the brakes are pulsating. / Test drove and verified the pulsation coming from the front rotors. Measured the front rotors. Rotor thickness variation. ☐Resurfaced the front rotors and re-measured. After cutting left front. No shims were required. Test drove and the pulsation is gone.

☐ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/14/08	060571	☐	27,132	C/S power steering is inoperative. / No power assist. Diagnostic circuit. Check of power steering module. Found trouble code C0475. Inspect motor harness connectors. ☐Replace steering column as per service bulletin. **Document ID# 2004240**

☒ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/31/06	084906	☐	378	C/S front end on veh was buffed, has small scratches still. / Sales okayed to wet sand.
09/16/06	085561	1	992	C/S water leaks on passenger side floor and glove box. / Check water leak. No leaks from HVAC. Spray veh down. No leaks found. Open sunroof and check drain tubes for possible leak. Right front drain tube disconnected. Water running into glove compartment. Disable air bags. Remove right front sun visor. Remove a post cover and pull down right side headliner. Reconnect hose for drain. RF sunroof Reinstall previously removed parts.
3/13/07	048066	1	8,414	C/S requests adjusting left headlight realigned headlamp. / Tested ok.
10/29/07	057572	☐	23,125	C/S the left and right door pull cups are peeling. / Verified the concern. - Ordered new pull cups for the customer. Will contact the customer when it arrives.
☐	☐	☐	☐	C/S the right front center cap is missing since body work done/ Not in wheel. - Replaced the center cap on the right front wheel for customer satisfaction.

11/14/07	058278	1	24,009	C/S the left and right pull cups are peeling. / Verified the customer concern. Checked and found the paint is worn off the trim. ☐Replaced the left and right door pull cups and reassembled.
1/14/08	060571	1	27,132	C/S sunroof moves slowly and some times will not move at all. / Check sunroof track and channel for foreign object. ☐Replace motor and frame. Before repair technician noticed roof panel covered with light scratches. Possibly made when removing snow or ice from veh.

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/14/07	058278	☐	24,009	C/S the SES light is on. / Verified the customer concern. Scanned and found codes P0320 (knock sensor low voltage) in history. Checked bulletins. Found 1. Check freeze frame data for the last test. Failed. The last fail was 6003 miles ago. The code will set SES light on 2 consecutive cycles of failure are present. This code is history. Possible bad connection at knock sensor or ECM program update. Checked knock sensor connections. Ok. Checked pin tensions on terminals. Tight. The code is intermittent. ☐Followed **bulletin 05-06-04-073.** Possibly for (20-5979 Garrin L-) This code; it does fit the criteria for the **vehicle. Reprogrammed the ECM per bulletin 05-06-04-073** and retested the system. No codes. Reset. All ok.
12/28/07	059913	1	26,343	C/S windshield wipers are inoperative. / Wiper system check. Found wipers not parking. Wiper motor circuit. Check. Found bad motor. ☐ Replace wiper motor. No movement from either blade. Checked fuses and relays ok. Checked Bulletins. None found. Checked for wiper movement. Heard noise at motor but no movement. - Removed cowl panel and checked wiper transmission. Found transmission not attached to wiper motor. Removed wiper motor. Inspected and found motor loosened at mounting. Fixed and jammed. Wiper motor shorted out module. R☐R wiper motor and wiper module. Reassembled and retested. Ok.
1/24/08	061023	1	27,429	C/S turn signal will not cancel. / Verify condition. Found faulty turn signal clock spring. ☐Replace clock spring coil.

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/13/06	087996	1	3,730	C/S blower runs even while turned off. / Blower motor would not shut off. Shorted wire behind control head for blower motor circuit. Removed control head and dash cover. - Repaired shorted wire reposition wires away from metal bracket.

THE STATE LEMON LAW READS:

Criteria for the state lemon law presumption period:
Days out of service: 30 or more calendar days
Repairs 3 or more / **Time period** First occurrence one year or 12k miles. Time period for reasonable number of attempts to repair, not specified.

Number of repair attempts in the presumption period:	**2 brake cont; 1 water leak; 1HAVC**
Total days out of service during the presumption period:	4
Total days out of service during customer's ownership:	9

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

RECOMMENDATION AND RATIONALE

Offer $1000 to $2750 plus fees. Recent steering concern and SES concern. Settled $1900 plus fees

REASON FOR REMOVAL

CRM FINAL OFFER: **DATE:**

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: **DATE:**

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: Date:

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.**

ROBERT M. SILVERMAN[□+]
CRAIG THOR KIMMEL[□^]

[+] *Member, PA Bar*
[*] *Member, NJ Bar*
[x] *Member, DE Bar*
[-] *Member, NY Bar*
[^] *Member, MA Bar*
[#] *Member, MD Bar*
[♠] *Member, OH Bar*
[@] *Member, DC Bar*
[¢] *Member, AZ Bar*
[£] *Member, CO Bar*
[¥] *Member, VT Bar*
[§] *Member, MI Bar*
[°] *Member, RI Bar*
[±] *Member MI Bar*

KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT[□□]
ROBERT A. RAPKIN[□]
HY DAVID RUBENSTEIN[□□]
BARRY R. WINDERMAN[□]
MELISSA K. FIALA[□]
IRA P. SMADES[□]
DAVID L. LIEBERMAN[x+♠]
ANGELA K. TROCCOLI[□]
FRED DAVIS[□□]
RONALD ROWLAND[□]
CHRISTOPHER R. HOLLIDAY[□□§]
AMY L. BENNECOFF[□□]
MARY T. FOY[□□]
MICHAEL J. SOSKA[□□]
CHRISTINA GILL ROSEMAN[□□]
RICHARD A. SCHOLER[□□]

Of Counsel:
RONNA LUCAS[♠]

June 7, 2011

VIA EMAIL ONLY
gmerinfo□ gmexpert.com

General Motors Corporation - PA
c/o CT Corporation
100 Pine Street
Harrisburg, PA 17101

Re: [redacted] **v. General Motors Corporation**
Vehicle: 2006 Chevrolet Cobalt
Date of Purchase: 01/01/2008
Place of Purchase: Outten
VIN: 1G1AL18F767[redacted]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the PA Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Robert M. Silverman

RMS□TL
cc: Laura Martin

bob weaver

CHEVROLET

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

R/O	VIN		DATE IN
44932	1G1AL18F767[redacted]	[redacted]	12/04/06

YEAR	MAKE	MODEL	COLOR		TIME IN
2006	CHEVROLET	COBALT			03:23

MILES IN	MILES OUT	FIRST USE	USC.		CLOSED
4842	4844	00/00/00		SAINT CLAIR PA [redacted]	12/20/06

SEE ALSO		WRITER
	H [redacted] W: ( ) -	0651 LARS K

(1) REPAIR AS PER ESTIMATE (ALLSTATE)
CLAIM # [redacted]
REPLACE LABELS, FRONT BUMPER COVER, GRILLE, UPPER TIE BAR, AM CONDENSOR, HOOD, LATCH, AM LT FENDER, EMBLEMS, PREP SHEET METAL PIECES. EVAC AND RECHARGE. PINSTRIPE TAPE.

Labor		T85 217		21700	911.40
89060508	(LABEL)		1	968	16.40
22699873	(LABEL)		1	911	15.44
19120182	(FASCIA)		1	16550	280.51
15274493	(GRILLE)		1	7575	128.39
15258957	(HOOD)		1	14142	239.70
15223484	(EMBLEM)		1	280	4.75
15793419	(FENDER)		1	7786	104.00
Z2737171	(BAR)		1	5643	95.64
15223484	(EMBLEM)		1	280	4.75
15913930	(LATCH)		1	1585	26.86
CNDDP14718	(CND)		1	12368	194.00
15904548	(CAPSULE)		1	8610	143.50
15845985	(BRACKET)		1	2114	35.23
Total Labor					911.40
Total Parts					1289.17
Total Repair (Customer)					2200.57

(85-0477 DUSTIN B-) D

(2) REFINISH AS PER ESTIMATE
PAINT FRONT BUMPER COVER, UPPER TIE BAR, HOOD, LT FENDER. BLEND RT FENDER, LT OUTER DOOR PANEL. BC/CC

Labor	T05 115	18975	483.00
Total Labor			483.00
Total Repair (Customer)			483.00

(05-5917 CURTIS A-) D

(3) TEARDOWN

Labor	T74 5	550	21.00
Total Labor			21.00
Total Repair (Customer)			21.00

(74-5348 SHAWN K-) D

85 = 21.7 (6.7 owed)
05 = 11.5
74 = .5 (PO in Full)

Parts Charges Discounted 99.12

BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE: WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE _____

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE
I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

X CUSTOMER'S SIGNATURE

DISCLAIMER OF WARRANTIES
The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

W.C	INT.		CUSTOMER
.00	.00	Labor	1415.40
.00	.00	Parts	1289.17
.00	.00	Sublet	.00
.00	.00	Paint/Mat.	373.50
.00	.00	Oil/Grease	.00
		Less Disc.	-99.12
.00	.00	Sub Total	2978.95
.00	.00	Tax	178.74
.00	.00	Total (Cash)	3157.69

44932 File Copy

12/20/2006 at 08:14 AM Job Number: 44932
33298

BOB WEAVER CHEVROLET CO.
License # [redacted] Federal ID #:232294226
SAFTEY & SATISFACTION COMES FIRST
2174 W MARKET ST
POTTSVILLE, PA 17901
(570)622-7191 Fax: (570)628-3610

SUPPLEMENT OF RECORD 2 WITH SUMMARY

Written By: [redacted] 12/19/2006 05:26 PM
Adjuster: HH 35391550XP [redacted] (800)995-5028x7409

Insured: [redacted]
Owner:
Address:
ST CLAIR, PA [redacted]
Day:

Claim # [redacted]
Policy #ALLSTATE INS. CO.
Deductible:
Date of Loss: 12/03/2006
Type of Loss: Comprehensive
Point of Impact: 12. Front

Inspect Location: BOB WEAVER CHEVROLET CO.
2174 W MARKET ST
POTTSVILLE, PA 17901

Business: (570)622-7191

Insurance Company: ALLSTATE INSURANCE COMPANY
1655 VALLEY CTR PKY
SUITE 200
BETHLEHEM, PA 18017

Business: (800)995-5028x7409
7 Days to Repair

2006 CHEV COBALT LT 4-2.2L-FI 2D CPE Blue Int:Black
VIN: 1G1AL18F767[redacted] **Lic:** GMC-4603 PA **Prod Date:** 09/2005 **Odometer:** 4842
Condition: Excellent

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Keyless Entry
Body Side Moldings	Dual Mirrors	Clear Coat Paint
Power Steering	Power Brakes	Power Windows
Power Locks	Power Mirrors	AM Radio
FM Radio	Stereo	Search/Seek
CD Player	Anti-Lock Brakes (4)	Driver Air Bag
Passenger Air Bag	Cloth Seats	Bucket Seats
5 Speed Transmission	Aluminum/Alloy Wheels	

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1#	S02	BUSINESS DAYS TO REPAIR AL	7			
2#		CUSTOMER RECIEVED A COPY OF THIS ESTIMATE AL	1			
3		INFORMATION LABELS				
4		Rpl information labels			0.3	
5	Repl	Emission label	1	16.40	Incl.	
6	Repl	AC label	1	15.44	Incl.	
7		FRONT BUMPER				
8		O/H bumper assy			2.6	
9	Repl	Bumper cover LTZ	1	280.51	Incl.	2.6

SUPPLEMENT OF RECORD 2 WITH SUMMARY

2006 CHEV COBALT LT 4-2.2L-FI 2D CPE Blue Int:Black

	NO.	OP.		DESCRIPTION		QTY	EXT. PRICE		LABOR	PAINT
	10			Add for Clear Coat						1.0
	11			GRILLE						
	12		Repl	Grille		1	128.39		Incl.	
	13	S01		FRONT LAMPS						
	14	S01	R&I	RT Headlamp assy 2.2L & 2.4L					Incl.	
N	15	S02	Repl	LT Headlamp assy 2.2L & 2.4L		1	143.50		Incl.	
	16	S02		Aim headlamps					0.5	
N	17	S02	Repl	LT Mount bracket		1	35.23			
	18	S01		RADIATOR SUPPORT						
	19	S01	Repl	Upper tie bar		1	95.64	s	7.8	1.5
	20	S01		Aim headlamps					0.5	
	21			AIR CONDITIONER & HEATER						
N	22**	S02	Repl	A/M Condenser		1	194.00	m	Incl.	
	23			HOOD						
	24		Repl	Hood		1	239.70		1.1	2.8
	25			Add for Clear Coat						1.1
	26			Add for Underside(Complete)						1.4
	27			Add for Clear Coat						0.3
	28		R&I	Insulator					Incl.	
	29	S01	Repl	Latch		1	26.86		Incl.	
	30			FENDER						
N	31**		Repl	A/M CAPA LT Fender		1	104.00		2.0	1.8
	32			Overlap Major Adj. Panel						-0.4
	33			Add for Clear Coat						0.3
	34			Add for Edging						0.5
	35			Add for Clear Coat						0.1
	36			Deduct for Overlap					-0.3	
	37		Repl	LT Emblem GM MARK OF EXCELLENC		1	4.75		0.2	
	38		R&I	LT Fender liner w/o SS, SPORT					Incl.	
	39	S01	Blnd	RT Fender						0.9
	40	S01	R&I	RT Fender liner 2.2L					0.3	
	41	S01	Repl	RT Emblem GM MARK OF EXCELLENC		1	4.75		0.2	
	42			DOOR						
	43		Blnd	LT Outer panel						1.1
	44		R&I	LT Belt w'strip					0.3	
	45*		R&I	LT Body side mldg cashmere					0.3	
	46		R&I	LT Mirror assy w/power					0.3	
	47		R&I	LT Handle, outside					0.4	
	48		R&I	LT R&I trim panel					0.5	
	49#			EVAC & RECHARGE A/C R134	AL	1	20.50		1.2 M	
	50#			FLEX ADDITIVE PER BUMPER	AL	1	8.00			
	51#	S02		PIN STRIPE TAPE PER PANEL	AL	3	30.00			
N	52#	S01		DISABLE AIR BAG		1			0.5	
				Subtotals ==>			1347.67		18.7	15.0

Line 15 : Headlamp cracked underneath lamp
Line 17 : Headlamp mount panel design change needed to order new mount panel

12/20/2006 at 08:14 AM Job Number: 44932
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SUPPLEMENT OF RECORD 2 WITH SUMMARY

2006 CHEV COBALT LT 4-2.2L-FI 2D CPE Blue Int:Black

Line 22 : PARTS PRICE INCREASE
Line 31 : A/M Fender from keystone 800-962-9109 and it is capa certified
Line 52 : Air bag sensor on upper tie bar

Estimate Notes:
LKQ parts search yeilded no used parts from:
hazle auto parts jon, 570-459-1415
joes used auto mark 800-222-2457
keystone had only a capa certified fender 800-962-9109

S01, upper tie bar buckled up in the center, latch bent (did not notice until compared with new colbalt because of the way of the damage) Blend right fender due to hood replacement

Parts		1347.67
Parts Discount	$ 991.17 -10.0%	-99.12
Body Labor	17.5 hrs @ $ 42.00/hr	735.00
Paint Labor	15.0 hrs @ $ 42.00/hr	630.00
Mechanical Labor	1.2 hrs @ $ 42.00/hr	50.40
Paint Supplies	15.0 hrs @ $ 21.00/hr	315.00
SUBTOTAL		$ 2978.95
Sales Tax	$ 2978.95 @ 6.0000%	178.74
GRAND TOTAL		$ 3157.69
ADJUSTMENTS:		
Deductible		0.00
CUSTOMER PAY		$ 0.00
INSURANCE PAY		$ 3157.69

SUPPLEMENT OF RECORD 2 WITH SUMMARY

2006 CHEV COBALT LT 4-2.2L-FI 2D CPE Blue Int:Black

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FROM YOUR INSURANCE COMPANY.

3. THE APPRAISAL MAY INCLUDE AFTERMARKT CRASH PARTS. IF THE USE OF SUCH PARTS VOIDS THE WARRANTY ON ANY PART BEING REPLACED OR ANY OTHER PART, THE AFTERMARKET CRASH PART SHALL HAVE A WARRANTY EQUAL TO OR BETTER THAN THE REMAINDER OF THE EXISTING WARRANTY.

4. THE ATTACHED ESTIMATE REPRESENTS AN APPRAISAL OF THE COST OF REPAIR FOR THE VISIBLE DAMAGE TO THE VEHICLE NOTED AT THE TIME OF INSPECTION NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION.

5. COST ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER.

6. IF USED PARTS ARE SPECIFIED, THEY ARE REQUIRED TO BE OF LIKE KIND AND QUALITY (LKQ) TO THOSE BEING REPLACED.

7. INCIDENTAL CHARGES SUCH AS TOWING, PROTECTIVE CARE, CUSTODY, STORAGE, DEPRECIATION, BATTERY AND TIRE REPLACEMENT ARE NOTED WHEN APPLICABLE.

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12/20/2006 at 08:14 AM
33298

Job Number: 44932

SUPPLEMENT OF RECORD 2 WITH SUMMARY

2006 CHEV COBALT LT 4-2.2L-FI 2D CPE Blue Int:Black

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This estimate may list parts for use in the repair of your vehicle that are manufactured by a company other than the original manufacturer of your vehicle. These parts are commonly referred to as aftermarket parts or competitive parts, and would be designated on this estimate as "QUAL REPL PARTS", "A/M" or "COMP REPL PARTS". Such parts may include cosmetic outer body crash parts such as hoods, fenders, bumper covers, etc. Allstate guarantees the fit and corrosion resistance of any aftermarket/competitive outer body crash parts that are listed on this estimate and actually used in the repair of your vehicle for as long as you own it. If a problem develops with the fit or corrosion resistance of these parts, they will be repaired or replaced at Allstate's expense. This guarantee is limited to the repair or replacement of the part.

However, if you choose not to use one or more of the aftermarket/competitive outer body crash parts that may be listed on this estimate in the repair of your vehicle, Allstate will specify the use of original equipment manufacturer parts, either new or recycled at Allstate's option, at no additional cost to you. Allstate does not separately guarantee the performance of original equipment manufacturer parts, and makes no representation about the availability of any manufacturer's guarantee.

SUPPLEMENT OF RECORD 2 WITH SUMMARY

2006 CHEV COBALT LT 4-2.2L-FI 2D CPE Blue Int:Black

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS THE PERSON TO CRIMINAL AND CIVIL PENALTIES.

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THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED:D=DISCONTINUED PART A=APPROXIMATE PRICE B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO=LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART COMP REPL PARTS=COMPETITIVE REPLACEMENT PARTS RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/ =WITH/ #=MANUAL LINE ENTRY *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED]. **=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE NAGS=NATIONAL AUTO GLASS SPECIFICATIONS. MQVP=MANUFACTURER'S QUALITY AND VALIDATION PROGRAM.OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT. NWCPP=NATIONWIDE CRASH PARTS PROGRAM.

THE ATTACHED ESTIMATE REPRESENTS AN APPRAISAL OF THE COST OF REPAIR FOR THE VISIBLE DAMAGE TO THE VEHICLE NOTED AT THE TIME OF INSPECTION NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION. COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER. THERE IS NO REQUIREMENT THAT THE VEHICLE OWNER USE ANY SPECIFIED REPAIR SHOP. INFORMATION REGARDING REPAIR FACILITIES WHICH WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT IS AVAILABLE FROM THE INSURANCE COMPANY. IF USED PARTS ARE SPECIFIED, THEY ARE REQUIRED TO BE OF LIKE KIND AND QUALITY TO THOSE BEING REPLACED. INCIDENTAL CHARGES SUCH AS TOWING, PROTECTIVE CARE, CUSTODY, STORAGE, DEPRECIATION, BATTERY AND TIRE REPLACEMENT ARE NOTED WHEN APPLICABLE.

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12/20/2006 at 08:14 AM Job Number: 44932
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SUPPLEMENT OF RECORD 2 WITH SUMMARY

2006 CHEV COBALT LT 4-2.2L-FI 2D CPE Blue Int:Black

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12/20/2006 at 08:14 AM Job Number: 44932
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SUPPLEMENT OF RECORD 2 WITH SUMMARY

2006 CHEV COBALT LT 4-2.2L-FI 2D CPE Blue Int:Black

	NO.		OP.	DESCRIPTION		QTY	EXT. PRICE	LABOR	PAINT
				------- CHANGED ITEMS -------					
	0#			BUSINESS DAYS TO REPAIR	AL	5			
	1#	S02		BUSINESS DAYS TO REPAIR	AL	7			
	19**		Repl	A/M Condenser		1	-187.00	m Incl.	
N	22**	S02	Repl	A/M Condenser		1	194.00	m Incl.	
	48#			PIN STRIPE TAPE PER PANEL	AL	2	-20.00		
	51#	S02		PIN STRIPE TAPE PER PANEL	AL	3	30.00		
				------- DELETED ITEMS -------					
	15	S01	R&I	LT Headlamp assy 2.2L & 2.4L				Incl.	
				------- ADDED ITEMS -------					
N	15	S02	Repl	LT Headlamp assy 2.2L & 2.4L		1	143.50	Incl.	
	16	S02		Aim headlamps				0.5	
N	17	S02	Repl	LT Mount bracket		1	35.23		
				Subtotals ==>			195.73	0.5	0.0

Line 22 : PARTS PRICE INCREASE
Line 15 : Headlamp cracked underneath lamp
Line 17 : Headlamp mount panel design change needed to order new mount panel

Estimate Notes:
LKQ parts search yeilded no used parts from:
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joes used auto mark 800-222-2457
keystone had only a capa certified fender 800-962-9109

S01, upper tie bar buckled up in the center, latch bent (did not notice until compared with new colbalt because of the way of the damage) Blend right fender due to hood replacement

Parts		195.73
Parts Discount	$ 178.73 -10.0%	-17.87
Additional Supplement Adjustments		-0.01
Body Labor	0.5 hrs @ $ 42.00/hr	21.00
SUBTOTAL		$ 198.85
Sales Tax	$ 198.85 @ 6.0000%	11.93
TOTAL SUPPLEMENT AMOUNT		$ 210.78
NET COST OF SUPPLEMENT		$ 210.78

12/20/2006 at 08:14 AM Job Number: 44932
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SUPPLEMENT OF RECORD 2 WITH SUMMARY

2006 CHEV COBALT LT 4-2.2L-FI 2D CPE Blue Int:Black

Estimate	2300.17
Supplement S01	646.74
Supplement S02	210.78
Job Total	$ 3157.69

INSURANCE PAY $ 3157.69

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12/20/2006 at 08:14 AM
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Job Number: 44932

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SUPPLEMENT OF RECORD 2 WITH SUMMARY

2006 CHEV COBALT LT 4-2.2L-FI 2D CPE Blue Int:Black

ALTERNATE PARTS SUPPLIERS

22 A/M Condenser — Part No. CNDDPI4718 — Price $194.00

Keystone - NWPP
3658 ROUTE 378
BETHLEHEM, PA 18015
(800)441-4200
(610)866-0313

31 A/M CAPA LT Fender — Part No. GM1240324C — Price $104.00

Keystone - FPPP
3658 ROUTE 378
BETHLEHEM, PA 18015
(800)441-4200
(610)866-0313

P 15/17

> 18665081970

TECHNICIAN'S FINDINGS & REMARKS

1 COMPLAINT: Remove front bumper cover

CAUSE: Inspect for damage

#74 .5 12/18

CORRECTION: Complete

2 COMPLAINT:

CAUSE: Removed fenders, R&R upper Rad / Tie bar prepped for paint remistalled right fender prepped, replaced left fender, c-H door, prepped for paint. replaced Hood. prepped, cover prepped evac AC dis Air Air bags

CORRECTION:

#55 15.0 12-18

3 COMPLAINT:

CAUSE: C-H door cover not installed on drive cover Removed replaced condenser re charge, installed cover, liners Heat lamps Check trim

CORRECTION:

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No.	TIME	OFF / ON
		44932		OFF 1:00 1
		EMP. NO. 74	OPER. NO. Carlyn	ON
		44932		OFF 12:00 2
		EMP. NO. 55	OPER. NO. Martin	ON 9:45
		44932		OFF 4:30 7
		EMP. NO. 55	OPER. NO. Martin	ON 3:30
		44932		OFF 12:00 3
		EMP. NO. 55	OPER. NO. Martin	ON 10:15
		44932		OFF 5:30 4
		EMP. NO. 55	OPER. NO. Martin	ON 12:00
		44932		OFF 12:00 1
		EMP. NO. 55	OPER. NO. Martin	ON 7:00
		44932		OFF 3:30 3
		EMP. NO. 55	OPER. NO. Martin	ON 2:45
		44932		OFF 9:45 1
		EMP. NO. 55	OPER. NO. Martin	ON 7:00
		44932		OFF 9:30 1
		EMP. NO. 55	OPER. NO. Martin	ON 7:00

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No.	TIME	OFF / ON
		44983		OFF 7:00 1
		EMP. NO. 55	OPER. NO. Martin	ON 7:00
		44983		OFF 1:30 4
		EMP. NO. 55	OPER. NO. Martin	ON 12:00
		44983		OFF 12:00 3
		EMP. NO. 55	OPER. NO. Martin	ON 11:00

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No.	TIME	OFF / ON
		44932		OFF 1:00 1
		EMP. NO. 55	OPER. NO. Martin	ON 7:00

MILES OUT

AUTHORIZATION AREA

TIRES	WHEELS PULLED
LF	LF
RF	RF
LR	LR
RR	RR

STATE INSPECTION INFORMATION

INSPECTION STICKER #

TECHNICIAN'S

2008-01-30 00:33

LIST 0945D - DAILY PRO SHOP VENDOR DETAIL REPORT DATE: 12/22/2006

DRP ID: 3539 LOCATION CODE: 1550 VENDOR: T609 BOB WEAVER CHEV

CLAIM NUMBER	EFT ISSUE DATE	EFT CONTROL NUMBER	PAYMENT AMOUNT	CUSTOMER NAME
[redacted]	12/25/2006	0031	3,157.69	[redacted]

TOTAL INVOICES PAID: 1
TOTAL INVOICE AMT PAID: 3,157.69

ALLSTATE INSURANCE COMPANY
DIRECTION OF PAYMENT / AUTHORIZATION TO REPAIR

Vehicle owner's name: [redacted]

Allstate claim number: [redacted]

The vehicle that was involved in the accident:

2006	Chevrolet	Cobalt	1G1AL18F 7670[redacted]
Year	Make	Model	VIN

I hereby authorize Bob Weaver Chevrolet to make the necessary repairs arising from this accident of loss in accordance with their written estimate for the damage to my vehicle. I have received a copy of the estimate.

Signature [redacted] Date x 12/5/06

I am satisfied with the repairs completed by Bob Weaver Chevrolet and authorize payment to be made to Bob Weaver Chevrolet on my behalf.

Signature [redacted] Date x 12/20/06

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
KIMMEL & SILVERMAN

Business name, if different from above

Check appropriate box: ☐ Individual/Sole proprietor ☑ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.)
30 EAST BUTLER PIKE

Requester's name and address (optional)

City, state, and ZIP code
AMBLER, PA 19002

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
☐☐☐ ☐☐ ☐☐☐☐

or

Employer identification number
23 2671027

Part II Certification

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, and
3. I am a U.S. citizen or other U.S. person (defined below).

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 arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ Date ▶ 1/9/08

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain 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 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

RELEASE OF CLAIM

We, [redacted] (hereinafter referred to as "Releasors"), on behalf of ourselves and our assigns, heirs and executors, in consideration of: $3,800.00 paid by General Motors Corporation, hereby release and discharge General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasors 2006 Chevrolet Cobalt bearing Vehicle Identification Number 1G1AL18F767[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasors have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasors immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of $1,900.00, made payable to [redacted] the second in the amount of $1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is 29,888 on the date of the signing of this release.

Releasors have carefully read and understand this release. Releasors agree and acknowledge that this Release constitutes the entire agreement between Releasors and General Motors Corporation, and Releasors are not relying on any representations, promises or inducements other than those stated in this release.

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

We agree to the terms of this Release of All Claims

DATE SIGNED: 3/24/08

[redacted]

Claimant's Signature

[redacted]

Claimant's Signature

[redacted]

Address

[redacted]

Address

St Clair, Pa [redacted]

City, State, Zip Code

ST Clair Pa [redacted]

City, State, Zip Code

STATE OF Pennsylvania

COUNTY OF Schuylkill

Sworn to (or affirmed) and subscribed before me this 24 day of march, 20 08, by [redacted]

Susan D Chuplis
Signature of Notary Public

Susan D. Chuplis
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification X

Type of identification PA Driver's License

My commission expires: August 14, 2010

CC: File

LG0029
V6302006

Commonwealth of Pennsylvania
NOTARIAL SEAL
SUSAN D. CHUPLIS, Notary Public
City of Pottsville, Schuylkill County
My Commission Expires Aug. 14, 2010

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return) [redacted]

Business name, if different from above

Check appropriate box: ☑ Individual/Sole proprietor ☐ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.) [redacted]

Requester's name and address (optional)

City, state, and ZIP code St. Clair, Pa [redacted]

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

[redacted]

or

Employer identification number

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Part II Certification

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, and
3. I am a U.S. citizen or other U.S. person (defined below).

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Sign Here **Signature of U.S. person ▶** **Date ▶**

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

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- The U.S. owner of a disregarded entity and not the entity,

Bob Weaver Chevrolet

Pottsville, PA 17901
(570) 622-7191

61023	VIN 1G1AL18F767[redacted]	[redacted]	DATE IN 01/24/08
2006	MAKE CHEVROLET	MODEL COBALT	TIME IN 01:28
27429	MILES OUT 27429	FIRST USE 08/21/06	CLOSED 01/24/08
		SAINT CLAIR PA [redacted]	WRITER TOM MILL
		RES. [redacted] BUS. -	

(1) [illegible] SIGNAL WILL NOT CANCEL
[illegible]Y CONDITION
[illegible]UND FAULTY TURN SIGNAL CLOCK SPRING.
REPLACE CLOCK SPRING COIL.

(86-9713 RYAN K-) A

E7059	6C	OJ	[86]	6	8.40	43.85
(F)15923770	(COIL)			1		47.69
Total Labor					8.40	43.85
Total Parts						47.69
Total Repair (Warranty)						91.54

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	6	0	6	
Total Labor	.00	43.85	.00	43.85	80.8%
Total Parts	.00	47.69	.00	47.69	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	91.54	.00	91.54	(N/A)

R/O STATUS: CLOSED
TIME PRINTED: 1/31/2008 9:58:54 AM

43.85	.00	Labor	.00
47.69	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Shop Supplies	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
91.54	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
91.54	.00	TOTAL	.00

ROBERT M. SILVERMAN
CRAIG TOUHOR KIMMEL

KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
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F (215) 540-8817

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DAVID L. LIEBERMAN
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CHRISTOPHER R. HOLLIDAY
AMY L. BENNECOFF
MICHAEL J. SOSKA
CHRISTINA GILL ROSEMAN
RICHARD A. SCHOLER

Of Counsel:
RONNA LUCAS

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005
NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344
MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997
DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114
PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

February 27, 2008

VIA TELEFAX ONLY (866-592-1363)

Halima Shaw, Esquire
BRC Legal Case Manager
GM Business Resource Center

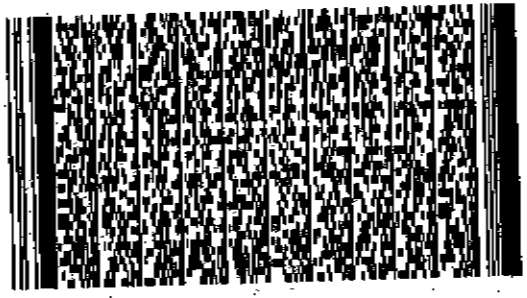
RE: [redacted] v. GM

Dear Ms. Shaw:

Please be advised that our client hereby accepts GM's most gracious offer to settle her claims against GM for $1,900.00. This will further confirm that we have separately settled my firm's bill of attorney fees and costs for the sum of $1,900.00. The car has about 29,000 on the odometer and attached is the requested Registration. I will have David Kelly of my office telephone you tomorrow to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

Very truly yours,

Robert M. Silverman



[redacted]

[redacted]

SAINT CLAIR PA

[redacted]

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUL 31, 2008 VALID: 07/19/07

PLATE: [redacted]
TITLE: 6507290700 1 MA
VIN: 1G1AL18F76[redacted]
YR/MAKE: 2006 CHEVROLET
TYPE: CP
MID: 07200 3902 L92928-002

[redacted]

I hereby acknowledge this day that I have received notice of the provisions of Section 3705 of the Vehicle Code.

Pennsylvania Financial Responsibility Identification Card

Allstate.
You're in good hands.

Allstate Insurance Company

NAIC #19232

[redacted]

St Clair PA [redacted]

POLICY NUMBER
[redacted]

YEAR / MAKE / MODEL
06 Chevrolet Cobalt

EFFECTIVE DATE
10/29/07

VEHICLE ID NUMBER
1G1AL18F76[redacted]

NOT VALID MORE THAN SIX MONTHS FROM EFFECTIVE DATE

AUTHORIZED REPRESENTATIVE
Joseph J. Richardson Jr

EXPIRATION DATE
04/29/08

This card must be shown to any Law Enforcement Officer upon request.

1080 SOUTH 4TH ST.
HAMBURG PA 19526
610-562-2216
FAX: 610-562-5495

OUTTEN HAMBURG

BUICK-PONTIAC-CHEVROLET

DATE: 1-30-08

TO: MS. EDWARDS

COMPANY GM Legal

FROM: GARY DIRTZ

PAGES INCLUDING COVER SHEET _____

COMMENTS:

Call me with ?s

GARY

THANK YOU!!!

WA 17 #7

87996

Outten HAMBURG

BUICK PONTIAC CHEVROLET Oldsmobile CHEV. TRUCKS

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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02BUZ	QUICK SERVICE	MI		01BUZ003	3000 MILE SERVICE	MI	
03BUZ003	3000 MILE SERVICE	MI		02BUZLOF	LUBE OIL & FILTER	MI	
01BUZ003A	3K COUPON	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/16/06	85561	992	20	25	W	61BUZ12	WATER LEAK
08/31/06	84906	378	20	3	W	40BUZ	BRAKES
				22	I	90BUZ	DETAIL
				3	I	02BUZSI	STATE INSPECTION
				3	I	02BUZEIO	EMISSION EXEMPTION
04/24/06	78961	62	2459	8	I	10BUZ06	SERVICE ENGINE SOON

SALESPERSON NO. 18923 S LAMAR TURMAN

S E R V I C E

VEHICLE ID NO	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO	LICENSE NO	R.O. NO.
1G1AL18F767[redacted]	06/CHEVROLET/COBALT/CPE		A6527	K335	87996

CUSTOMER NO	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R.O. DATE
19930		08/21/06	79		11/13/06

[redacted]
SAINT CLAIR, PA [redacted]

COLOR	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES	TAG NO
BLUE GRANITE/EBON				

TURBO	M-MC	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO	ADVISOR
	BUZZ	Y	Y	A	3730	22	JOE

[redacted]

TIME IN CHVRD	DATE/TIME PROMISED	PRIORITY
07:48am	11/13/06 08:30pm	

APPOINTMENT ☒ Yes ☐ No

LABOR RATE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

[redacted]

JOB

1 C/S 02BUZLOF LUBE OIL & FILTER
PERFORM LUBE, OIL, AND FILTER CHANGE. CHECK FLUID LEVELS, TIRES, BELTS, AND HOSES. LUBE DOOR HINGES
RESET CHANGE OIL LIGHT WHEN APPLICABLE

2 C/S 01BUZMPVI MULTIPOINT INSPECTION
GOODWRENCH MULTIPOINT VEHICLE INSPECTION

3 C/S 20BUZ HEATING/COOLING
C/S BLOWER RUNS EVEN WHILE TURNED OFF

N/C 642

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

POLICY NO.

INS. CO. | EXP. DATE / /

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $

CUSTOMER SIGNATURE

ORIGINAL AUTHORIZATION	CUSTOMER ACCEPTANCE	AUTHORIZED ADDITIONS
$	INITIAL HERE	$

DATE TIME

AUTHORIZED BY

EMPLOYER

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES $

INITIAL YOUR CHOICE

Soc. Sec. No.

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

	LF	RF	LR	RR
TIRE WEAR REMAINING				
BRAKE LINING/DISC. REMAINING				

0101J87996

#24 (A) Lube, oil change, filter services. ~~flushed~~ topped off all fluids.

(B) Multipoint inspection sheet

(C) Blower motor would not shut off.

c- Shorted wire behind control head for blower motor circuit.

c- Removed control head and dash cover, repaired shorted wire, reposition wires away from metal bracket.

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 87996 EMP NO.	OPER. NO.	TIME	OFF
		Disney	Martin	.3	ON NOV 13 08

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 87996 EMP NO.	OPER. NO.	TIME	OFF
			Martin	.2	ON

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 87996 EMP NO.	OPER. NO.	TIME	OFF
			Martin	.3	ON

Svc. drive 85561

Butten HAMBURG

BUICK PONTIAC CHEVROLET Oldsmobile [redacted] TRUCKS

85561

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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/31/06	84906	378	20	3	W	40BUZ	BRAKES
				22	I	90BUZ	DETAIL
				3	I	02BUZSI	STATE INSPECTION
				3	I	02BUZEI0	EMISSION EXEMPTION
04/24/06	78961	62	2459	8	I	10BUZ06	SERVICE ENGINE SOON
10/05/05	70844	49	2459	16	I	75BUZ02	DEALER TRADE CHECK

SALESPERSON NO. 18923 S LAMAR TURMAN

SERVICE

VEHICLE ID NO: 1G1AL18F767[redacted]
YEAR/MAKE/MODEL: 06/CHEVROLET/COBALT/2DR CPE LS
PRODUCTION DATE:
STOCK NO: A6527
[redacted] NO:
R.O. NO: 85561

[redacted]
SAINT CLAIR, PA [redacted]

CUSTOMER NO: 19930
SERVICE CONTRACT:
DELIVERY DATE: 08/21/06
DELIVERY MILES: 79
SUBMITTED AUTO NO:
R.O. DATE: 09/16/06

COLOR: BLUE GRANITE/EBON
CONTRACT NO:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO:

TURBO	M/MC	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO	ADVISOR
	BUZZ	Y	Y	A	9920	20	LAURA

[redacted]

TIME RECEIVED: 12:06pm
DATE/TIME PROMISED: 09/16/06 08:30pm
PRIORITY:

APPOINTMENT: ☐ Yes ☒ No

called LM 9/19/06 (SR)

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle or articles left therein in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

x N/P

JOB

C 61BUZ12 WATER LEAK

C/S WATER LEAKS ON PASS SIDE FLOOR, AND GLOVE BOX. CHK AND ADVISE.

B2852 1.2
Driver 09/19/06 H.D. (F.A.)

*full detail per M.H.
*full tank of gas per M.H.

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

POLICY NO.

INS. CO. EXP. DATE / /

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $

CUSTOMER SIGNATURE

ORIGINAL AUTHORIZATION	CUSTOMER ACCEPTANCE	AUTHORIZED ADDITIONS
$	INITIAL HERE	$

DATE TIME

AUTHORIZED BY

EMPLOYER

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☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES $

Soc. Sec. No.

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TIRE WEAR REMAINING	LF	RF	LR	RR
BRAKE LINING/DISC. REMAINING	LF	RF	LR	RR

0101J85561

SERVICE COPY

85561

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 85603	TIME	OFF
		EMP NO. OPER NO. Miller	1.2	ON

#25

- Check water leak
- No leaks From HVAC
- Spray Vehicle Down No leaks Found
- open Sunroof and Check Drain Tubes RS For Possible leak
- RF Drain Tube Disconnected water Running into Glove Compartment
- Disable Air bags
- Remove Sun Visor RF
- Remove A Post Cover and Pull Down Head Liner RS (time per 2.8)
- Reconnect Hose For Drain RF Sunroof wrap with wire Tie
- Re Install Previously Removed Parts 1.0

DROP

84906

Outten HAMBURG

BUICK PONTIAC CHEVROLET Oldsmobile GMC TRUCKS

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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

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10/05/05	70844	49	2459	16	I	75BUZ02	DEALER TRADE CHECK
				16	I	02BUZEI	EMISSION INSPECTION
				16	I	02BUZSI	STATE INSPECTION
				16	W	40BUZ01	BRAKE CONCERN
10/04/05	70809	48	18	4	W	51BUZ	BODY ELECTRICAL

SALESPERSON NO. 18923 S LAMAR TURMAN

SERVICE

VEHICLE IN NO: 1G1AL18F767[redacted]
YR/MAKE/MODEL: 06/CHEVROLET/COBALT/2DR CPE LS
PRODUCTION DATE:
STOCK NO: A6527
R.O. NO: 84906

[redacted]
SAINT CLAIR, PA [redacted]

CUSTOMER NO: 19930
SERVICE CONTRACT:
DELIVERY DATE: 08/21/06
DELIVERY MILES: 79
SPECIAL OR AUTH NO:
R.O. DATE: 08/31/06

COLOR: BLUE GRANITE/EBON
CONTRACT NO:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO:

after 5:30

UPDO	M/MC	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO	ADVISOR
	BUZZ	Y	Y	A	0	20	LAURA

[redacted]

DATE IN SHOP: 07:57am | DATE PROMISED: 08/31/06 | 08:30pm | PRIORITY

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle or articles left therein, in case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

APPOINTMENT: ☐ Yes ☒ No — Till 2:00

LABOR RATE:

[redacted]

1 C 40BUZ **BRAKES**
C/S BRAKES SHIMMY, CHK AND ADVISE. H00421.09

[redacted]

2 C 90BUZ **DETAIL**
C/S FRONT END ON VEHICLE WAS BUFFED, HAS SMALL SCRATCHES STILL, SALES OKED TO WETSAND.

'06 Chevy Cobalt

[redacted]

3 Refer PSI

Books in packet were wet.

Coming In the morning & Shakes when hits brakes

Note: PSI/Emissions Exp 10/06

THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES $ _____ CHOICE

Soc. Sec. No.

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

	LF	RF	LR	RR
TIRE WEAR REMAINING	7/2	7/2	7/2	7/2
BRAKE LINING/DISC. REMAINING	10/B	10/B	8/B	8/B

AIG - 8275715

Exp 8/07

Dale Bailey

0101J84906

PAGE 1 OF 1 SERVICE COPY 84906

#3 CS: Brakes shimmy when applied ?

Road Test To confirm concern

Brakes Pulsate

CK Runout = LF .009 RF .006

Recond machine Rot Rotors

Diag Brake Shimmy

#3

.3

#3 Mach (2) front Rotors To correct Lateral Runout

(See Brake Work Sheet)

(Brake Rotors)

#3

.7

#3 Perfm PST

PST

.4

78961

Outten HAMBURG

BUICK PONTIAC CHEVROLET Oldsmobile CHEVY TRUCKS

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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02BUZ	QUICK SERVICE	MI		01BUZ006	6000 MILE SERVICE	MI	
03BUZ006	6000 MILE SERVICE	MI		02BUZ04	ROTATE TIRES	MI	
02BUZLOF	LUBE OIL & FILTER	MI		02BUZ04D	TRUCK TIRE ROTATE	MI	
01BUZ006A	6K COUPON	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/05/05	70844	49	2459	16	I	75BUZ02	DEALER TRADE CHECK
				16	I	02BUZEI	EMISSION INSPECTION
				16	I	02BUZSI	STATE INSPECTION
				16	W	40BUZ01	BRAKE CONCERN
10/04/05	70809	48	18	4	W	51BUZ	BODY ELECTRICAL

SALESPERSON NO.

S E R V I C E

VEHICLE ID. NO. 1G1AL18F76[redacted] | YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/2DR CPE LS | PRODUCTION DATE | STOCK NO A6527 | LICENSE NO [redacted] | R.O. NO 78961

OUTTEN BUICK PONTIAC INC
1080 S. 4TH STREET
HAMBURG, PA 19526

CUSTOMER NO 10 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | STARTING OPERATION NO | R.O. DATE 04/24/06

COLOR BLUE GRANITE/EBON | CONTRACT NO | EXPIRATION DATE | EXPIRATION MILES | TAG NO

TURBO	M/MC	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO	ADVISOR
	BUZZ	Y	Y	A	[illegible]	2459	LEWIS

RESIDENCE PHONE 610-562-2216 | BUSINESS PHONE 610-562-2216

TIME RECEIVED 05:36am | DATE/TIME PROMISED 04/24/06 08:30pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No | LABOR DATE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X

JOB

COMMENTS : STOCK UNIT

W 10BUZ06 SERVICE ENGINE SOON
SALES STATES SES LIGHT ON

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

POLICY NO.

INS. CO. | EXP. DATE / /

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $

CUSTOMER SIGNATURE

ORIGINAL AUTHORIZATION	CUSTOMER ACCEPTANCE	AUTHORIZED ADDITIONS
$	INITIAL HERE	$

DATE TIME

AUTHORIZED BY

EMPLOYER

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES $

INITIAL YOUR CHOICE

Soc. Sec. No.

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

TIRE WEAR REMAINING	LF	RF	LR	RR
BRAKE LINING/DISC. REMAINING	LF	RF	LR	RR

0101J78961

SERVICE COPY

78961

√For DTCs Found the following

28

P0604 Control Module Random Access Memory

PASSed this ignition

Cleared DTCs since All Data has PASSed this ignition

70844

Outten HAMBURG

BUICK PONTIAC CHEVROLET Oldsmobile CHEVY TRUCKS

70844

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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/04/05	70809	48	18	4	W	51BUZ	BODY ELECTRICAL

SALESPERSON NO.

S E R V I C E

VEHICLE ID NO: 1G1AL18F7[redacted]
YEAR/MAKE/MODEL: 06/CHEVROLET/COBALT/2DR CPE LS
PRODUCTION DATE
STOCK NO: A6527
LICENSE NO: K335
R.O. NO: 70844

OUTTEN BUICK PONTIAC INC
1080 S. 4TH STREET
HAMBURG, PA 19526

CUSTOMER NO: 10
SERVICE CONTRACT
DELIVERY DATE
DELIVERY MILES
SELLING DEALER NO.
R.O. DATE: 10/05/05
COLOR: BLUE GRANITE/EBON
CONTRACT NO
EXPIRATION DATE
EXPIRATION MILES
TAG NO

TURBO	M/MC	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ	Y	Y	A	49	2459	LEWIS

RESIDENCE PHONE: 610-562-2216
BUSINESS PHONE: 610-562-2216
TIME RECEIVED: 11:07am
DATE/TIME PROMISED: 10/05/05 08:30pm
PRIORITY
LABOR DATE
APPOINTMENT: ☐ Yes ☒ No

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays [redacted] rial for any reason, that you neither assume or authorize any other person to assu [redacted] ill not be responsible for loss or damage to the above vehicle, or articles left there [redacted] an express [redacted] the above

JOB

1 | 75BUZ02 **DEALER TRADE CHECK**
PERFORM DEALER TRADE INSPECTION

2 | 02BUZEI **EMISSION INSPECTION**
PERFORM PA EMISSION INSPECTION

3 | 02BUZFSI **STATE INSPECT**
PERFORM PA STATE INSPECTION
B15043894 3

4.) FOUND BRAKES. PULSATING, [redacted] DUE TO LOT ROT.

HG. H0127 1.1 .7

16

0101J70844

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

POLICY NO.
INS. CO.
EXP. DATE / /

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $

CUSTOMER SIGNATURE

ORIGINAL AUTHORIZATION	CUSTOMER ACCEPTANCE	AUTHORIZED ADDITIONS
$	INITIAL HERE	$

DATE TIME
AUTHORIZED BY
EMPLOYER

INITIAL YOUR CHOICE
☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES $

Soc. Sec. No.

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	LF	RF	LR	RR
TIRE WEAR REMAINING	12	12	12	12
BRAKE LINING/DISC. REMAINING	11B	11B	5B	5B

SERVICE COPY

(1) DLR TRADE

(2) SI

(3) IM

(16)

(4) FRONT BRAKES PULSATE - PERF. FRONT BRAKE BURNISH PROCEDURE - STILL PULSATES, MEASURED - HAS THICKNESS VARIATION

MACHINED FRONT ROTORS. ASSEMBLED + TEST DRIVE OK.

70809

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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

VEHICLE ID NO: 1G1AL18F7[redacted] | YEAR/MAKE/MODEL: 06/CHEVROLET/COBALT/2DR CPE LS | PRODUCTION DATE | STOCK NO.: A6527 | LICENSE NO.: [redacted] | R.O. NO.: 70809

OUTTEN BUICK PONTIAC INC
1080 S. 4TH STREET
HAMBURG, PA 19526

CUSTOMER NO: 10 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO | R.O. DATE: 10/04/05

COLOR: BLUE GRANITE/EBON | CONTRACT NO | EXPIRATION DATE | EXPIRATION MILES | TAG NO

TURBO	M/MC	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO	ADVISOR
	BUZZ	Y	Y	A	[illegible]	18	DAN

RESIDENCE PHONE: 610-562-2216 | BUSINESS PHONE: 610-562-2216

TIME RECEIVED: 03:18pm | DATE/TIME PROMISED: 10/04/05 08:30pm | PRIORITY

APPOINTMENT: ☐ Yes ☒ No | LABOR RATE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control, that an express [redacted] employees may operate the above

JOB

1 W 51BUZ **BODY ELECTRICAL**
SALES STATES: L/F DOOR PWER LOCK NOT FUNCTIONING WITH OR WITHOUT REMOTE

OJ
4T B4365 .3

#C/

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

POLICY NO.

INS. CO. | EXP. DATE / /

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $

CUSTOMER SIGNATURE

ORIGINAL AUTHORIZATION	CUSTOMER ACCEPTANCE	AUTHORIZED ADDITIONS
$	INITIAL HERE	$

DATE | TIME

AUTHORIZED BY

EMPLOYER

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS

☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $ _____

☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES $ _____

INITIAL YOUR CHOICE

Soc. Sec. No.

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	LF	RF	LR	RR
TIRE WEAR REMAINING				
BRAKE LINING/DISC. REMAINING	LF	RF	LR	RR

0101J70809

 SERVICE COPY 70809

verified LF door lock will not unlock
will lock ok. Removed door trim panel found
lock rod jamming on door trim panel rod was twisted
cw it came thru door assembly then up thru hole in door
panel. moved lock rod & now ok.

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

VIA FAX ONLY

January 24, 2008

Attention: DJ Quinter
Bob Weaver Chevrolet Buick Pontiac GMC
2174 W Market St
Pottsville, PA 17901-1928

RE: [redacted]
Service Request: 71-592677822
2006 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL18F767[redacted]
Customer Relationship Specialist: Vaniecia Edwards

Dear Mr. Quinter

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, Application for Title 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

UNITED STATES POSTAGE
PITNEY BOWES
02 1M
0004233445
$ 05.30⁰
JAN 29 2008
MAILED FROM ZIP CODE 19002

FIRST CLASS MAIL

KIMMEL & SILVERMAN
P.C.
30 East Butler Pike, Ambler, PA 19002

TO:

General Motors Corporation
C/O MSX International
Attn: BRC Legal
1919 Concept Drive
Warren MI 48091

JAN 3 1 2008

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

Member, PA Bar
Member, NJ Bar
Member, DE Bar
Member, NY Bar
Member, MA Bar
Member, MD Bar
Member, OH Bar
Member, DC Bar
Member, AZ Bar
Member, CO Bar
Member, VT Bar
Member, MI Bar
Member, RI Bar
Member MI Bar

KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

JACQUELINE C. HERRITT
ROBERT A. RAPKIN
HY DAVID RUBENSTEIN
BARRY R. WINDERMAN
MELISSA K. FIALA
IRA P. SMADES
DAVID L. LIEBERMAN
ANGELA K. TROCCOLI
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CHRISTOPHER R. HOLLIDAY
AMY L. BENNECOFF
MARY T. FOY
MICHAEL J. SOSKA
CHRISTINA GILL ROSEMAN
RICHARD A. SCHOLER

Of Counsel:
RONNA LUCAS

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

January 28, 2008

General Motors Corporation
c/o MSX International
Attn. BRC Legal
1919 Concept Drive
Warren MI 48091

RE: [redacted] v. General Motors Corporation
VIN #1G1AL18F767[redacted]

Dear Sir/Madam:

I am writing this letter as an effort to work out a pre-litigation settlement of the above captioned matter. I have enclosed the sales and servicing documentation submitted by the client. As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon.

Plantiff hereby demands a statutory repurchase of the vehicle, plus payment of counsel fees and costs in the bottom line of $1,900.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal General Motors Customer. I look forward to discussing this case at your earliest convenience.

Very truly yours,

Robert M. Silverman tml

RMS/tml
Enclosures

#1 DA

Outten HAMBURG
BUICK PONTIAC CHEVROLET GMC TRUCKS
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CUSTOMER NO 19930	ADVISOR LAURA 20	TAG NO	INVOICE DATE 08/31/06	INVOICE NO BUCS84906
[redacted]	LABOR RATE [redacted]	MILEAGE 378	COLOR BLUE GRANIT	STOCK NO A6527
SAINT CLAIR, PA [redacted]	YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/2DR CPE LS		DELIVERY DATE 08/21/06	DELIVERY MILES 79
	VEHICLE ID NO 1G1AL18F767 [redacted]		SELLING DEALER NO	PRODUCTION DATE
[redacted]	F.T.L. NO	P.O. NO	RO DATE 08/31/06	
	COMMENTS			MO: 378

JOB# 1 CHARGES

LABOR
J# 1 408UZ BRAKES TECH(5) WARRANTY
C/S BRAKES SHIMMY, CHK AND ADVISE.
VERIFY BRAKES SHIMMY, TRACED TO WARPED FRONT ROTORS.
RESURFACED FRONT ROTORS. ROAD TEST OK.

#1 Brakes

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 908UZ DETAIL TECH(6) INTERNAL
C/S FRONT END ON VEHICLE WAS BUFFED, HAS SMALL SCRATCHES
STILL. SALES OKED TO WETSAND.
REMOVE SCRATCHES AND DETAIL.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 408UZS1 STATE INSPECTION TECH(5) INTERNAL
PERFORM PA STATE INSPECTION.
STICKER #
A168275715
BRAKES:L/F>>>R/F>>>L/R>>>R/R"TIRES:L/F>>>R/F>>>L/R>>>R/R
.....10B...10B...5B....5B.....12/32 ALL AROUND.....

MISC.....CODE..... DESCRIPTION.....CONTROL NO.....
PAS1 PA STATE INSPECTION STICKER INTERNAL
TOTAL - MISC 0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 408UZEI0 EMISSION EXEMPTION INTERNAL
PERFORM PA EMISSION INSPECTION
PERFORMED VEHICLE EMISSION EXEMPTION INSPECTION. VEHICLE HAS
BEEN DRIVEN 5,000 MILES OR LESS IN THE PREVIOUS 12 MONTHS

MISC.....CODE.....DESCRIPTION.....CONTROL NO.....
MCI MCI FEE INTERNAL
TOTAL - MISC 0.00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL 0.00

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY, TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

TIRE WEAR REMAINING			
LF	RF	LR	RR
BRAKE LINING REC. REMAINING			
LF	RF	LR	RR

 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 04:30pm

GH1447 (0 R5/04)

8cDRWE OK

Outten HAMBURG

BUICK PONTIAC CHEVROLET GMC TRUCKS

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CUSTOMER NO. 19930	ADVISOR LAURA 20	TAG NO.	INVOICE DATE 09/19/06	INVOICE NO. BUCS85561
[redacted]	LABOR RATE [redacted]	MILEAGE 992	COLOR BLUE GRANIT	STOCK NO. A6527
SAINT CLAIR PA [redacted]	YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/2DR CPE LS		DELIVERY DATE 08/21/06	DELIVERY MILES 79
	VEHICLE ID NO. 1G1AL18F767 [redacted]		RETURN OF AUTO NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/16/06	
[redacted]	COMMENTS			MO: 992

JOB# 1 CHARGES

LABOR

JOB# 1 61BUZ12 WATER LEAK TECH(S):25 WARRANTY

C/S WATER LEAKS ON PASS SIDE FLOOR. AND GLOVE BOX. CHK AND ADVISE.
WATER TEST. R/F SUNROOF DRAIN DISCONNETED. R&R R/SUNSHADE. R/PILLAR TRIM & HEADLINING. RECONNECT SUNROOF DRAIN.
WATER TEST. NO LEAKS @ THIS TIME

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

Payment Method

[ ] Cash [ ] Check #.....

[ ] Visa [ ] MC [ ] Discover

[ ] A/R [ ] Gift Certificate

Payment received by .....[initials]

Payment received date .....

BOOK YOUR NEXT SERVICE APPOINTMENT ONLINE AT www.outtencars.com

CUSTOMER SIGNATURE

*passenger floor was flooded.

*glove box was filled with water

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY, TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

TIRE WEAR REMAINING			
LF	RF	LR	RR
BRAKE LINING/DRC. REMAINING			
LF	RF	LR	RR

CUSTOMER COPY

[END OF INVOICE] 02:13pm

Outten HAMBURG BUICK PONTIAC CHEVROLET CHEVY TRUCKS
1080 South 4th St., Hamburg, PA 19526 • (610) 562-2216 • Fax (610) 562-5495 • www.outtencars.com

CUSTOMER NO. 19930	ADVISOR JOE	TAG NO. 22	INVOICE DATE 11/13/06	INVOICE NO. BUCS87996
[redacted]	LABOR RATE [redacted]	MILEAGE 3,730	COLOR BLUE GRANIT	STOCK NO. A6527
SAINT CLAIR, PA [redacted]	YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/CPE		DELIVERY DATE 08/21/06	DELIVERY MILES 79
	VEHICLE ID NO 1G1AL18F767[redacted]		SELLING DEALER NO	PRODUCTION DATE
	TITLE NO	[redacted]	PO DATE 11/13/06	
[redacted]	COMMENTS			MO: 3730

JOB# 1 CHARGES

LABOR

J# 1 02BUZLOF LUBE OIL & FILTER TECH(S):24 12.49
PERFORM LUBE, OIL, AND FILTER CHANGE, CHECK FLUID LEVELS, TIRES, BELTS, AND HOSES, LUBE DOOR HINGES
RESET CHANGE OIL LIGHT WHEN APPLICABLE
CHANGED ENGINE OIL AND FILTER, INSPECTED BELTS, HOSES, LIGHTS, HORN, WIPERS, AND FLUIDS, CHECKED TIRE CONDITION AND SET PRESSURE, LUBED DOOR HINGES, LOCKS, STEERING AND SUSPENSION

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	PX456G	OIL & FILTER	15.96	15.96
	1	12579143	FILTER 1.836	****	****
	5	OIL	MOTOR OIL	****	****
				TOTAL - PARTS	15.96

JOB# 1 TOTALS

LABOR	12.49
PARTS	15.96
JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL	28.45

JOB# 2 CHARGES

LABOR

J# 2 01BUZMPVI MULTI-POINT INSPECTI TECH(S):24 0.00
GOODWRENCH MULTIPOINT VEHICLE INSPECTION
COMPLIMENTS OF OUTTEN SERVICE DEPARTMENT
REVIEW ATTACHED INSPECTION FOR FOR RECOMMENDED SERVICES

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 20BUZ HEATING / COOLING TECH(S):24 WARRANTY
C/S BLOWER RUNS EVEN WHILE TURNED OFF
SHORTED WIRE BEHIND CONTROL HEAD
R&R CONTROL HEAD, RPR WIRE & REPOSITION TO ENSURE PROPER OPERATION OF BLOWER MOTOR

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY, TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

TIRE WEAR REMAINING			
LF	RF	LR	RR
BRAKE LINING REMAINING			
LF	RF	LR	RR

 CUSTOMER COPY (CONTINUED ON NEXT PAGE) 08:59am

bob weaver

GMC

CHEVROLET BUICK PONTIAC GMC

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

SERVICE INVOICE

RO	VIN			DATE IN
59913	1G1AL18F767[redacted]	[redacted]		12/28/07
YEAR: 2006	MAKE: CHEVROLET	MODEL: COBALT	[redacted]	TIME IN: 10:37
MILES IN: 26343 / MILES OUT: 26343	FIRST USE: 08/21/06	USE:	SAINT CLAIR PA [redacted]	CLOSED: 12/29/07
VIN ALSO		H [redacted] W: (570) -		WRITER: STAN W

(1) 3,000 MILE SERVICE PERFORM OIL, LUBE & FILTER CHANGE TOP OFF FLUIDS, ADJUST TIRE PRESSURE		Labor		T20	5	36.00
		12605566	(FILTER)		1	7.80
		12345615	(OIL 5W30)		5	11.15
		Total Labor				36.00
		Total Parts				18.95
(20-5979 GARRIN L-)	A	Less Special Discount				-25.00
		Total Repair (Customer)				29.95
(2) SAFETY CHECK FRONT BRAKES 10/32 REAR 5/32 TIRES 7/32F 9/32R		Labor	SC	T64	4	
(64-4142 DAN-)	A	(Internal)				
(3) CUSTOMER STATES W/SHIELD WIPERS ARE INOP WIPER SYSTEM CHECK FOUND WIPERS NOT PARKING WIPER MOTOR CIRCUIT CHECK FOUND BAD MOTOR. REPLACE WIPER MOTOR		N3520	6G OJ	T64	9	63.81
		(F)22664679	(MOTOR)		1	88.05
		Total Labor				63.81
		Total Parts				88.05
(64-4142 DAN-)	A	Total Repair (Warranty)				151.86

w/shield wipers completely went dead during rainstorm. Could not see at all. Big Safety issue.

BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE: WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE _____

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

X _____ CUSTOMER'S SIGNATURE

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

W.C.	INT		CUSTOMER
63.81		Labor	36.00
88.05		Parts	18.95
.00		Sublet	.00
.00		Shop Supplie	.00
.00		Oil/Grease	.00
		Less Disc.	-25.00
151.86		Sub Total	29.95
.00	.00	Tax	1.80
151.86		Total (Cash)	31.75
		Gift Certificate	(31.75)

59913 Customer Copy

bob weaver

CHEVROLET BUICK PONTIAC GMC

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

SERVICE INVOICE

R/O	VIN			DATE IN
57572	1G1AL18F767[redacted]		[redacted]	10/29/07
YEAR 2006	MAKE CHEVROLET	MODEL COBALT	COLOR	TIME IN 08:02
MILES IN 23125	MILES OUT 23126	FIRST USE 08/21/06	LIC.	SAINT CLAIR PA [redacted] / CLOSED 10/30/07
SEE ALSO			H: [redacted] W: (570) -	WRITER CANDI

(1) THE CUSTOMER STATES THE BRAKES ARE PULSATING TEST DROVE AND VERIFIED THE PULSATION COMING FROM THE FRONT ROTORS. MEASURED THE FRONT ROTORS; LF.920/RF.923 - ROTOR THICKNESS VARIATION LF.003/RF.003. RESURFACED THE FRONT ROTORS AND REMEASURED LF.899/RF.901. LRO AFTER CUTTING LF.002/RF.001. NO SHIMS WERE REQUIRED. TEST DROVE AND THE PULSATION IS GONE.
(20-5979 GARRIN L-) A

H0122 03R03 OR T20 20 141.80
Total Labor 141.80

#3 Brakes

Total Repair (Warranty) 141.80

(2) THE CUSTOMER STATES THE LEFT AND RIGHT DOOR PULL CUPS ARE PEELING VERIFIED THE CONCERN. ORDERED NEW PULL CUPS FOR THE CUSTOMER. WILL CONTACT THE CUSTOMER WHEN IT ARRIVES
(20-5979 GARRIN L-) A

Labor T20 .00
Total Repair (Warranty) ..... .00

(3) THE CUSTOMER STATES THE RIGHT FRONT CENTER CAP IS MISSING SINCE ~~[illegible]~~ REPLACED THE CENTER CAP ON THE RIGHT FRONT WHEEL FOR CUSTOMER SATISFACTION
(20-5979 GARRIN L-) A

Labor T20
9595096 (CAP) 1
.....(Internal).....

BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE: WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE _____

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

X _____ CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

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	WO	INT		CUSTOMER
	141.80		Labor	.00
	.00		Parts	.00
	.00		Sublet	.00
	.00		Shop Supplies	.00
	.00		Oil/Grease	.00
	141.80		Sub Total	.00
	.00	.00	Tax	.00
	141.80		Total	.00

57572 Customer Copy

bob weaver

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

CHEVROLET BUICK PONTIAC GMC

INVOICE

VIN 1G1AL18F767[redacted]			[redacted]	DATE IN 11/14/07
CHEVROLET	MODEL COBALT	COLOR	[redacted]	TIME IN 07:05
24010	FIRST USE 08/21/06	USE	SAINT CLAIR PA[redacted]	CLOSED 11/14/07
			H: [redacted] (570) -	WRITER 9879 CANDI

STOMER STATES THE LEFT AND RIGHT PULL ARE PEELING	C9741	5L	VV	T20	2	14.18
ED THE CUSTOMER CONCERN. CHECKED AND	(F)15927322	(PLATE)			1	10.98
THE PAINT IS WORN OFF OF THE TRIM	15927317	(PLATE)			1	11.64
ED THE LEFT AND RIGHT DOOR PULL CUPS	Total Labor					14.18
ASSEMBLED	Total Parts					22.62
S GARRIN L-) A	Total Repair (Warranty)					36.80
STOMER STATES THE SES LIGHT IS ON	J6354	93	WG	T20	7	49.63
ED THE CUSTOMER CONCERN. SCANNED & CODES P0320 (KNOCK SENSOR LOW VOLTAGE)	Total Labor					49.63
STORY. CHECKED BULLETINS, FOUND 1. CHECK FRAME DATA FOR THE LAST TEST FAILED, AST FAIL WAS 6003 MILES AGO. THE CODE SET SES LIGHT ON 2 CONSECUTIVE CYCLES OF E ARE PRESENT. THIS CODE IS HISTORY. LE BAD CONNECTION AT KNOCK SENSOR OR GRAM UPDATE. CHECKED KNOCK SENSOR IONS, OK. CHECKED PIN TENSIONS ON ALS, TIGHT. THE CODE IS INTERMITTENT. ND BULLETIN 05-06-04-073 POSSILBY FOR						
9 GARRIN L-) A	Total Repair (Warranty)					49.63
DER: IT DOES FIT THE CRITERIA FOR THE REPROGRAMMED THE ECM PER N 05-06-04-073 AND RETESTED THE SYSTEM S RESET. ALL OK. CODE 11906	Labor			T20		.00
GARRIN L-) A	Total Repair (Warranty)					.00

YOU HAVE THE RIGHT TO AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE: WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE _____

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...work herein set forth to be done by you along with the necessary parts and materials ...and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle ...any other cause beyond your control or for any delays caused by unavailability of parts or ...and that you neither assume nor authorize anyone to assume any liability in connection ...grant you and/or your employees permission to operate the vehicle herein described on ...for the purpose of testing and/or inspection. An express mechanic's lien is hereby ...to secure the amount of repairs therein

CUSTOMER'S SIGNATURE

DISCLAIMER OF WARRANTIES
The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

63.81		Labor	.00
22.62		Parts	.00
.00		Sublet	.00
.00		Shop Supplie	.00
.00		Oil/Grease	.00
86.43		Sub Total	.00
.00	.00	Tax	.00
86.43		Total	.00

58278 Customer Copy

bob weaver

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

CHEVROLET BUICK PONTIAC GMC

SERVICE INVOICE

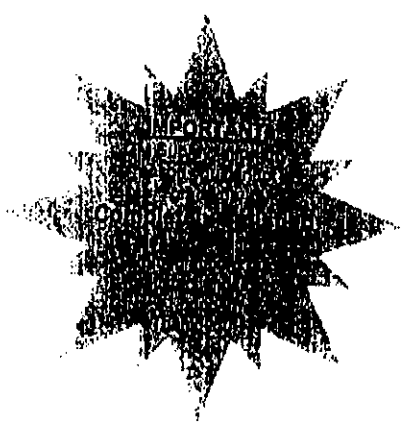
60571 1	G1AL18F767 [redacted]		[redacted]	01/14/08
YEAR 2006	MAKE CHEVROLET	MODEL COBALT	COLOR [redacted]	11:05
MILES IN 27132	MILES OUT 27132	FIRST USE 08/21/06	LIC. SAINT CLAIR PA [redacted]	CLOSED 01/16/08
ALSO			H: [redacted] -	STAN W

(1) CUSTOMER STATES SUNROOF MOVES SLOWLY AND SOME TIMES WILL NOT MOVE AT ALL. CHECK SUNROOF TRACK AND CHANNEL FOR FOREIGN OBJECTS. REPLACE MOTOR AND FRAME. BEFORE REPAIR TECHNICIAN NOTED ROOF PANEL COVERED WITH LIGHT SCRATCHES. POSSIBLY MADE WHEN REMOVING SNOW OR ICE FROM VEHICLE. (01-5968 JIM C-) A

B2780	2F	OL	T01	17	124.24
15845680	(MOTOR KI)			1	112.39
(F)15912563	(FRAME)			1	144.71
15887809	(BEZEL)			1	2.97
15812992	(RETAINER)			1	3.22
Total Labor					124.24
Total Parts					263.29
Total Repair (Warranty)					387.53

(2) CUSTOMER STATES POWER STEERING IS INOPERATIVE NO POWER ASSIST. DIAGNOSTIC CIRCUIT CHECK OF POWER STEERING MODULE FOUND TROUBLE CODE C0475. INSPECT MOTOR HARNESS CONNECTORS. REPLACE STEERING COLUMN AS PER SERVICE BULLETIN DOCUMENT ID #2004240 (01-5968 JIM C-) A

E7680	6D	OG	T01	11	80.39
(F)25831501	(COL KIT)			1	490.77
Total Labor					80.39
Total Parts					490.77
Total Repair (Warranty)					571.16



BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE: WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE _____

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W.C.			CUSTOMER
204.63		Labor	.00
754.06		Parts	.00
.00		Sublet	.00
.00		Shop Supplies	.00
.00		Oil/Grease	.00
958.69		Sub Total	.00
.00	.00	Tax	.00
958.69		Total	.00

60571 Customer Copy

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 10/13/07
PROCESSING SOURCE: CHEVROLET 15:17:43
PAGE: 1

VIN: 1G1AL18F7 67[redacted] SELLG SCE: 13 MDL YR: 06 ORD NO: JGJXC3

ODATE: 06/09/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 15168
DDATE: 08/21/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 08/23/06 ORDER BY:
CANC:
CANC DOE:
TRADE: 09/12/05 DLVY TO: [redacted]
TRD DOE: 09/14/05 [redacted]
SRVC IN: SAINT CLAIR PA [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
BCQ	01	13 15168	00030851301	08/24/06	500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00030851301 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
DXP	01	13 15168	00030851301	08/24/06	1,188.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00030851301 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 15168	00030851301	08/24/06	29.29	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00030851301 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
XMC	01	13 15168	102090	08/30/06	2,281.54	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 102090 AUTH PUR CD:
MISC DATE: 08/21/06 MISC: 0000077598MEA0
POLICY PYMT CMNT: ACTV TYPE: 6

bob weaver

CHEVROLET

2174 West Market Street
Pottsville, Pennsylvania 17901

Phone (570) 622-7191
~~Fax (570) 628-3610~~
www.bobweaverchevrolet.com

FACSIMILE TRANSMITTAL

SEND TO: VANIECIA EDWARDS	FROM: Dominic Sylvester
DATE: 1/30/08	SENDER'S FAX: (570) 628-3610
TIME:	SENDER'S PHONE: (570) 622-7191
RECIPIENT'S FAX NUMBER: 866 508-1970	REGARDING:

☐ Urgent ☐ Reply A.S.A.P. ☐ Please Comment ☐ Please Review ☐ For Your Info

Total Number of Pages, including cover: 62

COMMENTS:

General Motors Corporation
Business Resource Center
PO Box 13450
Detroit, MI 48213-9170

VIA FAX ONLY

January 24, 2008

Attention: DJ Quinter
Bob Weaver Chevrolet Buick Pontiac GMC
2174 W Market St
Pottsville, PA 17901-1928

RE: [redacted]
Service Request: 71-5926 77822
2006 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL18F767[redacted]
Customer Relationship Specialist: Vaniecia Edwards

Dear Mr. Quinter

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, Application for Title 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

bob weaver

CHEVROLET BUICK PONTIAC GMC

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

SERVICE INVOICE

R/O	VIN			DATE IN
60571 1	G1AL18F767[redacted]		[redacted]	01/14/08
YEAR 2006	MAKE CHEVROLET	MODEL COBALT	COLOR [redacted]	TIME IN 11:05
MILES IN 27132	MILES OUT 27132	FIRST USE 08/21/06	LISC. SAINT CLAIR PA[redacted]	CLOSED 01/16/08
SEE ALSO		H:[redacted] -		WRITER STAN W

(1) CUSTOMER STATES SUNROOF MOVES SLOWLY AND SOME TIMES WILL NOT MOVE AT ALL.
CHECK SUNROOF TRACK AND CHANNEL FOR FOREIGN OBJECTS.
REPLACE MOTOR AND FRAME.
BEFORE REPAIR TECHNICIAN NOTED ROOF PANEL COVERED WITH LIGHT SCRATCHES. POSSIBLY MADE WHEN REMOVING SNOW OR ICE FROM VEHICLE.
(01-5968 JIM C-) A

B2780	2F OL	T01	17	2635	124.24
15845680	(MOTOR KI)		1	8028	112.39
(F)15912563	(FRAME)		1	10336	144.71
15887809	(BEZEL)		1	212	2.97
15812992	(RETAINER)		1	230	3.22
Total Labor					124.24
Total Parts					263.29
Total Repair (Warranty)					387.53

(2) CUSTOMER STATES POWER STEERING IS INOPERATIVE NO POWER ASSIST.
DIAGNOSTIC CIRCUIT CHECK OF POWER STEERING MODULE FOUND TROUBLE CODE C0475. INSPECT MOTOR HARNESS CONNECTORS. REPLACE STEERING COLUMN AS PER SERVICE BULLETIN DOCUMENT ID #2004240
(01-5968 JIM C-) A

E7680	6D OG	T01	11	1705	80.39
(F)25831501	(COL KIT)		1	35055	490.77
Total Labor					80.39
Total Parts					490.77
Total Repair (Warranty)					571.16

BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE: WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE _____

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X _____ CUSTOMER'S SIGNATURE

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W C	INT		CUSTOMER
204.63	.00	Labor	.00
754.06	.00	Parts	.00
.00	.00	Sublet	.00
.00	.00	Shop Supplie	.00
.00	.00	Oil/Grease	.00
958.69	.00	Sub Total	.00
.00	.00	Tax	.00
958.69	.00	Total	.00

60571 File Copy

22716443

TECHNICIAN'S FINDINGS & REMARKS

1 COMPLAINT: Sunroof moves slowly -

CAUSE: Checked for Debris in channel - OK
drive motor Frame

Note - Scratches on Roof

CORRECTION: Replaced Sun Roof motor & Frame

2 COMPLAINT: Checked power assist inop.

CAUSE: Diagnostic Circuit Check P/S module
Code C0475 - Inspect motor Harness
Connector - OK -

CORRECTION: Replaced Steering Column.

3 COMPLAINT:

CAUSE:

CORRECTION:

4 COMPLAINT:

CAUSE:

CORRECTION:

TIME TICKET

TIME TICKET

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No.	TIME	OFF
		60571		6
		EMP. NO. 01 / OPER. NO.	.4	ON
		60571		7
		01	1.1	ON

TIME TICKET

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No.	TIME	OFF
		60571		9
		EMP. NO. 01 / OPER. NO.	1.2	ON

TIME TICKET

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No.	TIME	OFF
		60571		6
		EMP. NO. 01 / OPER. NO.	2.2	ON
		60571		1
		01	.8	ON

TIME TICKET 5.7

TIME TICKET

MILES OUT

AUTHORIZATION AREA

TIRES	WHEELS PULLED
LF	LF
RF	RF
LR	LR
RR	RR

STATE INSPECTION INFORMATION 00571

INSPECTION STICKER #

TECHNICIAN'S SIGNATURE

P 4

>> 18665081970

2008-01-30 00:22

Document ID# 2004240
2006 Chevrolet Cobalt

Subject: **Diagnostic Tips for Power Steering Inoperative/Steering Wheel Hard to Turn, Power Steering Message Displayed on DIC, DTCs C0176, C0475, C0476, C0550, U2105, U2107 Set #07-02-32-007 - (08/20/2007)**

Models: **2005-2008 Chevrolet Cobalt**
2006-2008 Chevrolet HHR
2005-2006 Pontiac Pursuit (Canada Only)
2007-2008 Pontiac G5
2003-2007 Saturn 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

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.

Document ID# 2004240
2006 Chevrolet Cobalt

[redacted]

Document ID# 1838209
2006 Chevrolet Cobalt

Subject: **Sunroof Inoperative Binding - keywords bind channel check frame function inhibit internal linkage module motor operation stick stuck #PIC3757A - (06/14/2006)**

Models:
2006 Cadillac CTS
2006 Cadillac STS
2006 Chevrolet Cobalt
2006 Chevrolet HHR
2006 Pontiac Pursuit (Canada Only)
2006 Saturn ION

This PI has been revised to include the Pontiac Pursuit. Please discard PIC3757.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

A customer may find the sunroof becomes inoperative, binds, or sticks when operating.

Recommendation/Instructions:

Please inspect for foreign object matter in the sunroof track area or in the mechanism prior to replacement. The module may not need to be replaced.

Some sunroofs were updated before they left the factory. When the sunroof glass is replaced, each comes with new screws for installation. When installing the new glass, some screws may have been inadvertently dropped into the sunroof track area and during normal driving these may become positioned so they may cause a sticking, binding, or an inoperative sunroof.

Please inspect the track area closely for loose foreign objects; they may become trapped in the grease that is used for lubrication and may be difficult to find.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Document ID# 1838209
2006 Chevrolet Cobalt

bob weaver

CHEVROLET BUICK PONTIAC GMC

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

SERVICE INVOICE

R/O	VIN		DATE IN
57572	1G1AL18F767[redacted]	[redacted]	10/29/07

YEAR	MAKE	MODEL	COLOR	TIME IN
2006	CHEVROLET	COBALT		08:02

MILES IN	MILES OUT	FIRST USE	LISC.	CLOSED
23125	23126	08/21/06		10/30/07

SAINT CLAIR PA [redacted]

SEE ALSO

[redacted] W: (570) -

WRITER: CANDI

(1) THE CUSTOMER STATES THE BRAKES ARE PULSATING TEST DROVE AND VERIFIED THE PULSATION COMING FROM THE FRONT ROTORS. MEASURED THE FRONT ROTORS; LF.920/RF.923 - ROTOR THICKNESS VARIATION LF.003/RF.003. RESURFACED THE FRONT ROTORS AND REMEASURED LF.899/RF.901. LRO AFTER CUTTING LF.002/RF.001. NO SHIMS WERE REQUIRED. TEST DROVE AND THE PULSATION IS GONE.	H0122	03R03 OR	T20	20	4000	141.80
	Total Labor					141.80
(20-5979 GARRIN L-) A	Total Repair (Warranty)					141.80
(2) THE CUSTOMER STATES THE LEFT AND RIGHT DOOR PULL CUPS ARE PEELING VERIFIED THE CONCERN. ORDERED NEW PULL CUPS FOR THE CUSTOMER. WILL CONTACT THE CUSTOMER WHEN IT ARRIVES	Labor		T20			.00
(20-5979 GARRIN L-) A	Total Repair (Warranty)					.00
(3) THE CUSTOMER STATES THE RIGHT FRONT CENTER CAP IS MISSING SINCE BODY WORK DONE REPLACED THE CENTER CAP ON THE RIGHT FRONT WHEEL FOR CUSTOMER SATISFACTION	Labor		T20			.00
	9595096	(CAP)		1	1099	18.63
	Total Parts					18.63
(20-5979 GARRIN L-) A	Total Repair (Internal)					18.63

BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE: WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE _____

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

X _____ CUSTOMER'S SIGNATURE

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

W.C	INT.		CUSTOMER
141.80	.00	Labor	.00
.00	18.63	Parts	.00
.00	.00	Sublet	.00
.00	.00	Shop Supplie	.00
.00	.00	Oil/Grease	.00
141.80	18.63	Sub Total	.00
.00	.00	Tax	.00
141.80	18.63	Total	.00

57572 File Copy

BRAKE ROTOR REQUIRED MEASURMENTS

RO Number: 57572 Model: 06 Cobalt Mileage: 23125

1. **ROTOR THICKNESS (PRIOR TO SERVICE)**
   Measure 4 equally spaced places (around the rotor and from the outside edge) in the pad contact area.

LF:	1. .920	2: .921	3: .917	4. .919
RF:	1. .923	2: .921	3: .920	4. .923
LR:	1.	2:	3:	4.
RR:	1.	2:	3:	4.

2. **ROTOR THICKNESS VARIATION** (Req. for pulsation complaint)
   Subtract high and low reading from above.

LF: .003 RF: .003

LR: RR:

3. **ROTOR MACHINE TO THICKNESS GM SPEC.**

LF: .896 RF: ~~.897~~ .896

LR: RR:

4. **ROTOR THICKNESS (AFTER CUT)**

LF: .899 RF: .901

LR: RR:

5. **LATERAL RUNOUT (AFTER SERVICE OR REPLACEMENT)**
   GM Spec: .002 (.0015 N and W Body)

LF: .002 RF: .001

LR: RR:

6. **BRAKE ALIGN SHIM PART # USED IF OVER .002 RUNOUT**

LF: None RF: None

LR: RR:

USE TORQUE STICKS OR A TORQUE WRENCH!!!!

Document ID# 1389228
2006 Chevrolet Cobalt

Disc Brake Component Specifications

Application	Specification	
	Metric	English
Front Brakes J41/JM4		
• Brake Pad Lining Minimum Thickness	1.0 mm	0.039 in
• Brake Pad Lining Thickness - New	12.0 mm	0.472 in
• Brake Rotor Diameter	256.00 mm	10.079 in
• Brake Rotor Discard Thickness*	22.0 mm	0.87 in
• Brake Rotor Maximum Allowable Assembled Lateral Runout	0.06 mm	0.002 in
• Brake Rotor Maximum Allowable Scoring	1.50 mm	0.059 in
• Brake Rotor Maximum Allowable Thickness Variation	0.025 mm	0.001 in
• Brake Rotor Minimum Allowable Thickness After Refinish	22.75 mm	0.896 in
• Brake Rotor Thickness - New	23.69 mm	0.933 in
Front Brakes JL9		
• Brake Rotor Diameter	296.00 mm	11.653 in
• Brake Rotor Discard Thickness*	22.8 mm	0.898 in
• Brake Rotor Maximum Allowable Assembled Lateral Runout	0.06 mm	0.002 in
• Brake Rotor Maximum Allowable Scoring	1.50 mm	0.059 in
• Brake Rotor Maximum Allowable Thickness Variation	0.025 mm	0.001 in
• Brake Rotor Minimum Allowable Thickness After Refinish	23.0 mm	0.906 in
• Brake Rotor Thickness - New	26.0 mm	1.023 in
Rear Brakes JL9		
• Brake Rotor Diameter	270.0 mm	10.630 in
• Brake Rotor Discard Thickness*	11.8 mm	0.465 in
• Brake Rotor Maximum Allowable Assembled Lateral Runout	0.06 mm	0.002 in
• Brake Rotor Maximum Allowable Scoring	1.50 mm	0.059 in
• Brake Rotor Maximum Allowable Thickness Variation	0.025 mm	0.001 in
• Brake Rotor Minimum Allowable Thickness After Refinish	12.0 mm	0.472 in
• Brake Rotor Thickness - New	14.0 mm	0.551 in

* All brake rotors have a discard dimension cast into them. Replace any rotor that does not meet this specification. After refinishing the rotor, replace any rotor that does not meet the minimum thickness specification.

Document ID# 1389228
2006 Chevrolet Cobalt

P 13

>> 1866508197O

TECHNICIAN'S FINDINGS & REMARKS

1 COMPLAINT: Cust. states Brakes: Pulsating

CAUSE: I test Drove & felt pulsation from Front Rotors

LF .921 RF .923 Before

.899 .901 After

.002 .002 Runout

CORRECTION: Resurfaced Front Rotors & Test Drove Pulsation is gone

2 COMPLAINT: Cust. states RH & Front Door pill caps are peeling

CAUSE: paint peeling off trim

CORRECTION:

3 COMPLAINT: Cust. states RF wheel center cap missing

CAUSE: not in wheel

CORRECTION: Clr Center cap RF wheel

4 COMPLAINT:

CAUSE:

CORRECTION:

TIME TICKET

TIME TICKET

TIME TICKET

TIME TICKET

TIME TICKET

TIME TICKET

TIME TICKET

TIME TICKET

TIME TICKET

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No. 57572		TIME	OFF
		OP NO. 120	OPER. NO. Resurface		ON

2

MILES OUT

AUTHORIZATION AREA

TIRES	WHEELS PULLED	STATE INSPECTION INFORMATION
LF	LF	57572
RF	RF	
LR	LR	
RR	RR	INSPECTION STICKER # / TECHNICIAN'S SIGNATURE

2008-01-30 00:23

bob weaver

CHEVROLET

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

R/O	VIN			DATE IN
48066	1G1AL18F7676[redacted]	[redacted]		03/13/07
YEAR: 2006	MAKE: CHEVROLET	MODEL: COBALT	COLOR:	TIME IN: 07:01
MILES IN: 8414	MILES OUT: 8414	FIRST USE: 00/00/00	LISC.	CLOSED: 03/13/07
SEE ALSO:		SAINT CLAIR PA[redacted]		WRITER: 7921 RICH S
		H[redacted] W:( ) -		

(1) 6,000 MILE SERVICE PERFORM OIL, LUBE & FILTER CHANGE TIRE ROTATION COMPLETED		Labor		T20	9	1710	64.80
		12605566	(FILTER)		1	448	7.53
		12345615	(OIL 5W30)		5	670	9.25
		Total Labor					64.80
		Total Parts					16.78
(20-5979 GARRIN L-)	A	Less Special Discount					-41.63
		Total Repair (Customer)					39.95
(2) SAFETY CHECK BRAKES LF 11B - RR 5/B TIRES 8/32		Labor	SC	T20	4	760	20.00
		Total Labor					20.00
(20-5979 GARRIN L-)	A	Total Repair (Internal)					20.00
(3) CUST REQUESTS ADJUSTING LEFT HEADLIGHT REALIHNED HEADLAMP TESTED - OK		Labor		T20			
(20-5979 GARRIN L-)	A	Total Repair (Internal)					.00

BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE: WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE _____

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

X _____ CUSTOMER'S SIGNATURE

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

	W/C	INT.		CUSTOMER
	.00	20.00	Labor	64.80
	.00	.00	Parts	16.78
	.00	.00	Sublet	.00
	.00	.00	Shop Supplie	.00
	.00	.00	Oil/Grease	.00
			Less Disc.	-41.63
	.00	20.00	Sub Total	39.95
	.00	.00	Tax	2.40
	.00	20.00	Total (Cash)	42.35

48066 File Copy

Goodyear Service Plus

ONA ROLL

Name: [redacted] E-mail: _____ Year/Model: 06 Cobalt Date: 3/13

Odometer: 8414 VIN: _____ Repair Order #: 41866

Technician: #120 Service Consultant: _____

INSPECTION REPORT

MAY REQUIRE FUTURE ATTENTION

- Check oil life monitor (if equipped). If engine oil and filter are changed, reset monitor.
- Check interior lights, exterior lamps, brake lamps, turn signals, and hazard warning lights.
- Check windshield wiper fluid, wiper blades, and wiper operation. (Replace wiper blades every 12,000 miles.)
- Inspect and lubricate transmission, drive shaft, u-joints, and transmission shift linkage (if equipped).
- Inspect and lubricate suspension.
- Inspect CV drive axle boots, if equipped.
- Inspect and lubricate steering and steering linkages.
- Visually inspect exhaust system for leaks, damage, and loose parts. Remove any foreign materials trapped by shielding.
- Visually inspect radiator, heater, and air-conditioning hoses for leaks or damage.
- Rotate tires (approx. every 6,000 miles).

OK / CORRECT OFF

- 4 x 4 transfer case, front-drive axle, and clutch reservoir fluids (truck only).
- Transmission fluid.
- Brake fluid.
- Power steering fluid.
- Coolant recovery reservoir fluid.
- Window washer fluid.

- Check brake system including lines, hoses, and parking brake.
- Inspect engine cooling system, hoses, and clamps.
- Inspect air cleaner filter, if you are driving in dusty conditions. Inspect pollen/air filter (if equipped). Replace filters, if necessary.

- Inspect clutch operation.
- Replace air cleaner filter.
- Inspect pollen/air filter (if equipped). Replace filter, if necessary.
- Inspect fuel tank, cap, and lines for damage or leaks. Inspect fuel cap gasket for any damage. Replace parts as needed.

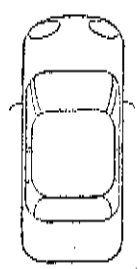
INSPECTION REPORT

MAY REQUIRE FUTURE ATTENTION

- Check shocks/struts for leaks or for any damage.
- Inspect windshield for cracks or chips.
- Check battery performance and corrosion.
- Visually inspect belts and check for oil and fluid leaks.

LF	RF
Brake Lining 11/16 mm	Brake Lining _____ mm
Tire Tread 7/32 32nds	Tire Tread _____ 32nds
Wear Pattern _____	Wear Pattern _____
Tire Pressure _____ psi	Tire Pressure _____ psi

☐ BRAKE INSPECTION NOT REQUIRED THIS VISIT



Lowest Brake Lining–mm: _____

Lowest Tire Tread Depth–mm: _____

LR	RR
Brake Lining _____ mm	Brake Lining 5/16 mm
Tire Tread _____ 32nds	Tire Tread 5/32 32nds
Wear Pattern _____	Wear Pattern _____
Tire Pressure _____ psi	Tire Pressure _____ psi

Comments: _____

Your Old Goodyear Service Plus Team completed this Vehicle Inspection Report.

TECHNICIAN'S FINDINGS & REMARKS

1 COMPLAINT: OK

CAUSE: Poor

CORRECTION: complete service & Rotate

2 COMPLAINT: S/C

CAUSE: per Request

CORRECTION: complete

3 COMPLAINT: Cust. states L/F headlamp aimed too low

CAUSE: checked lamp adjustment & L/F lamp is definitely to low

CORRECTION: Remove headlamps & Retest operation O.K.

4 COMPLAINT:

CAUSE:

CORRECTION:

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No.	TIME
		48066	9FF·0 3 13
		EMP. NO. 120 / OPER. NO. 6K51C	8 ·2 3 13

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No.	TIME
		48066	8FF ·3 3 13
		EMP. NO. 120 / OPER. NO. 91m (Lights)	9N·0 3 13

TIME TICKET

TIME TICKET

TIME TICKET

TIME TICKET

TIME TICKET

TIME TICKET

TIME TICKET

TIME TICKET

MILES OUT

AUTHORIZATION AREA

TIRES	WHEELS PULLED
LF 9	LF 11B
RF	RF
LR	LR
RR 8	RR 5B

STATE INSPECTION INFORMATION 48066

INSPECTION STICKER #

TECHNICIAN'S SIGNATURE

TECHNICIAN'S FINDINGS & REMARKS

1 COMPLAINT: 3K

CAUSE: Request

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No. 59913	TIME	OFF 4
		EMP. NO. 64 / OPER. NO.		ON

CORRECTION: Oil change performed

2 COMPLAINT: Safety check

CAUSE: Request

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No. 59913	TIME	OFF 3
		EMP. NO. 64 / OPER. NO.		ON

CORRECTION: PM

3 COMPLAINT: Wiper blades Inoperable

CAUSE: no movement from either blade I checked fuses & Relays O.K. I checked bulletins none found I checked for wiper movement noise at motor but no movement I Removed cowl & panel & checked wiper trans. I found transmission not attached to wiper motor I Removed wiper motor & found motor loosened at mounting stud & jammed

CORRECTION: motor I inspected & found motor loosened at mounting stud & jammed

4 COMPLAINT: wiper motor shorted out motor & module

CAUSE:

CORRECTION: R&R wiper motor & wiper module Re Assembled & Retested O.K.

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No. 59913	TIME	OFF 6
		EMP. NO. 64 / OPER. NO. Wiper repair		ON

TIME TICKET

TIME TICKET

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No. 59913	TIME	OFF 5
	Remove Cowl & reg.	EMP. NO. 20 / OPER. NO. Disp. w. pts		ON

TIME TICKET

TIME TICKET

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No. 59913	TIME	OFF 6
		EMP. NO. 20 / OPER. NO. R&R motor		ON

TIME TICKET

TIME TICKET I heard

TIME TICKET wiper motor I Removed wiper

TIME TICKET

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No. 59913	TIME	OFF 16
		EMP. NO. / OPER. NO.		ON

TIME TICKET

MILES OUT

AUTHORIZATION AREA

64 2.4

20 .4

TIRES	WHEELS PULLED	STATE INSPECTION INFORMATION
LF	LF	59913
RF	RF	
LR	LR	
RR	RR	

INSPECTION TECHNICIAN'S

bob weaver

CHEVROLET BUICK PONTIAC GMC

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

SERVICE INVOICE

R/O	VIN			DATE IN
59913	1G1AL18F767[redacted]	[redacted]		12/28/07
YEAR: 2006	MAKE: CHEVROLET	MODEL: COBALT	COLOR: [redacted]	TIME IN: 10:37
MILES IN: 26343 / MILES OUT: 26343	FIRST USE: 08/21/06	LIC#:	SAINT CLAIR PA [redacted]	CLOSED: 12/29/07
SEE ALSO:			H: [redacted] W: (570) -	WRITER: STAN W

(1) 3,000 MILE SERVICE
PERFORM OIL, LUBE & FILTER CHANGE
TOP OFF FLUIDS, ADJUST TIRE PRESSURE

(20-5979 GARRIN L-) A

Labor		T20	5	1000	36.00
12605566	(FILTER)		1	464	7.80
12345615	(OIL 5W30)		5	875	11.15
Total Labor					36.00
Total Parts					18.95
Less Special Discount					-25.00
Total Repair (Customer)					29.95

(2) SAFETY CHECK
FRONT BRAKES 10/32 REAR 5/32
TIRES 7/32F 9/32R
(64-4142 DAN-) A

Labor	SC	T64	4	400	20.00
Total Labor					20.00
Total Repair (Internal)					20.00

(3) CUSTOMER STATES W/SHIELD WIPERS ARE INOP
WIPER SYSTEM CHECK FOUND WIPERS NOT PARKING
WIPER MOTOR CIRCUIT CHECK FOUND BAD MOTOR.
REPLACE WIPER MOTOR

(64-4142 DAN-) A

N3520	6G OJ	T64	9	900	63.81
(F)22664679	(MOTOR)		1	6289	88.05
Total Labor					63.81
Total Parts					88.05
Total Repair (Warranty)					151.86

BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE: WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE _____

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE
I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

X CUSTOMER'S SIGNATURE

DISCLAIMER OF WARRANTIES
The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

W C	INT		CUSTOMER
63.81	20.00	Labor	36.00
88.05	.00	Parts	18.95
.00	.00	Sublet	.00
.00	.00	Shop Supplie	.00
.00	.00	Oil/Grease	.00
		Less Disc.	-25.00
151.86	20.00	Sub Total	29.95
.00	.00	Tax	1.80
151.86	20.00	Total (Cash)	31.75

59913 File Copy

NAME: [redacted]

YEAR/MODEL: 2006 Cobalt DATE: 12-26-07

ODOMETER: 26,343 VIN: 1G1AL18F767[redacted]

REPAIR ORDER #: 59913

TECHNICIAN: Dan Willm

SERVICE CONSULTANT:

INSPECTION REPORT

OK	FA	IA	Check oil life monitor (if equipped). If engine oil & filter are changed, reset monitor
OK	FA	IA	Check interior lights, exterior lamps, brake lamps, turn signals & hazard warning lights.
OK	FA	IA	Check windshield wiper fluid, wiper blades, & wiper operation.
OK	FA	IA	Inspect & lubricate transmission, driveshaft, u-joints, & transmission shift linkage (if equipped).
OK	FA	IA	Inspect & lubricate suspension.
OK	FA	IA	Inspect CV drive boots, if equipped.
OK	FA	IA	Inspect & lubricate steering & steering linkages.
OK	FA	IA	Visually inspect exhaust system for leaks, damage & loose parts. Remove any foreign materials trapped by shielding.
OK	FA	IA	Visually inspect radiator, heater, & air-conditioning hoses for leaks or damage.
OK	FA	IA	Rotate tires (approx. every 6,000 miles).
OK	FA	IA	Inspect check & fill 4x4 transfer case, front-drive axle, & clutch reservoir fluids (if equipped).
OK	FA	IA	Inspect, check & fill transmission fluid.
OK	FA	IA	Inspect, check & fill brake fluid.
OK	FA	IA	Inspect, check, & fill power steering fluid.
OK	FA	IA	Inspect, check, & fill coolant recovery reservoir fluid.
OK	FA	IA	Inspect, check, & fill window washer fluid.
OK	FA	IA	Check brake system including lines, hoses, & parking brakes
OK	FA	IA	Inspect engine cooling system, hoses, & clamps.
OK	FA	IA	Inspect air cleaner filter. Inspect pollen/air filter (if equipped).
OK	FA	IA	Inspect clutch operation (if equipped).
OK	FA	IA	Inspect fuel tank, cap, & lines for damage or leaks. Inspect fuel cap gasket for any damage.
OK	FA	IA	Check shocks/struts for leaks or for any damage
OK	FA	IA	Inspect windshield for cracks or chips.
OK	FA	IA	Visually Inspect belts & check for oil & fluid leaks

INSPECTION REPORT

TIRE AND BRAKE CONDITION

OK	FA	IA	Left front brake lining 10/13
OK	FA	IA	Left front tire tread 7/32
OK	FA	IA	Left front wear pattern
OK	FA	IA	Left front tire pressure 30 psi
OK	FA	IA	Right front brake lining 10/13
OK	FA	IA	Right front tire tread 7/32
OK	FA	IA	Right front wear pattern
OK	FA	IA	Right front tire pressure 30 psi
OK	FA	IA	Left rear brake lining 5/13
OK	FA	IA	Left rear tire tread 9/32
OK	FA	IA	Left rear wear pattern
OK	FA	IA	Left rear tire pressure 30 psi
OK	FA	IA	Right rear brake lining 5/13
OK	FA	IA	Right rear tire tread 9/32
OK	FA	IA	Right rear wear pattern
OK	FA	IA	Right rear tire pressure 30 psi

BATTERY CONDITION

OK	FA	IA	Check battery performance and corrosion
OK	FA	IA	Cold Cranking Amps

WINTER CHECK

OK	FA	IA	Coolant good till temp

COMMENTS:

Document ID# 1473132
2006 Chevrolet Cobalt

Wipers Inoperative - All Modes

Step	Action	Yes	No
Schematic Reference: Wiper/Washer Schematics *Connector End View Reference:* Wiper/Washer Connector End Views			
1	Did you perform the Diagnostic System Check - Vehicle?	Go to Step 2	Go to Diagnostic System Check - Vehicle
2	1. Turn the ignition switch ON. 2. Operate the windshield wiper/washer switch through all the switch positions. Does the windshield wiper/washer system operate normally?	Go to Testing for Intermittent Conditions and Poor Connections	Go to Step 3
3	1. Turn OFF the ignition. 2. Disconnect the harness connector of the windshield wiper motor. 3. Turn the ignition ON, with the engine OFF. 4. Connect a test lamp from the low speed circuit to the ground circuit of the windshield wiper motor. 5. Press the windshield washer switch. Does the test lamp illuminate?	Go to Step 10	Go to Step 4
4	1. Connect a test lamp from the low speed circuit of the windshield wiper motor to a good ground. 2. Press the windshield washer switch. Does the test lamp illuminate?	Go to Step 13	Go to Step 5
5	1. Turn OFF the ignition. 2. Disconnect the harness connector of the windshield wiper/washer switch. 3. Turn the ignition ON, with the engine OFF. 4. Connect a test lamp from the accessory voltage circuit of the windshield wiper/washer switch to a good ground. Does the test lamp illuminate?	Go to Step 12	Go to Step 6
	1. Turn OFF the ignition. 2. Reconnect the harness connector of the		

[redacted]

6	windshield wiper/washer switch. 3. Disconnect the harness connector of the windshield wiper/washer switch at the body control module (BCM). 4. Turn the ignition ON, with the engine OFF. 5. Connect a test lamp from the windshield wiper/washer signal circuit to a good ground. 6. Operate the windshield wiper/washer switch. Does the test lamp illuminate?	Go to Step 7	Go to Step 11
7	1. Turn OFF the ignition. 2. Reconnect the harness connector of the windshield wiper/washer switch at the BCM. 3. Disconnect the harness connector C3 of the BCM. 4. Connect a test lamp from the signal circuit of the windshield washer pump at harness connector C3 of the BCM to a good ground. 5. Operate the windshield wiper/washer switch. Does the test lamp illuminate?	Go to Step 8	Go to Step 9
8	Test the following circuits for an open or a short to ground: • The supply voltage circuit for a short to ground. • The control circuit of the windshield washer pump for a short to ground. Refer to Circuit Testing and Wiring Repairs . Did you find and correct the condition?	Go to Step 17	Go to Step 9
9	Inspect for poor connections at the harness connector of the BCM. Refer to Testing for Intermittent Conditions and Poor Connections and Connector Repairs . Did you find and correct the condition?	Go to Step 17	Go to Step 16
10	Inspect for poor connections at the harness connector of the windshield wiper motor. Refer to Testing for Intermittent Conditions and Poor Connections and Connector Repairs . Did you find and correct the condition?	Go to Step 17	Go to Step 14
11	Inspect for poor connections at the harness connector of the windshield wiper/washer switch. Refer to Testing for Intermittent Conditions and Poor Connections and Connector Repairs .		

	Did you find and correct the condition?	Go to Step 17	Go to Step 15
12	Repair the short to ground or an open of the accessory voltage circuit at the wiper/washer switch. Refer to Circuit Testing or Wiring Repairs . Did you complete the repair?	Go to Step 17	--
13	Repair an open or high resistance in the ground circuit of the windshield wiper motor. Refer to Wiring Repairs or Connector Repairs . Did you complete the repair?	Go to Step 17	--
14	Replace the windshield wiper motor. Refer to Wiper Motor Replacement . Did you complete the replacement?	Go to Step 17	--
15	Replace the windshield wiper/washer switch. Refer to Wipers/Washer Switch Replacement . Did you complete the replacement?	Go to Step 17	--
16	Replace the BCM. Refer to Control Module References for replacement, setup, and programming. Did you complete the replacement?	Go to Step 17	--
17	Operate the system in order to verify the repair. Did you correct the condition?	System OK	Go to Step 3

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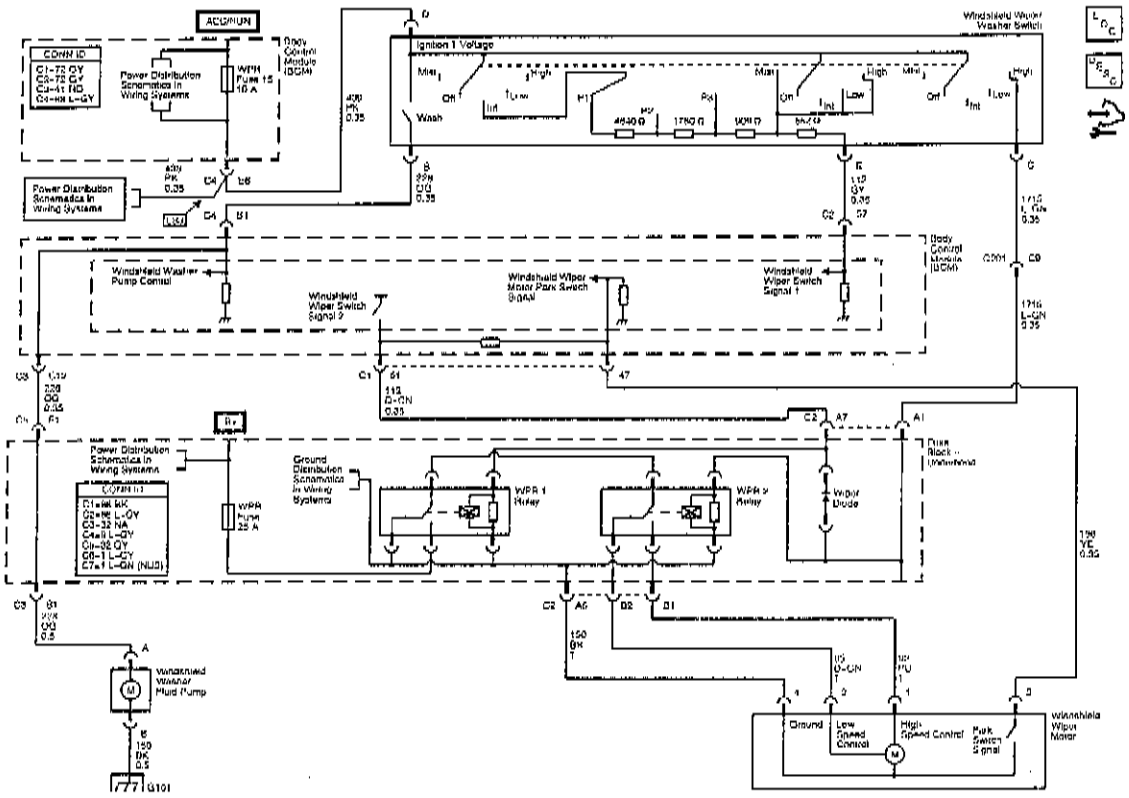
Document ID# 1583578
2006 Chevrolet Cobalt

Feedback | Print

Wiper/Washer Schematics



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Document ID# 1583578
2006 Chevrolet Cobalt

Feedback | Print

Document ID# 1473133
2006 Chevrolet Cobalt

Wipers Inoperative - One or More Modes (Front Wiper)

Step	Action	Values	Yes	No
Schematic Reference: Wiper/Washer Schematics *Connector End View Reference:* Wiper/Washer Connector End Views				
1	Did you perform the Diagnostic System Check - Vehicle?	--	Go to Step 2	Go to Diagnostic System Check - Vehicle
2	1. Turn the ignition ON, with the engine OFF. 2. Operate the windshield wiper/washer switch through all the switch positions. Does the windshield wiper/washer system operate normally?	--	Go to Testing for Intermittent Conditions and Poor Connections	Go to Step 3
3	Are the wipers only inoperative when the washer switch is depressed?	--	Go to Step 16	Go to Step 4
4	Are the windshield wipers only inoperative in the high speed mode?	--	Go to Step 11	Go to Step 5
5	1. Turn OFF the ignition. 2. Connect a test lamp from the signal circuit of the windshield wiper switch to a good ground. 3. Turn ON the ignition, with the engine OFF. 4. Operate the windshield wiper switch. Does the test lamp illuminate?	--	Go to Step 7	Go to Step 6
6	1. Turn OFF the ignition. 2. Disconnect the harness connector of the wiper/washer switch. 3. Turn ON the ignition, with the engine OFF. 4. Operate the windshield wiper/washer switch through all the switch positions. 5. Measure the resistance of the windshield wiper switch from the	1700-9500 ohms		

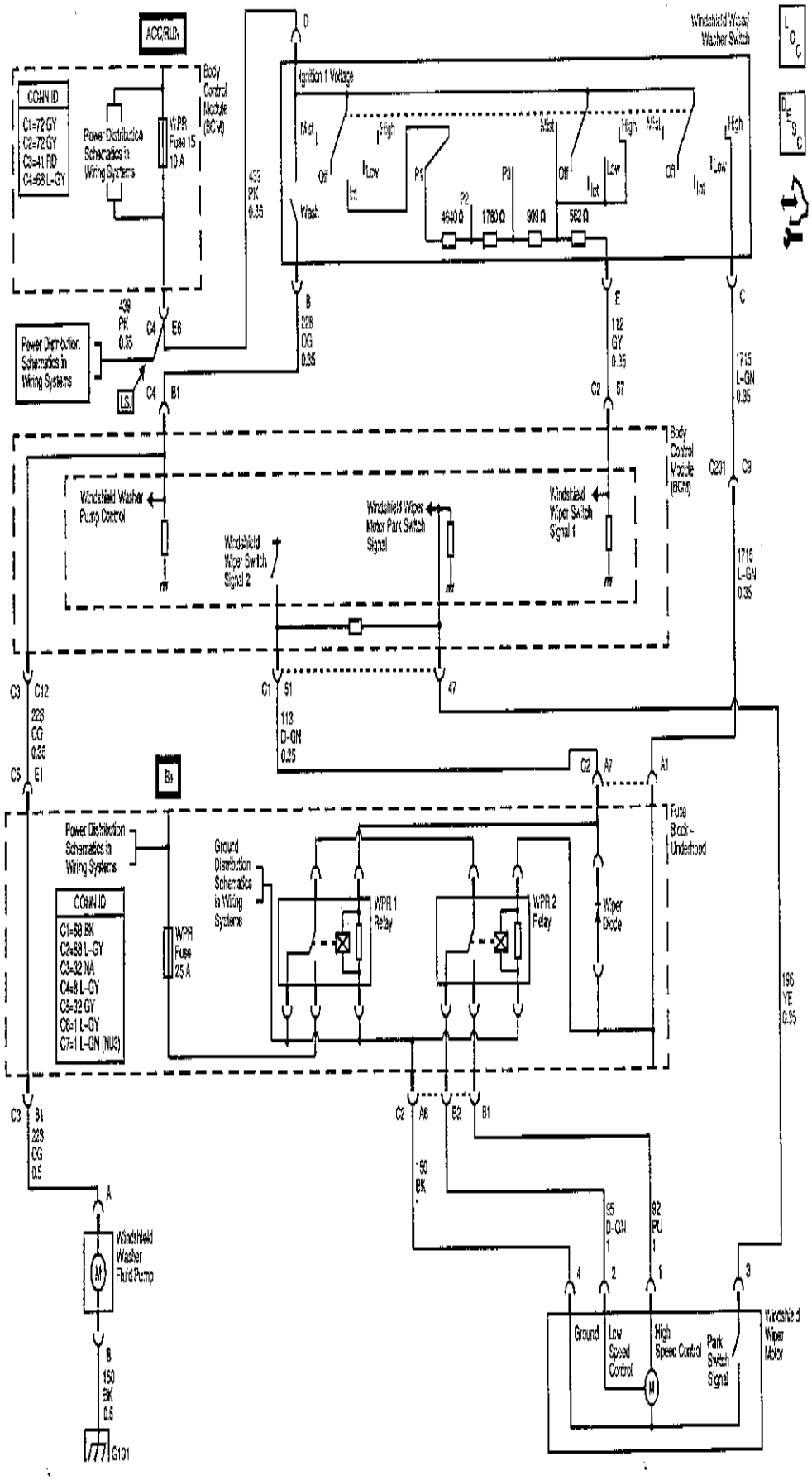
	accessory voltage circuit to the signal circuit of the windshield wiper switch. Is the resistance within the specified range?		Go to Step 17	Go to Step 24
7	Command the wiper 1 relay ON and OFF by cycling the windshield wiper/washer switch from the High to the Low positions. Do you hear a click when you command the wiper 1 relay ON and OFF?	--	Go to Step 10	Go to Step 8
8	1. Disconnect the wiper 1 relay. 2. Connect a test lamp from the supply voltage circuit to the ground circuit of the wiper 1 relay coil. 3. Place the wiper/washer switch in the Low speed position. Does the test lamp illuminate?	--	Go to Step 23	Go to Step 9
9	Connect a test lamp from the supply voltage circuit of the wiper 1 relay coil to a good ground. Does the test lamp illuminate?	--	Go to Step 27	Go to Step 18
10	1. Disconnect the wiper 1 relay. 2. Connect a test lamp from the battery voltage circuit of the wiper 1 relay switched input to a good ground. Does the test lamp illuminate?	--	Go to Step 23	Go to Step 18
11	Command the wiper 2 relay ON and OFF by cycling the windshield wiper/washer switch from the High to the Low positions. Do you hear a click when you command the wiper 2 relay ON and OFF?	--	Go to Step 14	Go to Step 12
12	1. Disconnect the wiper 2 relay. 2. Connect a test lamp from the voltage supply circuit to the ground circuit of the wiper 2 relay coil. 3. Place the wiper/washer switch in the High speed position. Does the test lamp illuminate?	--	Go to Step 23	Go to Step 13
13	Connect a test lamp from the supply voltage circuit of the wiper 2 relay coil to a good ground.	--		

	Does the test lamp illuminate?		Go to Step 27	Go to Step 20
14	1. Disconnect the wiper 2 relay. 2. Connect a test lamp from the battery voltage circuit supplied from the wiper 1 relay to the wiper 2 relay switched input to a good ground. 3. Place the wiper/washer switch in the Low speed position. Does the test lamp illuminate?	--	Go to Step 15	Go to Step 28
15	1. Reconnect the wiper 2 relay. 2. Connect a test lamp at the wiper 2 relay switched output to a good ground. 3. Place the wiper/washer switch in the Low speed position. Does the test lamp illuminate?	--	Go to Step 21	Go to Step 23
16	1. Turn OFF the ignition. 2. Disconnect the harness connector of the wiper/washer switch. 3. Turn ON the ignition, with the engine OFF. 4. Connect a test lamp from the accessory voltage circuit to the signal circuit of the windshield washer pump control. Does the test lamp illuminate?	--	Go to Step 24	Go to Step 22
17	Test the signal circuit of the wiper/washer switch for an open or a short to ground. Refer to Circuit Testing and Wiring Repairs . Did you find and correct the condition?	--	Go to Step 33	Go to Step 26
18	Test the supply voltage circuit of the wiper 1 relay coil for an open or a short to ground. Refer to Circuit Testing and Wiring Repairs . Did you find and correct the condition?	--	Go to Step 33	Go to Step 26
19	Test the low speed circuit of the windshield wiper motor for an open or high resistance. Refer to Circuit Testing and Wiring Repairs . Did you find and correct the condition?	--	Go to Step 33	Go to Step 25
20	Test the supply voltage circuit of the wiper 2 relay coil for an open or a short to ground. Refer to Circuit Testing and Wiring Repairs . Did you find and correct the condition?	--	Go to Step 33	Go to Step 24

21	Test the high speed circuit of the windshield wiper motor for an open or high resistance. Refer to Circuit Testing and Wiring Repairs . Did you find and correct the condition?	--	Go to Step 33	Go to Step 25
22	Test the control circuit of the windshield washer pump for an open or high resistance. Refer to Circuit Testing and Wiring Repairs . Did you find and correct the condition?	--	Go to Step 33	Go to Step 26
23	Inspect for poor connections at the inoperative wiper relay. Refer to Testing for Intermittent Conditions and Poor Connections and Connector Repairs . Did you find and correct the condition?	--	Go to Step 33	Go to Step 29
24	Inspect for poor connections at the harness connector of the windshield wiper/washer switch. Refer to Testing for Intermittent Conditions and Poor Connections and Connector Repairs . Did you find and correct the condition?	--	Go to Step 33	Go to Step 30
25	Inspect for poor connections at the harness connector of the windshield wiper motor. Refer to Testing for Intermittent Conditions and Poor Connections and Connector Repairs . Did you find and correct the condition?	--	Go to Step 33	Go to Step 31
26	Inspect for poor connections at the harness connector of the body control module (BCM) . Refer to Testing for Intermittent Conditions and Poor Connections and Connector Repairs . Did you find and correct the condition?	--	Go to Step 33	Go to Step 32
27	Repair an open or high resistance in the ground circuit of the inoperative wiper relay coil. Refer to Wiring Repairs or Connector Repairs . Did you complete the repair?	--	Go to Step 33	--
28	Repair an open or high resistance in the battery voltage circuit of the wiper 2 relay switched input. Refer to Wiring Repairs or Connector Repairs .	--		

	Did you complete the repair?		Go to Step 33	--
29	Replace the inoperative wiper relay. Did you complete the replacement?	--	Go to Step 33	--
30	Replace the windshield wiper/washer switch. Refer to Wipers/Washer Switch Replacement . Did you complete the replacement?	--	Go to Step 33	--
31	Replace the windshield wiper motor. Refer to Wiper Motor Replacement . Did you complete the replacement?	--	Go to Step 33	--
32	Replace the BCM. Refer to Control Module References for replacement, setup, and programming. Did you complete the replacement?	--	Go to Step 33	--
33	Operate the system in order to verify the repair. Did you correct the condition?	--	System OK	Go to Step 3

[redacted]


ACC/RUN
Body Control Module (BCM)
CCHN ID
C1=72 GY
C2=72 GY
C3=41 RD
C4=68 L-GY
Power Distribution Schematics in Wiring Systems
WPR Fuse 15 10 A
433 PK 0.35
Windshield Wiper/ Washer Switch
Ignition 1 Voltage
Int
Off
Low
High
Wash
P1
P2
P3
4540 Ω
1780 Ω
909 Ω
582 Ω
Power Distribution Schematics in Wiring Systems
L.S.
Windshield Washer Pump Control
Windshield Wiper Motor Park Switch Signal
Windshield Wiper Switch Signal 1
Windshield Wiper Switch Signal 2
1715 L-GN 0.35
1716 L-GN 0.35
113 D-GN 0.35
Fuse Block - Underhood
Power Distribution Schematics in Wiring Systems
Ground Distribution Schematics in Wiring Systems
CCHN ID
C1=68 BK
C2=68 L-GY
C3=32 NA
C4=8 L-GY
C5=32 GY
C6=1 L-GY
C7=1 L-GN (NUS)
WPR Fuse 25 A
WPR 1 Relay
WPR 2 Relay
Wiper Diode
195 YE 0.35
150 BK 1
95 D-GN 1
92 PU 1
Windshield Washer Fluid Pump
G101
Ground
Low Speed Control
High Speed Control
Park Switch Signal
Windshield Wiper Motor

bob weaver

CHEVROLET BUICK PONTIAC GMC

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

SERVICE INVOICE

IVO 58278	VIN 1G1AL18F767[redacted]		[redacted]	DATE IN 11/14/07
YEAR 2006	MAKE CHEVROLET	MODEL COBALT	COLOR	TIME IN 07:05
MILES IN 24009	MILES OUT 24010	FIRST USE 08/21/06	LIC.	SAINT CLAIR PA [redacted] CLOSED 11/14/07
SEE ALSO			H: [redacted] W: (570) -	WRITER 9879 CANDI

(1) THE CUSTOMER STATES THE LEFT AND RIGHT PULL CUPS ARE PEELING VERIFIED THE CUSTOMER CONCERN. CHECKED AND FOUND THE PAINT IS WORN OFF OF THE TRIM REPLACED THE LEFT AND RIGHT DOOR PULL CUPS AND REASSEMBLED (20-5979 GARRIN L-) A	C9741	5L	VV	T20	2	400	14.18
	(F)15927322	(PLATE)			1	784	10.98
	15927317	(PLATE)			1	831	11.64
	Total Labor						14.18
	Total Parts						22.62
	Total Repair (Warranty)						36.80
(2) THE CUSTOMER STATES THE SES LIGHT IS ON VERIFIED THE CUSTOMER CONCERN. SCANNED & FOUND CODES P0320 (KNOCK SENSOR LOW VOLTAGE) IN HISTORY. CHECKED BULLETINS, FOUND 1. CHECK FREEZE FRAME DATA FOR THE LAST TEST FAILED, THE LAST FAIL WAS 6003 MILES AGO. THE CODE WILL SET SES LIGHT ON 2 CONSECUTIVE CYCLES OF FAILURE ARE PRESENT. THIS CODE IS HISTORY. POSSIBLE BAD CONNECTION AT KNOCK SENSOR OR ECM PROGRAM UPDATE. CHECKED KNOCK SENSOR CONNECTIONS, OK. CHECKED PIN TENSIONS ON TERMINALS, TIGHT. THE CODE IS INTERMITTENT. FOLLOWED BULLETIN 05-06-04-073 POSSILBY FOR (20-5979 GARRIN L-) A	J6354	93	WC	T20	7	1400	49.63
	Total Labor						49.63
	Total Repair (Warranty)						49.63
(3) THIS CODE; IT DOES FIT THE CRITERIA FOR THE VEHICLE. REPROGRAMMED THE ECM PER BULLETIN 05-06-04-073 AND RETESTED THE SYSTEM NO CODES RESET, ALL OK. CLAIM CODE 11906 (20-5979 GARRIN L-) A	Labor			T20			.00
	Total Repair (Warranty)						.00

BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE: WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE _____

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

X _____ CUSTOMER'S SIGNATURE

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

W.C	INT		CUSTOMER
63.81	.00	Labor	.00
22.62	.00	Parts	.00
.00	.00	Sublet	.00
.00	.00	Shop Supplie	.00
.00	.00	Oil/Grease	.00
86.43	.00	Sub Total	.00
.00	.00	Tax	.00
86.43	.00	Total	.00

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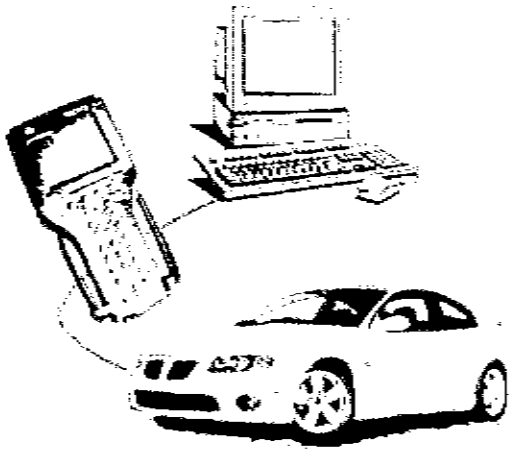
58278 File Copy

Tech2 Pass Thru: Final Instructions



Programming Complete.

Warranty Claim Code: 11906

Record this code on the warranty repair order (if applicable).

Post Programming Instructions:

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

Controller Specific Instructions:

Clearing DTCs will erase stored history data from all controllers, and will reset the PCM I/M flags.

VIN: 1G1AL18F767641441

Print

Clear DTCs | New | Cancel

Document ID# 1740336
2006 Chevrolet Cobalt

Subject: **Check Engine Light (MIL) Illuminated, Usually without Driveability Symptoms, DTCs P0128, P0604, P0326, P0420, P0717, P2431 Set on L61 Engine (Follow SI-If Necessary, Reprogram ECM with New Calibration #05-06-04-073 - (12/07/2005)**

Models: **2006 Chevrolet Cobalt, HHR**
2006 Pontiac Pursuit (Canada Only)
2006 Saturn ION
with Ecotec 2.2L 4-Cylinder Engine (VIN D, F -- RPO L61)
Built Prior to Following VIN Breakpoints:

Model	VIN Breakpoint
Chevrolet Cobalt	67707283
Chevrolet HHR	6S559494
Pontiac Pursuit (Canada Only)	67707283
Saturn ION	6Z152773

Condition

Some customers may comment that the " Check Engine Light" malfunction indicator lamp (MIL) is illuminated. Technicians may find the following DTCs may have set false failures. Typically, the vehicle will exhibit no driveability symptoms, only the MIL with one or more of the above mentioned DTCs.

The following are the DTC descriptors and the description of the false failure concern:

- DTC P0128 Engine Coolant Temperature (ECT) below thermostat regulating temperature -- The DTC may set due to a calibrated time parameter or under extremely cold conditions.
- DTC P0604 ECM Random Access Memory (RAM) -- The DTC may set under low voltage conditions.
- DTC P0326 Knock Sensor (KS) Performance -- The KS signal indicates an engine knock is present and the ECM command spark retard at a given engine load and speed is more than the calibrated value.

Important: A new catalyst may fail this test within the first 200 miles of operation due to out-

gassing of the internal matting. If this occurs, operate the vehicle at highway speeds for approximately 1 hour, then retest.

- DTC P0420 Catalyst System Low Efficiency -- The ECM has determined the catalyst efficiency has degraded below a calibrated threshold. The ECM may prematurely diagnose a catalyst failure before the catalyst has been allowed to run hot enough for a sufficient amount of time to burn off manufacturing coatings inside the converter. These coatings adversely affect the catalyst efficiency and the O2 sensor performance.
- DTC P0717 Input Speed Sensor Circuit Low Voltage -- The transmission turbine speed sensor may set due to a calibrated rpm and time parameter. This fault may set falsely, especially if the engine is stalled and the vehicle is moving, or if the key is cycled on-off-on while the vehicle is moving.
- DTC P2431 Secondary Air Injection System Pressure Sensor A Circuit Range/Performance -- The control module determines that the difference between the AIR pressure sensor and the barometric pressure (BARO) sensor signals is greater than 10 kPa when the AIR pump is commanded OFF or the control module determines that the difference between the AIR pressure sensor and the BARO sensor signals is greater than 50 kPa when the AIR pump is commanded ON. The DTC may set due to the ignition key ON and the engine OFF but the engine is still turning.

Cause

Engineering has identified a concern with the ECM software.

Correction

Important: The vehicle may or may not exhibit any driveability symptoms. If there are any driveability symptoms along with any DTCs mentioned in this bulletin, DO NOT reprogram the ECM. Follow Service Information (SI) first.

Reprogram the ECM with the latest calibrations if the above concerns are encountered. An updated ECM calibration is now available to address this concern. This calibration, or any that follow, is designed to address this concern. Refer to Service Programming System (SPS) using the appropriate Service Information (SI) procedures. The new ECM calibrations will be available to dealerships as part of TIS2000 incremental satellite update version 12, which was broadcast to dealers on 11/28/2005. For the dealerships that use CDs, they were mailed on 12/07/2005. As always, make sure your Tech 2® is updated with the latest software version.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
J6354	Module, Powertrain Control - Engine Reprogramming	Use Published Labor Operation Time

Document ID# 1740336
2006 Chevrolet Cobalt

Subject: **Check Engine Light (MIL) Illuminated, Usually without Driveability Symptoms, DTCs P0128, P0604, P0326, P0420, P0717, P2431 Set on L61 Engine (Follow SI-If Necessary, Reprogram ECM with New Calibration #05-06-04-073 - (12/07/2005)**

Models: **2006 Chevrolet Cobalt, HHR**
2006 Pontiac Pursuit (Canada Only)
2006 Saturn ION
with Ecotec 2.2L 4-Cylinder Engine (VIN D, F -- RPO L61)
Built Prior to Following VIN Breakpoints:

Model	VIN Breakpoint
Chevrolet Cobalt	67707283
Chevrolet HHR	6S559494
Pontiac Pursuit (Canada Only)	67707283
Saturn ION	6Z152773

Condition

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- DTC P0326 Knock Sensor (KS) Performance -- The KS signal indicates an engine knock is present and the ECM command spark retard at a given engine load and speed is more than the calibrated value.

Important: A new catalyst may fail this test within the first 200 miles of operation due to out-

gassing of the internal matting. If this occurs, operate the vehicle at highway speeds for approximately 1 hour, then retest.

- DTC P0420 Catalyst System Low Efficiency -- The ECM has determined the catalyst efficiency has degraded below a calibrated threshold. The ECM may prematurely diagnose a catalyst failure before the catalyst has been allowed to run hot enough for a sufficient amount of time to burn off manufacturing coatings inside the converter. These coatings adversely affect the catalyst efficiency and the O2 sensor performance.
- DTC P0717 Input Speed Sensor Circuit Low Voltage -- The transmission turbine speed sensor may set due to a calibrated rpm and time parameter. This fault may set falsely, especially if the engine is stalled and the vehicle is moving, or if the key is cycled on-off-on while the vehicle is moving.
- DTC P2431 Secondary Air Injection System Pressure Sensor A Circuit Range/Performance -- The control module determines that the difference between the AIR pressure sensor and the barometric pressure (BARO) sensor signals is greater than 10 kPa when the AIR pump is commanded OFF or the control module determines that the difference between the AIR pressure sensor and the BARO sensor signals is greater than 50 kPa when the AIR pump is commanded ON. The DTC may set due to the ignition key ON and the engine OFF but the engine is still turning.

Cause

Engineering has identified a concern with the ECM software.

Correction

Important: The vehicle may or may not exhibit any driveability symptoms. If there are any driveability symptoms along with any DTCs mentioned in this bulletin, DO NOT reprogram the ECM. Follow Service Information (SI) first.

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Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
J6354	Module, Powertrain Control - Engine Reprogramming	Use Published Labor Operation Time

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 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.

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

Document ID# 1740336
2006 Chevrolet Cobalt

Document ID# 1740336
2006 Chevrolet Cobalt

Subject: **Check Engine Light (MIL) Illuminated, Usually without Driveability Symptoms, DTCs P0128, P0604, P0326, P0420, P0717, P2431 Set on L61 Engine (Follow SI-If Necessary, Reprogram ECM with New Calibration #05-06-04-073 - (12/07/2005)**

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2006 Pontiac Pursuit (Canada Only)
2006 Saturn ION
with Ecotec 2.2L 4-Cylinder Engine (VIN D, F -- RPO L61)
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Pontiac Pursuit (Canada Only)	67707283
Saturn ION	6Z152773

Condition

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- DTC P0326 Knock Sensor (KS) Performance -- The KS signal indicates an engine knock is present and the ECM command spark retard at a given engine load and speed is more than the calibrated value.

Important: A new catalyst may fail this test within the first 200 miles of operation due to out-

gassing of the internal matting. If this occurs, operate the vehicle at highway speeds for approximately 1 hour, then retest.

- DTC P0420 Catalyst System Low Efficiency -- The ECM has determined the catalyst efficiency has degraded below a calibrated threshold. The ECM may prematurely diagnose a catalyst failure before the catalyst has been allowed to run hot enough for a sufficient amount of time to burn off manufacturing coatings inside the converter. These coatings adversely affect the catalyst efficiency and the O2 sensor performance.
- DTC P0717 Input Speed Sensor Circuit Low Voltage -- The transmission turbine speed sensor may set due to a calibrated rpm and time parameter. This fault may set falsely, especially if the engine is stalled and the vehicle is moving, or if the key is cycled on-off-on while the vehicle is moving.
- DTC P2431 Secondary Air Injection System Pressure Sensor A Circuit Range/Performance -- The control module determines that the difference between the AIR pressure sensor and the barometric pressure (BARO) sensor signals is greater than 10 kPa when the AIR pump is commanded OFF or the control module determines that the difference between the AIR pressure sensor and the BARO sensor signals is greater than 50 kPa when the AIR pump is commanded ON. The DTC may set due to the ignition key ON and the engine OFF but the engine is still turning.

Cause

Engineering has identified a concern with the ECM software.

Correction

Important: The vehicle may or may not exhibit any driveability symptoms. If there are any driveability symptoms along with any DTCs mentioned in this bulletin, DO NOT reprogram the ECM. Follow Service Information (SI) first.

Reprogram the ECM with the latest calibrations if the above concerns are encountered. An updated ECM calibration is now available to address this concern. This calibration, or any that follow, is designed to address this concern. Refer to Service Programming System (SPS) using the appropriate Service Information (SI) procedures. The new ECM calibrations will be available to dealerships as part of TIS2000 incremental satellite update version 12, which was broadcast to dealers on 11/28/2005. For the dealerships that use CDs, they were mailed on 12/07/2005. As always, make sure your Tech 2® is updated with the latest software version.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
J6354	Module, Powertrain Control - Engine Reprogramming	Use Published Labor Operation Time

Document ID# 1740336
2006 Chevrolet Cobalt

Document ID# 1530129
2006 Chevrolet Cobalt

DTC P0326

Circuit Description

The knock sensor (KS) system enables the engine control module (ECM) to control the ignition timing for the best possible performance while protecting the engine from potentially damaging levels of detonation. The KS is located on the intake side of the engine block. The KS produces an AC voltage signal that varies depending on the vibration level during engine operation. The ECM adjusts the spark timing based on the amplitude and the frequency of the KS signal. The ECM receives the KS signal through a signal circuit. The KS ground is supplied by the ECM through a low reference circuit. The ECM learns a minimum KS noise level at idle and uses calibrated values for the rest of the RPM range. The ECM should monitor a normal KS signal within the noise channel. When the ECM detects a KS signal that varies outside of the noise channel, the ECM will retard the spark timing until the knock goes away. If the ECM is operating on large amounts of spark retard and is unable to eliminate the knock, DTC P0326 will set.

DTC Descriptor

This diagnostic procedure supports the following DTC:

DTC P0326 Knock Sensor (KS) Performance

Conditions for Running the DTC

- The engine speed is more than 1,800 RPM.
- The MAP is more than 55 kPa.
- DTC P0326 runs continuously when the above conditions are met.

Conditions for Setting the DTC

- The KS signal indicates an engine knock is present.
- The ECM commanded spark retard at a given engine load and speed is more than the calibrated value.
- The above conditions exist for 8 seconds.

Action Taken When the DTC Sets

- The control module illuminates the malfunction indicator lamp (MIL) on the second consecutive ignition cycle that the diagnostic runs and fails.
- The control module records the operating conditions at the time the diagnostic fails. The first time the diagnostic fails, the control module stores this information in the Failure Records. If the diagnostic reports a failure on the second consecutive ignition cycle, the control module records

the operating conditions at the time of the failure. The control module writes the operating conditions to the Freeze Frame and updates the Failure Records.

Conditions for Clearing the MIL/DTC

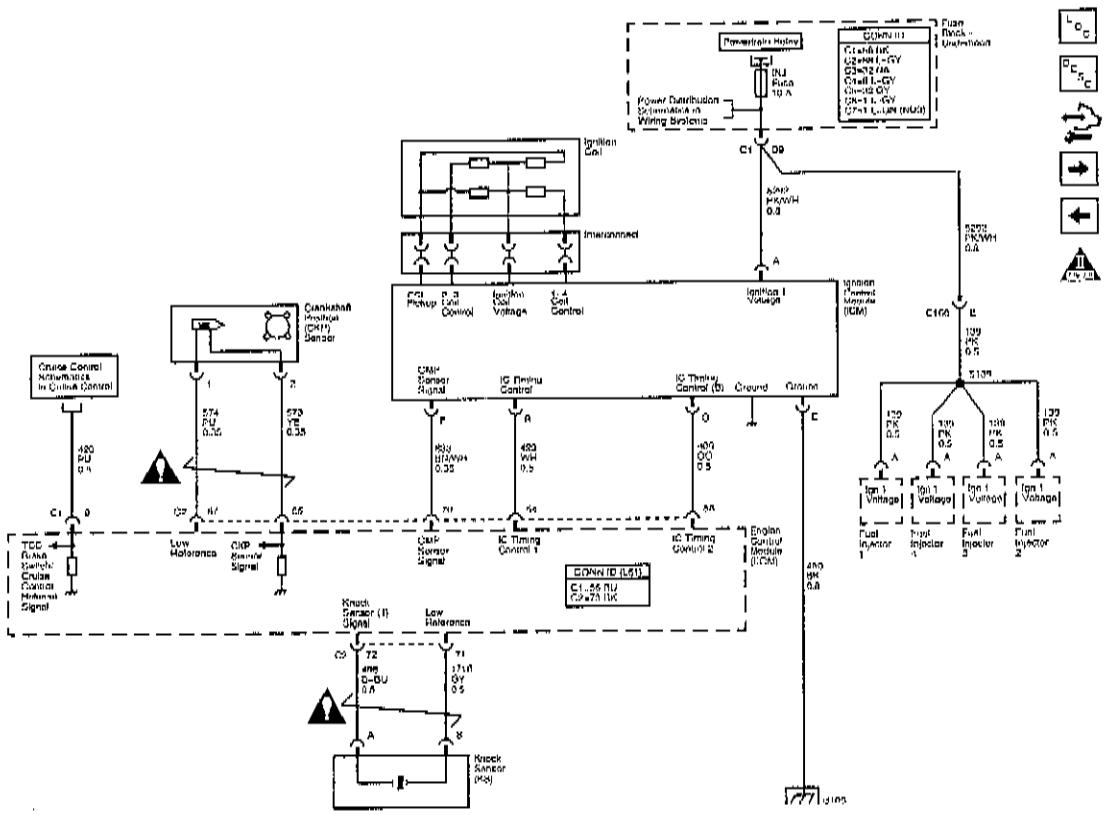
- The control module turns OFF the malfunction indicator lamp (MIL) after 3 consecutive ignition cycles that the diagnostic runs and does not fail.
- A current DTC, Last Test Failed, clears when the diagnostic runs and passes.
- A history DTC clears after 40 consecutive warm-up cycles, if no failures are reported by this or any other emission related diagnostic.
- Clear the MIL and the DTC with a scan tool.

Step	Action	Yes	No
Schematic Reference: Engine Controls Schematics *Connector End View Reference:* Engine Controls Connector End Views or Engine Control Module (ECM) Connector End Views			
1	Did you perform the Diagnostic System Check - Vehicle?	Go to Step 2	Go to Diagnostic System Check - Vehicle
2	1. Inspect for a loose or broken vehicle accessory and/or accessory bracket. 2. If a condition is found, repair as necessary. Did you find and correct the condition?	Go to Step 4	Go to Step 3
3	1. Start the engine. 2. Inspect for excessive engine mechanical noise. Refer to Symptoms - Engine Mechanical . 3. If a condition is found, repair as necessary. Did you find and correct the condition?	Go to Step 4	Go to Detonation/Spark Knock
4	1. Clear the DTCs with a scan tool. 2. Turn OFF the ignition for 30 seconds. 3. Start the engine. 4. Operate the vehicle within the Conditions for Running the DTC. You may also operate the vehicle within the conditions that you observed from the Freeze Frame/Failure Records. Did the DTC fail this ignition?	Go to Step 2	Go to Step 5
5	Observe the Capture Info with a scan tool. Are there any DTCs that have not been diagnosed?	Go to Diagnostic Trouble Code (DTC) List - Vehicle	System OK

2006 Chevrolet Cobalt

Document ID# 1583253
2006 Chevrolet Cobalt

FIGURE Ignition Controls, Ignition System, and Sensors(c)



Document ID# 1583253
2006 Chevrolet Cobalt

TECHNICIAN'S FINDINGS & REMARKS

1 COMPLAINT: Cust. states L&R Pull Cups are peeling

CAUSE: Paint worn off trim

CORRECTION: R&R LF + RIF Door Pull cups & Reassembled O.K.

2 COMPLAINT: cust. states SES is ON

CAUSE: I checked codes P0326 Knock sensor low voltage (HISTORY) I checked Bulletins - I found I checked Freeze Frame Data for last test Failed last test Failed 003 miles ago The code will set SES Light on 2 consecutive cyles of failure are present This code is history

CORRECTION: possible Bad Connection at Knock sensor or ECM program update

3 COMPLAINT: I checked knock sensor connections O.K. I checked pin tension on terminals They are Both tight ? Code is intermittant - I followed Bulletin 05-06-04-073 Possibly for This Code It does fit criteria for vehicle

CORRECTION: I Reprogrammed ECM per bulletin 05-06-04-073

4 COMPLAINT: I retested system No Codes Reset O.K.

CAUSE:

CORRECTION:

58278

TIME TICKET

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No. 58278	TIME	OFF 2
		EMP. NO. 120 OPER. NO. SET	.4	ON

TIME TICKET

TIME TICKET

TIME TICKET

TIME TICKET

TIME TICKET

TIME TICKET

TIME TICKET

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No. 58278	TIME	OFF
		EMP. NO. 120 OPER. NO. R&R Pull cups	.5	ON

MILES OUT

AUTHORIZATION AREA

TIRES	WHEELS PULLED
LF	LF
RF	RF
LR	LR
RR	RR

STATE INSPECTION INFORMATION

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. No. 58278	TIME	OFF 3
		EMP. NO. 120 OPER. NO. Program ECM	.4	ON

INSPECTION STICKER #

TECHNICIAN'S

P 45/45

18665081970

2008-01-30 00:30

1080 SOUTH 4TH ST.
HAMBURG PA 19526
610-562-2216
FAX: 610-562-5495

OUTTEN HAMBURG

BUICK-PONTIAC-CHEVROLET

DATE: 1-30-08

TO: Ms. EDWARDS

COMPANY GM Legal

FROM: GARY DIRTZ

PAGES INCLUDING COVER SHEET _____

COMMENTS:

Call Me with ?s

GARY

THANK YOU!!!

No. 9681922

www.dmv.state.pa.us

MV - 1 (5-05)

I. TAX / FEES

A. VEHICLE DESCRIPTION

MAKE OF VEHICLE: CHEVROLET

VEHICLE IDENTIFICATION NUMBER (VIN). IF TRACING REQUIRED, TAPE SECURELY TO [redacted] THIS COPY: 1G1AL18F767[redacted]

BODY TYPE (SDN, TK, BUS, ETC.): CP

MODEL YEAR: 2006

GROSS VEHICLE WT. RATING

FUEL TYPE: XX GASOLINE ☐ DIESEL ☐ ELECTRIC ☐ PROPANE ☐ HYBRID ☐ OTHER

[redacted]

CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI ☐ OR A ☐ POLICE VEHICLE (IF APPLICABLE)

[redacted] SIGN HERE

B. APPLICANT INFORMATION

LAST NAME (OR FULL BUSINESS NAME): [redacted]

FIRST NAME

MIDDLE INITIAL

DATE ACQUIRED/PURCHASED: 08/21/2006

CO-PURCHASER: [redacted]

DEALER ID NUMBER (IF APPLICABLE)

STREET: [redacted] CITY: SAINT CLAIR STATE: PA ZIP: [redacted]

COUNTY CODE: 5 4 — REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY

NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE ☒ Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.).

NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK ☐. IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-IL

C. MILEAGE INFORMATION

☐ REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS

☐ IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY

ODOMETER READING: 7 9 (TENTHS)

WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

D. LIEN INFORMATION

1ST LIEN DATE: 08/21/2006 → IF NO LIEN, CHECK ☐

1ST LIENHOLDER: GMAC

STREET: P.O. BOX 8140

CITY: COCKEYSVILLE STATE: MD ZIP: 21030

FINANCIAL INSTITUTION NUMBER

IF THIS IS AN ELT, CHECK HERE ☒ NOTE: FIN IS REQUIRED

2ND LIEN DATE: → IF NO LIEN, CHECK ☒

2ND LIENHOLDER

STREET

CITY STATE ZIP

FINANCIAL INSTITUTION NUMBER

IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED

E. VEHICLE TRADED

MAKE OF VEHICLE

VIN

MODEL YEAR

BODY TYPE (SDN, BUS, TK, ETC.)

CONDITION OF VEHICLE ☐ GOOD ☐ FAIR ☐ POOR

F. ADDITIONAL VEHICLE INFORMATION

PASSENGER TAXI/BUS → PASSENGER ☐ TAXI ☐ LIMOUSINE ☐ SCHOOL BUS ☐ MASS TRANSIT ☐ OTHER BUS ☐ SEATING CAPACITY

MOTORCYCLE MOTOR DRIVEN CYCLE MOPED → CYLINDER CAPACITY 50CC OR LESS ☐ YES ☐ NO; BRAKE HORSEPOWER ☐ 1.5 OR LESS ☐ 1.6 TO 5.0 ☐ OVER 5.0; OPERABLE PEDALS ☐ YES ☐ NO; MAX DESIGN SPEED 25 MPH OR LESS ☐ YES ☐ NO; AUTOMATIC TRANSMISSION ☐ YES ☐ NO; DESIGNED/ALTERED FOR ROAD USE ☐ YES ☐ NO

MOTOR HOME → CHASSIS MFR: BODY MAKE:

[redacted]

REQ. REGISTERED GROSS COMBINATION WT. GROSS COMBINATION WT. RATING

G. APPLICATION FOR REGISTRATION

ORIGINAL PLATE ✓ Check One

☐ PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)

☐ EXCHANGE PLATE TO BE ISSUED BY BUREAU

☒ TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE.)

☐ TRANSFER OF PREVIOUSLY ISSUED PLATE

☐ TRANSFER & RENEWAL OF PLATE

☐ TRANSFER & REPLACEMENT OF PLATE

☐ TRANSFER OF PLATE & REPLACEMENT OF STICKER

[redacted]

EXPIRES Month Year

REASON FOR REPLACEMENT: ☐ LOST ☐ STOLEN ☐ DEFACED ☐ NEVER REC'D (LOST IN MAIL)

NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.

TRANSFERRED FROM TITLE NO.

VIN

GMC4603

858497

SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT): SIGN HERE

RELATIONSHIP TO APPLICANT

INSURANCE COMPANY NAME: ALLSTATE

NAIC NO.: 19232

POLICY NO. (OR ATTACH BINDER): [redacted]

POLICY EFFECTIVE DATE: 04/29/2006

POLICY EXPIRATION DATE: 10/29/2006

ISSUING AGENT INFORMATION

I CERTIFY THAT ON MONTH 08 DAY 21 YEAR 2006 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.

ISSUING AGENT (PRINT NAME): OUTTEN BUICK-PONTIAC, INC.

AGENT NO.: 85-8497

ISSUING AGENT SIGNATURE: [redacted]

TELEPHONE NO.: [redacted]

H. SEAL AND APPLICATION FOR TITLE

I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL [redacted] CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING $5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.

SUBSCRIBED AND SWORN TO BEFORE ME: MO. 08 DAY 21 YEAR 2006

[redacted]

SIGN IN PRESENCE OF NOTARY

SIGNATURE [redacted]

TITLE OF AUTHORIZED SIGNER

SEAL

MESSENGER NUMBER:

1. SALES TAX DUE	1092.00
2. TITLE FEE	22.50
3. LIEN FEE	5.00
4. REGISTRATION OR PROCESSING FEE	36.00
5. DUPLICATE REG. FEE NO. OF CARDS	N/A
6. TRANSFER FEE	N/A
7. INCREASE FEE	N/A
8. REPLACEMENT FEE	N/A
9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount	1155.50

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number | Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)	Creditor (Seller name and address)
[redacted] SAINT CLAIR PA CO: SCHUYLKILL	OUTTEN BUICK-PONTIAC, INC. 1080 S. 4TH ST. HAMBURG PA 19526

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	CHEVROLET COBALT	1G1AL18F767[redacted]	XX personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of $ 1500.00 is
5.90 %	$ 4317.51	$ 22604.73	$ 26922.24	$ 28422.24

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	$ 373.92	Monthly beginning 09/27/2006	

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

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance.

XX ☑ Credit Life: XX ☑ Buyer XX ☑ Co-Buyer
Term 72

XX ☑ Credit Disability (Buyer Only)
Term 72

Premium:
Credit Life $ 1331.04
Credit Disability $ 2242.62

PROTECTIVE LIFE
(Insurance Company)
P.O. BOX 4489
WOODLAND HILLS CA 93167
(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life or credit disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions.

Other Insurance.

☐ N/A N/A
Type of Insurance Term
Premium $ N/A
N/A
(Insurance Company)
N/A
(Home Office Address)

[redacted]

X [signature] 8/21/06
Co-Buyer Signature Date

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes) $ 18700.00 (1)

2 Total downpayment = (If negative enter "0" and see line 4H below)
Gross trade-in $ N/A - payoff by seller $ N/A
= net trade-in $ N/A + cash $ 1000.00
+ other (describe) PHILLY BONUS $ 500.00 $ 1500.00 (2)

3 Unpaid balance of cash price (1 minus 2) $ 17200.00 (3)

4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):
A Cost of optional credit insurance paid to the insurance company or companies
Life $ 1331.04
Disability $ 2242.62 $ 3573.66
B Other insurance paid to the insurance company
(describe) N/A $ N/A
C Official fees paid to government agencies $ 10.00
D Government taxes not included in cash price $ 1130.12
E Government license and/or registration fees
REG=$36.00 $ 36.00
F Government certificate of title fees
(includes $5.00 security interest recording fee) $ 27.50
G Other charges (Seller must identify who is paid and describe purpose.)
to N/A for N/A $ N/A
to OUTTEN BUICK for DOC FEE $ 55.00
to GOV'T AGENCY for REG/LIC $ 20.45
to PREMIER for GAP PROT $ 552.00
to N/A for N/A $ N/A
to N/A for N/A $ N/A
H Net trade-in payoff to N/A $ N/A
Total other charges and amounts paid to others on your behalf $ 5404.73 (4)

5 Amount financed (3 + 4) $ 22604.73 (5)

6 Finance charge $ 4317.51 (6)

7 Total of payments - time balance (5 + 6) $ 26922.24 (7)

If you do not meet your contractual obligations, you may lose your motor vehicle.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and we must sign it. No oral changes are binding.

Buyer Signs [redacted] Co-Buyer Signs X [redacted]

If any part of [redacted] We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

You authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration authorities.

See back for other important agreements.

Do not sign this contract on a Sunday.

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

Notice to Buyer.

Do not sign this contract in blank. You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

Buyer Signs X [redacted] Date 08/21/2006 Co-Buyer Signs X [redacted] Date 08/21/2006

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Sign[redacted] Date 08/21/2006 Co-Buyer Sign[redacted] Date 08/21/2006

Co-Buyer: [redacted] who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X Date Address

Creditor Signs OUTTEN BUICK-PONTIAC, INC. Date 08/21/2006 By [redacted] Title

Seller assigns its interest in this contract to: ☐ General Motors Acceptance Corporation (GMAC) ☐ GMACAB ☐ Nuvell Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse			Assigned without recourse or with limited recourse		
			OUTTEN BUICK-PONTIAC, INC.		
Seller	By	Title	Seller	By	Title

TRIPLICATE ORIGINAL - DEALER'S COPY

GM CUSTOMER INCENTI ID ONSTAR ACKNOWLEDGMENT

HUMMER

(Saturn)

CUSTOMER NAME: LAURA JEAN MARTIN
JAMES J MARTIN

VIN: 1 / G / 1 / A / L / 1 / 8 / F / 7 / 6 / 7 [redacted]

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
PHILLY BONUS	$ 500.00	BCQ
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	
Total Incentive Amount Received	$ 500.00	

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

a. I elect to receive _____
in lieu of _____
and/or

b. I elect to receive _____

– CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 08/ 21/06. I acknowledge receipt of incentive(s) as described in Item 1 and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar ? XX Yes ____ No

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

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

Purchaser/Lessee Signature [redacted] Date: 08/ 21/ 06

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item 1 and the Onstar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: _____ Date: 08/ 21/ 06
Dealership Name: OUTTEN BUICK-PONTIAC, INC. Dealer Code: 15168

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

GM3795-OS 9/05

VIN: 1G1AL18F7 67[redacted] SELLG SCE: 13 MDL YR: 06 ORD NO: JGJXC3
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 15168	102090		08/30/06	XMC	2,281.54	
INCTV PAYMENT	13 15168	102090		08/30/06	XMC	2,281.54	
INCTV APPLICATN	13 15168	102090		08/30/06	XMC	2,281.54	
INCENTIVE MEMO	13 15168	00030851301		08/24/06	FFC	29.29	
INCTV PAYMENT	13 15168	00030851301		08/24/06	FFC	29.29	
INCTV APPLICATN	13 15168	00030851301		08/24/06	FFC	29.29	
INCENTIVE MEMO	13 15168	00030851301		08/24/06	DXP	1,188.00	
INCTV PAYMENT	13 15168	00030851301		08/24/06	DXP	1,188.00	
INCTV APPLICATN	13 15168	00030851301		08/24/06	DXP	1,188.00	
INCENTIVE MEMO	13 15168	00030851301		08/24/06	BCQ	500.00	
INCTV PAYMENT	13 15168	00030851301		08/24/06	BCQ	500.00	
INCTV APPLICATN	13 15168	00030851301		08/24/06	BCQ	500.00	
DELIVERY D.O.E.	13 15168			08/23/06		0.00	
DELIVERY TO CUS	13 15168			08/21/06		0.00	
DLR TRADE D.O.E	13 15168			09/14/05		0.00	
DEALER TRADE (P	13 15168			09/12/05		0.00	
SETTLEMENT DATE	13 15201	1AD72252215		09/10/05		19,130.00	CR
EXPIRATION TRAN	13 15201	1AD72252215		09/09/05		0.00	
ORIGINAL INVOIC	13 15201	1AD72252215		09/06/05		19,130.00	
COV/NVIS DATE	13 15201	1AD72252215		09/06/05		0.00	
SHIPMENT DATE	13 15201			09/06/05		0.00	
PRODUCTION (BUI	13 15201			09/06/05		0.00	
PREFERENCE TO P	13 15201			06/21/05		0.00	
GM ORDER ACCEPT	13 15201			06/09/05		0.00	
GM ORDER ACCEPT				06/09/05		0.00	
GM ORDER ACCEPT				06/09/05		0.00	
GM ORDER ACCEPT				06/09/05		0.00	

2006 COBALT 2-DOOR LT COUPE
46U BLUE GRANITE METALLIC /L4G
19C EBONY
ORDER NO. JGJXC3/TRE STOCK NO.
VIN 1G1 AL18 F7 67[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD72252215

**********13*15201S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AL37 COBALT 2-DOOR LT COUPE	16200.00	15147.00	INVOICE 09/06/05
ASF AIRBAGS, SIDE HEAD-CURTAIN	395.00	347.60	SHIPPED 09/06/05
CF5 ELECTRIC SUNROOF W/MAP LIGHTS	725.00	638.00	EXP I/T 09/09/05
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C	INT COM 09/09/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	748.00	PRC EFF 09/06/05
NE1 MA/ME/NY/VT EMISSIONS	N/C	N/C	KEYS G2176 G2176
UE1 ONSTAR SERVICE: INCLUDES	695.00	611.60	WFP-F QTR OPT-1
1 YEAR SAFE & SOUND PLAN			BANK: GMAC - 020
US8 AM/FM STEREO W/CD & MP3	150.00	132.00	CHG-TO 15-201
(REPLACES STD/OPT RADIO)			
2LT 2LT SPORT PACKAGE INCLUDES:	595.00	523.60	SHIP WT: 2796
*REAR DECKLID SPOILER			HP: 18.4
*16" ALUMINUM WHEELS			GMS: 18224.50
(REPLACES STD/OPT WHEELS)			SUPPLR: 19041.23
*P205/55R16 TOURING TIRES			MRM: 20200.00
*CHROME EXHAUST TIP			DAN: MX000
*LEATHER WRAPPED SHIFT LEVER			MEMO 905.50
*LEATHER WRAPPED STEERING WHEEL			
*WHITE FACED SPORT GAUGES			

TOTAL MODEL & OPTIONS	19610.00	18147.80	ACT 231	18149.50
DESTINATION CHARGE	590.00	590.00	H/B 261	588.30
LAM DEALER CONTRIBUTION		196.10	ADV 261	196.10
LAM GROUP CONTRIBUTION		196.10	EXP 65A	196.10
TOTAL	20200.00	19130.00	PAY 310	19130.00

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 18298.70

****

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

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

FREDERICK CHEVROLET-CADILLAC

REMIT TO GMAC NO. 020
VIN 1G1AL18F767[redacted]
$ 19130.00 INV 1AD72252215
DUE 09/09/05 DEALER 15-201

2006 COBALT 4-DOOR LT SEDAN
95U ULTRA SILVER METALLIC /L4G
14C GRAY
ORDER NO. KBXX67/TRE STOCK NO.
VIN 1G1 AL55 FX 67[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD88882153

**********13*28147S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AL69 COBALT 4-DOOR LT SEDAN	15200.00	14364.00	INVOICE 06/02/06
FE9 FEDERAL EMISSIONS	N/C	N/C	SHIPPED 06/02/06
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C	EXP I/T 06/04/06
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	748.00	INT COM 06/05/06
R8K **********	N/C	N/C	PRC EFF 06/02/06
			KEYS G1954 G1954
			WFP-F QTR OPT-1
			BANK: GMAC - 010
			CHG-TO 28-147
			SHIP WT: 2803
			HP: 18.4
			GMS: 15295.50
			SUPPLR: 15980.42
			MRM: 16640.00
			MEMO 727.50

TOTAL MODEL & OPTIONS	16050.00	15112.00	ACT 231	15220.50
DESTINATION CHARGE	590.00	590.00	H/B 261	481.50
LAM DEALER CONTRIBUTION		160.50	ADV 261	160.50
LAM GROUP CONTRIBUTION		160.50	EXP 65A	160.50
TOTAL	16640.00	16023.00	PAY 310	16023.00

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 15313.50

****

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

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

DOUG CHEVROLET

REMIT TO GMAC NO. 010
VIN 1G1AL55FX67[redacted]
$ 16023.00 INV 1AD88882153
DUE 06/05/06 DEALER 28-147

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

Customer: [redacted]	**SR #:**	**BBB#:**

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

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

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	16090.44
MSRP (from BARS Invoice screen)	- 16640.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -549.56

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 (from Bill of Sale)	4435.09
Actual Cash Value (ACV) (from ACV Statement)	- 4400.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 35.09

Section 3

Trade Allowance (from Bill of Sale)	4435.09
Payoff on Trade (from Bill of Sale)	- 0.00
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	= 4435.09

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	16090.44
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 2145.77
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 35.09
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 13909.58

Revised 06/04/07

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

CHEVROLET

PROGRESSIVE CHEVROLET CHEVROLET CO.

CHEVROLET

FAX

Date: 1/31/08

Number of pages including cover sheet: 4

To: BRC
Retta Reaume

Phone
Fax 866-893-7513

CC:

From: **Progressive Chevrolet**
8000 Hills & Dales Rd NW
P O. Box 997
Massillon, OH 44646

Phone (330) 833-8564
Fax (330) 833-4158 Office
(330) 830-2661 Sales
(330) 833-8581 F & I
(330) 830-2650 Service
(330) 833-9505 Parts
(330) 833-0129 Body Shop

Remarks: ☐ Urgent ☐ For Your Review ☐ Reply ASAP ☐ Please Comment

Sales papers for Frank Rinella
Repair orders Faxed earlier.

:TAIL
JYERS
RDER

CHEVROLET
PROGRESSIVE
CHEVROLET CO
8000 HILLS & DALES • P.O. BOX 997
MASSILLON, OHIO 44648 • (800) 833-8564
www.progressiveautogroup.com

JUL 1 0 2006

STOCK NO.

DEAL NO. 87567

Receipt No. CUST NO.: 7517

RCHASER'S NAME [redacted] DATE 07/05/2006

HLET ADDRLSS [redacted] PHONE [redacted]

Y CANTON COUNTY STARK STATE OH ZIP [redacted] SALESPERSON MARKS JR, JOHN T

TEH MY ORDER FOR ONE ☐ NEW ☐ USED ☐ CAR ☐ TRUCK ☐ DEMONSTRATOR ☐ FACTORY OFFICIAL ☐ RENTAL VEHICLE AS FOLLOWS:

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRIM
2006	CHEVROLET	COBALT	SD	SILVER	

N 1 G 1 A L 5 5 F X 6 [redacted] TO BE DELIVERED ON OR ABOUT 07/05/2006 STOCK NO. C60856

REMARKS:

☐ SEE VEHICLE DELIVERY REPORT ATTACHED
☐ SEE SPOT DELIVERY AGREEMENT ATTACHED
☐ SEE LIMITED WARRANTY ATTACHED

DEPOSIT RECEIPT:
Dealer hereby acknowledges receipt of the sum of $ _____ as a Deposit/Partial Payment for the vehicle described above. If this Receipt is for a Deposit, Dealer will refrain from selling the described vehicle for 0 days. This Deposit/Partial Payment ☐ IS ☐ IS NOT refundable, subject to the conditions on the reverse side and the following: _____

NEGATIVE EQUITY:
I am aware that the balance owed on my trade-in vehicle or the amount owed on my lease turn-in vehicle exceeds the trade-in allowance from Dealer and, as a result, I have requested that the cash price of the vehicle be increased by $ _____ to cover negative equity from my trade-in/the amount owed on my lease turn in.
X

CASH PRICE OF VEHICLE	$ 16090.44
GMPF MAJOR GUARD 72 72000	850.00
DOCUMENT FEES →	250.00
← SELLING PRICE →	17190.44
x 6.0000% SALES TAX	765.32
COUNTY STARK	
TITLE FILING FEES	25.50
REGISTRATION FEES	N/A
OTHER	N/A
	N/A
TOTAL	17981.26
TOTAL CREDIT	6680.86
BALANCE DUE	11300.40

TRADE-IN AND OTHER CREDITS

		17190.44	
TRADE-IN ALLOWANCE	4435.09	4435.09	
BALANCE OWED ON TRADE	N/A	TAXABLE TOTAL 12755.35	
BALANCE OWED TO:			
NET EQUITY	4435.09		
DEPOSIT			
CASH ON DELIVERY INCL DEPOSIT	100.00		
OTHER REBATE	2145.77		
TOTAL CREDIT	6680.86		

ODOMETER MILEAGE STATEMENT
THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS 27 _____ MILES/KILOMETERS. AND IS ACCURATE UNLESS CHECKED BELOW
☐ ODOMETER MILEAGE IS NOT ACCURATE
REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE

TRADE-IN STOCK NO. C60856A YEAR 2000 MAKE CHEVROLET MODEL CAVALIER
BODY TYPE SD VIN 1G1JF5248Y7 [redacted] MILEAGE 51177

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALER FURNISHES PURCHASER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IN CONNECTION WITH THE VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOLD BY DEALER. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE AND THE RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A WRITTEN WARRANTY IS PROVIDED BY DEALER OR A SERVICE CONTRACT IS SOLD BY DEALER ON ITS OWN BEHALF, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE TERM OF THE WRITTEN WARRANTY/SERVICE CONTRACT.

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. GUIA PARA COMPRADORES DE VEHICULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRACTO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICION EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

The front and back of this Agreement and any documents incorporated herein comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I have read the terms and conditions printed on the back hereof and agree to them as a part of this Agreement the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge receipt of a copy of this Agreement. THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE

APPROVED _____ DEALER OR AUTHORIZED REPRESENTATIVE

[redacted] 07/05/2006
ACCEPTED BY PURCHASER DATE

DEAL NO STOCK DEAL SETTLEMENT SHEET 05 JAN 2006

OWNER [redacted]
CANTON
OH [redacted]

CO BUYER [redacted]
CANTON
[redacted]

****

SALE VEHICLE	C60856	2006	CHEVROLET	COBALT	1G1AL55FX67[redacted]
TRADE-IN 1	C60856A	2000	CHEVROLET	CAVALIER	1G1JF5246Y7[redacted]

PAYOFF AMT *ACV TRADE 1 4400.00
PAYOFF TO N/A

TRADE-IN 2 N/A N/A
PAYOFF AMT N/A *ACV TRADE 2
PAYOFF TO N/A

****

SALE PRICE		16892.94
TRADE ALLOWANCE	-	4435.95
*ACV	+	4400
COMMISSION COST	-	15687.10
ADDS ----------	-	----------
----------	-	----------
----------	-	----------
----------	-	----------
COMMISSION GROSS	=	----------
LOT PAC	+	----------
HOLD BACK	+	----------
----------	+	----------
TOTAL GROSS	=	368.25

FINANCE DEPARTMENT

GAP			
FINANCE RESERVE		N/A	100.00
TYPE OF INSURANCE			NO
CREDIT LIFE	N/A	X 40% =	
A&H INS		X 40% =	
EXT WARRANTY	850.00-550.00	=	300.00
TOTAL F&I INCOME			$400.00

F&I MANAGER FORD,WILLIAM D
F&I COMMISSION 52.00

F&I INCOME + 400.-
TOTAL GROSS + 368.25
HOUSE GROSS = 768.25

REBATE 245.27 CODE UCC
CLOSE OUT ---------- CODE ------
MISC ---------- CODE ------

****

FINANCED BY:
GMAC

BUY RATE:
APR RATE
TERM 72

TOTAL AMOUNT FINANCED	11300.40
TOTAL OF MONTHLY PAYMENTS	11300.40
FINANCE CHARGE	

****

SALESMAN #1 MARKS JR JOHN T
SALESMAN #2

Lot Sales

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

USTOMER NAME: [redacted]

IN: 1/G/1/A/L/5/L/F/X/6/7[redacted]

Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
GMCARD	$ 2145.77	USE
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$ 2145.77	

2. **Other Program Selection** (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)
   a. I elect to receive ___ in lieu of ___ and/or
   b. I elect to receive ___

– CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 07/05/2006. I acknowledge receipt of incentive(s) as described in Item ___ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar ? ___ Yes X No

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

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

Purchaser/Lessee Signature: [redacted] Date: 07/05/2006

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

Authorized Dealer Signature: [signature] Date: 07/05/2006

Dealership Name: PROGRESSIVE CHEVROLET CO Dealer Code: 28482

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

GM3795-OS 9/05

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

November 30 2007

PROGRESSIVE CHEVROLET COMPANY
PO BOX 997
MASSILLON , OH 44648-0997

Re: [redacted]
Siebel Request: 71-598077197
2006 Chevrolet Cobalt
VIN # 1G1AL55FX67[redacted]

Dear {Mr. John}:

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

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

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

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

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

Sincerely,

Retta Reaume
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension {Ext}
FAX# 866-{893-7513}

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Retta Reaume State: OH

Customer Name: [redacted]

Service Request: 71-598077197

BBB Case No.: {Number}

Vehicle ID No.: 1G1AL55FX67[redacted]

In Service Date: {mm/dd/yy}

Vehicle is: New

BAC Code: {Selling Dealer}

Year, Make □Model: 2006 Chevrolet Cobalt

Vehicle Purchased Used on: n/a at odometer {odometer}

Mileage at Time of BBB Filing (6746)

Lien holder: GMAC□ Other□: {Name}

Sale Type: Purchase □ Lease□ Other□ : {Type}

DVM Name:{Name}

Phone/Cell Number: {Number - Cell Number Preferred}

CAM Name: {Name}

Phone Number: {Phone Number}

VEHICLE REPAIR HISTORY

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

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

□ {Steering}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/11/06	418269	1	6063	Cust states getting rattling noise at middle of firewall area when hitting bump □□□road tested veh confirmed complaint inspected front suspension steering wheels isolated noise to steering column noise present under all conditions and steering loads replaced steering column assembly and re tested all ok
Date:	RO □:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
13/11/06	418376	3	6102	Cust states noise at firewall still , also steering wheel off center □□□replaced power steering gear assembly Road tested veh confirmed complaint inspected cradle front suspension exhaust isolate noise to steering inspected steering shaft found noise from steering gear removed required parts and replaced gear, retested all ok 2W set front toe E2000 .7 tech 249 performed steering shaft lube procedure

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
21/11/06	418812	2	6222	Cust states noises in front end □□□worn replaced intermediate steering shaft Retested ok □□□cust states steering wheel of to the left □□□□misaligned set toe
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

20/12/07	440105	9	10724	Cust states that the car wonders while driving □□□road tested and steering wheel was off E2020 wheel alignment chk and or adjusted set front toe nad road test to verify repairs
Date:	RO □:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
30/01/08	441976	1	11306	Cust states that they have a shutter in the steering wheel while braking when turning has a noise in the front over bumps □□□road tested for shutter found bulletin to remove 60 AMP power steering fuse and test drive noise gone reinstall fuse and reprogrammed BCM bulletin 040308006 B 3L

□ {Water Leak}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/07/06	411258	1	29	Cust states rear deck lid sticks up on RT side □□□misadjusted/misaligned, adjust right lift gate hinge Cust states trunk is full of water RT side □□□water leak sublet for rear glass R□R and reseal, trim rear seat to back window R□R or replace Hold down spare tire R□R or replace Water test trunk area removed RH □C□pillar trim for inspection found leak at rear window--- sublet reseal removed carpet panels spare tire jack □ rear window pak shelf panel due to water damage, ordered new carpet panels and pak shelf panel removed carpet panels and pak from stock unit and transferred to cust veh for cust to take delivery today (2k) installed new carpet panels and pak shelf in stock unit (2k)

□ {Wiper Blade}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
26/10/06	417485	1	2635	Cust states wipers streaking □□□blade and or insert wiper system replaced □□□inspection found wiper blades bad remove and replaced wiper blades rechk operation ok

Verified with customer if the vehicle has ever been involved in an accident N
If yes are the RO's attached N

THE STATE LEMON LAW READS:

Days out of service: 30 days
Repairs 3 attempts
Time period 12 months / 18,000 miles
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs 1 attempt
Safety-related time period 12 months / 18,000 miles

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	8 days ????
Total days out of service during customer's ownership:	18 ???

Vehicle Meets Presumption of Lemon Law YES

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) 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: repurchase

DVM sts: I have nothing on this case that is special so if you need anything on this one call the service manager involved John Gaddis will be happy to help you with anything you need thank s

SVM sts: had it in in Dec cust states veh wonders, did an alignment , rattle in fire wall, power steering gear replacement , LOF, rattle noise in fire wall, steering column, wipers
He is filing for the steering I□m guessing

CRS Rationale: cust meets all requirements for a repurchase

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{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.**

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Retta Reaume State: OH

Customer Name: [redacted]

Service Request: 71-598077197

BBB Case No.: {Number}

Vehicle ID No.: 1G1AL55FX67[redacted]

In Service Date: {mm/dd/yy}

Vehicle is: New

BAC Code: {Selling Dealer}

Year, Make □Model: 2006 Chevrolet Cobalt

Mileage at Time of BBB Filing (6746)

Vehicle Purchased Used on: n/a at odometer {odometer}

Lien holder: GMAC☐ Other☐: {Name}

Sale Type: Purchase ☐ Lease☐ Other☐ : {Type}

DVM Name:{Name}

Phone/Cell Number: {Number - Cell Number Preferred}

CAM Name: {Name}

Phone Number: {Phone Number}

VEHICLE REPAIR HISTORY

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

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

☐ {Steering}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Water Leak}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Wiper Blade}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Verified with customer if the vehicle has ever been involved in an accident N
If yes are the RO's attached N

THE STATE LEMON LAW READS:

Days out of service: 30 days

Repairs 3 attempts
Time period 12 months / 18,000 miles
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs 1 attempt
Safety-related time period 12 months / 18,000 miles

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	8 days ????
Total days out of service during customer's ownership:	18 ???

Vehicle Meets Presumption of Lemon Law YES

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) 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:

DVM sts:

SVM sts:

CRS Rationale:

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{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.**

CHEVROLET

PROGRESSIVE CHEVROLET CO.

CHEVROLET

FAX

Date: 1-31-08

Number of pages including cover sheet: 15

To: BRC
Retta Reaume

Phone

Fax 866-893-7513

CC:

From: **Progressive Chevrolet**
8000 Hills & Dales Rd. NW
P.O Box 997
Massillon, OH 44646

Phone (330) 833-8564
Fax (330) 833-4158 Office
(330) 830-2661 Sales
(330) 833-8581 F & I
(330) 830-2650 Service
(330) 833-9505 Parts
(330) 833-0129 Body Shop

Remarks: ☐ Urgent ☐ For Your Review ☐ Reply ASAP ☐ Please Comment

Repair orders for Frank Rinella

7517

[redacted]

CANTON, OH [redacted]
HOME: [redacted] BUS: [redacted]

441976

INVOICE

PAGE 1

CHEVROLET
PROGRESSIVE
CHEVROLET CO.
8000 HILLS & DALES · P.O. BOX 997
MASSILLON, OHIO 44648-0997
(330) 833-8564
SERVICE (330) 833-1398
FAX (330) 830-2650
progressiveautogroup.com
DEALER CODE 528483 13-483

SERVICE ADVISOR: 213 BERNARD WYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET COBALT	1G1AL55FX67[redacted]	[redacted]	11306/11309	T5001

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05JUL06 IS 05JUL06 DD			WAIT 30JAN08			CASH	30JAN08

R.O. OPENED	READY	OPTIONS:
09:11 30JAN08	10:05 30JAN08	STK:C60856 DLR:28483 ENG:2.2 Liter MFI DOHC 1)GMPP 2)MAJOR GUARD 3)72/72,000 4)$100 DEDUCTIBLE

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES THAT THEY HAVE A SHUTTER IN THE STEERING WHEEL WHILE
BRAKING WHEN TUNING- HAS A NOISE IN THE FRT OVER BUMPS-SEE DAVE
CAUSE: OUT OF CALIBRATION
N4808 BODY CONTROL MODULE REPROGRAMMING WITH SPS
219 WC4 0.30 (N/C)
FC: 40XXX
PART#:
COUNT: 0
CLAIM TYPE:
AUTH CODE:
OZ

11309 DW AUTH JG ROAD TEST FOR SHUTTER ,FOUND BULLETIN TO REMOVE 60 AMP
POWER STEERING FUSE AND TEST DRIVE NOISE GONE ,REINSTALL FUSE AND
REPROGRAM BCM PER BULLETIN 040308006B 3L
****
B FREE 16 POINT INSPECTION
1028 FREE 16 POINT INSPECTION
219C1620 0.00 0.00 0.00
11309 OK
****
C BW CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS
2401 WE CHECKED YOUR VEHICLE FOR OPEN SAFETY
RECALLS
1 1NN 0.00 (N/C)
****

********** IMPORTANT **********
YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY
FROM CHEVROLET.IF FOR ANY REASON YOU CANNOT
GRADE OUR SERVICE DEPT "COMPLETELY SATISFIED"
PLEASE CONTACT MYSELF
OR OUR SERVICE MANAGER AT 833-8564
THANKS FOR YOUR BUSINESS PROGRESSIVE CHEVY

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ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUSON- MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

REPLACED PARTS WILL BE RETURNED UNLESS SUBJECT TO WARRANTY EXCHANGE/CORE/REBUILT

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

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

THANK YOU

[redacted]

7517

[redacted]

CANTON, OH [redacted]
HOME: [redacted] BUS [redacted]

440105

INVOICE

PAGE 1

CHEVROLET
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CHEVROLET CO.
8000 HILLS & DALES · P.O. BOX 997
MASSILLON, OHIO 44648-0997
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SERVICE (330) 833-1398
FAX (330) 830-2650
progressiveautogroup.com
DEALER CODE 528483 13-483

SERVICE ADVISOR: 213 BERNARD WYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET COBALT	1G1AL55FX67[redacted]	[redacted]	10724/10724	T2174

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05JUL06 IS 05JUL06 DD			WAIT 20DEC07			CASH	29DEC07

R.O. OPENED	READY	OPTIONS: STK:C60856 DLR:28483
13:41 20DEC07	09:44 29DEC07	ENG:2.2 Liter MFI DOHC 1)GMPP 2)MAJOR GUARD 3)72/72,000 4)$100 DEDUCTIBLE

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES THAT HE CAR WONDER WHILE DRING
CAUSE: MISADJUSTED
E2020 WHEEL ALIGNMENT CHECK AND/OR ADJUST
249 WC4 0.90 (N/C)
FC: 3A PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
05

10724 DW AUTH BY DG ROAD TEST AND STEERING WHEEL WAS OFF E2020 CHECK AND OR SET ALIGNMENT SET FRONT TOE NAD ROAD TEST TO VERIFY REPAIRS-OK .9

****

B FREE 16 POINT INSPECTION
1028 FREE 16 POINT INSPECTION
249C1620 0.00 0.00 0.00
10724

****

C BW CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS
2401 WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS
1 INN 0.00 (N/C)

****

********** IMPORTANT **********
YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY
FROM CHEVROLET.IF FOR ANY REASON YOU CANNOT
GRADE OUR SERVICE DEPT "COMPLETELY SATISFIED"
PLEASE CONTACT MYSELF
OR OUR SERVICE MANAGER AT 833-8564
THANKS FOR YOUR BUSINESS PROGRESSIVE CHEVY

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THANK YOU

REPLACED PARTS WILL BE RETURNED UNLESS SUBJECT TO WARRANTY EXCHANGE/CORE/REBUILT

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

Authorized by John Gaddis Service Manager

CUSTOMER SIGNATURE

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

7517

[redacted]

CANTON, OH [redacted]
HOME: [redacted] BUS: [redacted]

418812

INVOICE

PAGE 2

CHEVROLET
PROGRESSIVE
CHEVROLET CO.
8000 HILLS & DALES · P.O. BOX 997
MASSILLON, OHIO 44648-0997
(330) 833-8564
SERVICE (330) 833-1398
FAX (330) 830-2650
progressiveautogroup.com
DEALER CODE 528483 13-483

SERVICE ADVISOR: 209 CONNIE S SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET COBALT	1G1AL55FX67[redacted]	[redacted]	3222/3222	T4034

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05JUL06 IS 05JUL06 DD			15:00 21NOV06			CASH	22NOV06

R.O. OPENED	READY	OPTIONS:
09:12 21NOV06	08:20 22NOV06	STK:C60856 DLR:28483 ENG:2.2 Liter MFI DOHC 1)GMPP 2)MAJOR GUARD 3)72/72,000 4)$100 DEDUCTIBLE

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	MJ						

SUBL ENTERPRISE PO#154697 - D659204
WCRNT (N/C)
****
E WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECAL CS
2401 WE CHECKED YOUR VEHICLE FOR OPEN SAFETY
RECALLS
1 INN 0.00 (N/C)
****

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FROM CHEVROLET.IF FOR ANY REASON YOU CANNOT
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THANK YOU

[redacted]

REPLACED PARTS WILL BE RETURNED UNLESS SUBJECT TO WARRANTY EXCHANGE/CORE/REBUILT

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

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

7517

418812

INVOICE

PAGE 1

CHEVROLET
PROGRESSIVE
CHEVROLET CO.
8000 HILLS & DALES · P.O. BOX 997
MASSILLON, OHIO 44648-0997
(330) 833-9564
SERVICE (330) 833-1398
FAX (330) 830-2650
progressiveautogroup.com
DEALER CODE 528483 13-483

[redacted]
CANTON, OH [redacted]
HOME: [redacted] BUS [redacted]

SERVICE ADVISOR: 209 CONNIE S SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET COBALT	1G1AL55FX67[redacted]	[redacted]	3222/3222	T4034

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05JUL06 IS 05JUL06 DD			15:00 21NOV06			CASH	22NOV06

R.O. OPENED	READY	OPTIONS:
09:12 21NOV06	08:20 22NOV06	STK:C60856 DLR:28483 ENG:2.2 Liter MFI DOHC 1)GMPP 2)MAJOR GUARD 3)72/72,000 4)$100 DEDUCTIBLE

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES NOISES IN FRONT END
CAUSE: WORN
E7700 SHAFT, STEERING INTERMEDIATE REPLACE
225 WC4 0.50 (N/C)
1 15800140 SHAFT KIT (N/C)
FC: 4X
PART#: 15800140
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NR

3222 DW AUTH BY DG CONFIRM COMPLAINT. ISOLATE TO AND REPLACE INTER
MEDIATE STEERING SHAFT. RETEST, OK. 4X
****

B CUST STATES STEERING WHEEL OFF TO THE LEFT
9997 SEE LINE C
249 INN 0.00 (N/C)
3222 SEE LINE C
****

C CUST STATES PULLS LEFT
CAUSE: MISALIGNED
1503 SET TOE
249 INPW 0.70 (N/C)
3222 SET TOE E2000 .7
****

D 1 DAY COURTESY TRANSPORTATION
CAUSE: COURTESY TRANSPORTATION
Z7901 1 DAY COURTESY TRANSPORTATION
1WCRNT 0.00 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

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THANK YOU

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CUSTOMER SIGNATURE

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

7517

[redacted]

CANTON, OH [redacted]
HOME: [redacted] BUS: [redacted]

418376

INVOICE

DUPLICATE 2
PAGE 2

CHEVROLET
PROGRESSIVE
CHEVROLET CO.
8000 HILLS & DALES · P.O. BOX 997
MASSILLON, OHIO 44648-0997
(330) 833-8564
SERVICE (330) 833-1398
FAX (330) 830-2650
progressiveautogroup.com
DEALER CODE 528483 13-483

SERVICE ADVISOR: 209 CONNIE S SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET COBALT	1G1AL55FX67[redacted]	[redacted]	6102/6107	T4884

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05JUL06 IS 05JUL06 DD			17:00 14NOV06			CASH	15NOV06

R.O. OPENED	READY	OPTIONS:
09:45 13NOV06	10:23 15NOV06	STK:C60856 DLR:28483 ENG:2.2_Liter_MFI DOHC 1)GMPP 2)MAJOR GUARD 3)72/72,000 4)$100 DEDUCTIBLE

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
1 WS 0.00			(N/C)

FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE: B
MJ

****

C CS WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS
2401 WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS
1 INN 0.00 (N/C)

****

D FREE 16 POINT INSPECTION
1028 FREE 16 POINT INSPECTION
240C1620 0.00 0.00 0.00
6102

****

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THANKS FOR YOUR BUSINESS PROGRESSIVE CHEVY

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CUSTOMER SIGNATURE

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

7517

[redacted]

CANTON, OH [redacted]
HOME: [redacted] BUS: [redacted]

418376

INVOICE

DUPLICATE 2
PAGE 1

CHEVROLET
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CHEVROLET CO.
8000 HILLS & DALES · P.O. BOX 997
MASSILLON, OHIO 44648-0997
(330) 833-8564
SERVICE (330) 833-1398
FAX (330) 830-2650
progressiveautogroup.com
DEALER CODE 526483 13-483

SERVICE ADVISOR: 209 CONNIE S SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET COBALT	1G1AL55FX67[redacted]	[redacted]	6102/6107	T4884

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05JUL06 IS 05JUL06 DD			17:00 14NOV06			CASH	15NOV06

R.O. OPENED	READY	OPTIONS:
09:45 13NOV06	10:23 15NOV06	STK:C60856 DLR:28483 ENG:2.2 Liter MFI DOHC 1)GMPP 2)MAJOR GUARD 3)72/72,000 4)$100 DEDUCTIBLE

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A RATTLING NOISE AT FIREWALL STILL SEE JOHN G.ALSO STEERING WHEEL IS
OFF CENTER
CAUSE: LOOSE
E9740 GEAR ASSEMBLY, POWER STEERING REPLACE
240 WC4 1.20 (N/C)
225 WC4 0.70 (N/C)
249 WC4 0.70 (N/C)
2.60 (N/C)
1 15816429 GEAR KIT (N/C)
1 26098419 LUBE KIT (N/C)
FC: 2W
PART#: 15816429
COUNT: 1
CLAIM TYPE:
AUTH CODE: EP
NQ
Z5001 FREIGHT EXPENSE
999 WCFT 0.00 (N/C)
1 FRT FREIGHT WC (N/C)
FC: 00 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MD

6107 DW AUTH BY DG ROAD TEST VEHICLE. CONFIRM COMPLAINT. INSPECT
CRADLE, FRONT SUSPENSION, EXHAUST. ISOLATE NOIS E TO STEERING. INSPECT
STEERING SHAFT, FOUND NO ISE FROM STEERING GEAR. REMOVE REQUIRED PARTS
A ND REPLACE GEAR. RETEST, OK. 2W SET FRONT TOE E2000 .7 TECH 249
PERFORM STEERING SHAFT LUBE PROCEDURE 2N (225)
****
B TWO-WAY SHUTTLE
CAUSE: COURTESY TRANSPORTATION
Z7911 TWO-WAY SHUTTLE

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THANK YOU

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CUSTOMER SIGNATURE

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

7517

[redacted]

CANTON, OH [redacted]
HOME: [redacted] BUS: [redacted]

418269

INVOICE

DUPLICATE 1
PAGE 3

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PROGRESSIVE
CHEVROLET CO.
8000 HILLS & DALES · P.O. BOX 997
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(330) 833-8564
SERVICE (330) 833-1398
FAX (330) 830-2650
progressiveautogroup.com
DEALER CODE 528483 13-483

SERVICE ADVISOR: 209 CONNIE S SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET COBALT	1G1AL55FX67[redacted]	[redacted]	6063/6068	T4852

DEL. DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05JUL06 IS 05JUL06 DD			WAIT 10NOV06			GMLR	10NOV06

R.O. OPENED	READY	OPTIONS:
09:07 10NOV06	15:56 10NOV06	STK:C60856 DLR:28483 ENG:2.2_Liter MFI_DOHC 1)GMPP 2)MAJOR GUARD 3)72/72,000 4)$100 DEDUCTIBLE

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

********** IMPORTANT **********
YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY
FROM CHEVROLET.IF FOR ANY REASON YOU CANNOT
GRADE OUR SERVICE DEPT "COMPLETELY SATISFIED"
PLEASE CONTACT MYSELF
OR OUR SERVICE MANAGER AT 833-8564
THANKS FOR YOUR BUSINESS PROGRESSIVE CHEVY

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THANK YOU

REPLACED PARTS WILL BE RETURNED UNLESS SUBJECT TO WARRANTY EXCHANGE/CORE/REBUILT

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER SIGNATURE [redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	8.00
PARTS AMOUNT	16.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	24.95
LESS INSURANCE	26.45
SALES TAX	1.50
PLEASE PAY THIS AMOUNT	0.00

7517 411258

INVOICE

PAGE 2

CHEVROLET
PROGRESSIVE
CHEVROLET CO.
8000 HILLS & DALES · P.O. BOX 997
MASSILLON, OHIO 44648-0997
(330) 833-8564
SERVICE (330) 833-1398
FAX (330) 830-2650
progressiveautogroup.com
DEALER CODE 528483 13-483

[redacted]

CANTON OH [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 203 GREG SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET COBALT	1G1AL55FX67[redacted]		29/29	T8338

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05JUL06 TS 05JUL06 DD			15:00 07JUL06			CASH	20JUL06

R.O. OPENED	READY	OPTIONS: STK:C60856 DLR:28483 ENG:2.2 Liter MFI DOHC 1)GMPP 2)MAJOR GUARD 3)72/72,000 4)$100 DEDUCTIBLE
07:56 06JUL06	17:00 20JUL06	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
1 22697850 F-INSULATOR			(N/C)
1 22697852 F-PANEL			(N/C)
FC: 2P			
PART#: 15806075			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE: P			
VN			
C4040 TRIM ASSEMBLY, QUARTER UPPER (SAIL PANEL)			
RIGHT R&R OR REPLACE			
259 WC4 0.50			(N/C)
1 15264428 F TRIM			(N/C)
FC: 2P			
PART#: 15264428			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE: B			
VN			

SUBL INSTALL RR GLASS INV9795 CLASSIC PO151520
WC4 (N/C)

29 DW AUTH JG WATER TEST TRUNK AREA,REMOVED RH "C" PILLER TRIM FOR INSPECTION - FOUND LEAK AT REAR WINDOW - SUBLET RESEAL REMOVED CARPET PANELS,SPARE TIRE,JACK & REAR WINDOW PACKAGE SHELF PANEL DUE TO WATER DAMAGE,ORDERED NEW CARPET PANELS & PACKAGE SHELF PANEL,REMOVED CARPET PANELS & PACKAGE SHELF FROM STOCK UNIT & TRANSFERED TO CUST. VEHICLE FOR CUST. TO TAKE DELIVERY TODAY (2K) INSTALLED NEW CARPET PANELS AND PACKAGE SHELF IN STOCK UNIT (2K)

****

C 1 DAY COURTESY TRANSPORTATION
CAUSE: COURTESY TRANSPORTATION
Z7901 1 DAY COURTESY TRANSPORTATION
1WCRNT 0.00 (N/C)

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CUSTOMER SIGNATURE

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

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[redacted]

INVOICE

CHEVROLET
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DEALER CODE 528483 13-483

CANTON OH [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 203 GREG SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET COBALT	1G1AL55FX67[redacted]		29/29	T8338

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05JUL06 IS 05JUL06 DD			15:00 07JUL06			CASH	20JUL06

R.O. OPENED	READY	OPTIONS: STK:C60856 DLR:28483
07:56 06JUL06	17:00 20JUL06	ENG:2.2_Liter_MFI_DOHC 1)GMPP 2)MAJOR GUARD 3)72/72,000 4)$100 DEDUCTIBLE

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES REAR DECK LID STICKS UP ON RT SIDE
CAUSE: MISADJUSTED/MISALIGNED
B5710 HINGE, LIGTGATE RIGHT ADJUST
259 WC4 0.20 (N/C)
FC: 3A PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

29 ADJUSTED RH TRUNK LID HINGE (3A)
****

B CUST STATES TRUNK IS FULL OF WATER RT SIDE
CAUSE: WATER LEAK
C0660 SUBLET FOR REAR GLASS R&R AND RESEAL
1 WC4 0.00 (N/C)
FC: 2P PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
VN
C4240 TRIM, REAR SEAT TO BACK WINDOW R&R OR REPLACE
259 WC4 1.60 (N/C)
1 15292144 F-TRIM (N/C)
FC: 2P
PART#: 15292144
COUNT: 1
CLAIM TYPE:
AUTH CODE: E
VN
E0600 HOLD DOWN, SPARE TIRE R&R OR REPLACE
259 WC4 0.30 (N/C)
1 15806075 MAT (N/C)
1 15810890 F-INSULATOR (N/C)

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CUSTOMER SIGNATURE

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

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411175

INVOICE

PAGE 1

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SERVICE (330) 833-1398
FAX (330) 830-2650
progressiveautogroup.com
DEALER CODE 528483 13-483

[redacted]
CANTON OH [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 218 CECIL POWERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET COBALT	1G1AL55FX67[redacted]		28/28	TR722

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUL06 IS 06JUL06 DD			17:00 05JUL06			INTNC	06JUL06

R.O. OPENED	READY	OPTIONS:
07:00 05JUL06	10:51 06JUL06	STK:C60856 DLR:28483 ENG:2.2_Liter_MFI_DOHC

```
LINE OPCODE TECH TYPE HOURS                                    LIST      NET      TOTAL
A NEW VEH INSPECTION
     6022 NEW VEH INSPECTION
          428   IN  0.50                                                          (N/C)
28 DEALER TRADE 0.5 CHECKED ALL FLIU DLEVELS
          ***************************************************
B WASH WAX & DETAIL FOR DELIVERY
     6024 WASH WAX & DETAIL FOR DELIVERY
          428   IN  0.80                                                          (N/C)
28 SOLD 0.8 WASHED,WAXED AND DETIALED FOR DELIVERY
          ***************************************************
C WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS
     2401 WE CHECKED YOUR VEHICLE FOR OPEN SAFETY
          RECALLS
          999  INN  0.00                                                          (N/C)
NO OPEN RECALLS PER VIS DATED 7.6.06 NB
          ***************************************************
                                  ***************** IMPORTANT *****************
                                  YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY
                                  FROM CHEVROLET.IF FOR ANY REASON YOU CANNOT
                                  GRADE OUR SERVICE DEPT "COMPLETELY SATISFIED"
                                  PLEASE CONTACT MYSELF
                                  OR OUR SERVICE MANAGER AT 833-8564
                                  THANKS FOR YOUR BUSINESS PROGRESSIVE CHEVY
```

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Internal

CUSTOMER SIGNATURE

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

7517

418269

INVOICE

DUPLICATE 1
PAGE 2

CHEVROLET
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SERVICE (330) 833-1398
FAX (330) 830-2650
progressiveautogroup.com
DEALER CODE 528483 13-483

[redacted]
CANTON [redacted] OH
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 209 CONNIE S SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET COBALT	1G1AL55FX67[redacted]	[redacted]	6063/6068	T4852

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05JUL06 1S 05JUL06 DD			WAIT 10NOV06			CMLR	10NOV06

R.O. OPENED	READY	OPTIONS: STK:C60856 DLR:28483 ENG:2.2 Liter MFI DOHC 1)GMPP 2)MAJOR GUARD 3)72/72,000 4)$100 DEDUCTIBLE
09:07 10NOV06	15:56 10NOV06	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
999 WCPD 0.00			(N/C)
1 PD PRICE DIFF			(N/C)

FC: 00 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MD

6068 DW AUTH BY DG ROAD TEST VEHICLE. CONFIRMC OMPLAINT. INSPECT F RONT SUSPENSTON, STEERING, WHEELS. ISOLATE NOIS E TO STEERING COLUMN. NOISE PRESENT UNDER ALL CONDITIONS AND STEERING LOADS. REPLACE STEERING COLUMN AND RETEST, OK. 6C

****

F** RENTAL WC
9001 RENTAL IN
999INRNT 0.00 (N/C)
SUBL ENTERPRISE RENTALF PO 154422 (N/C)
INRNT

****

G** TWO-WAY SHUTTLE
CAUSE: COURTESY TRANSPORTATION
Z7911 TWO-WAY SHUTTLE
999 WS 0.00 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE: B
MJ

****

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CUSTOMER SIGNATURE

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

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INVOICE

DUPLICATE 1
PAGE 1

CHEVROLET
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SERVICE (330) 833-1398
FAX (330) 830-2650
progressiveautogroup.com
DEALER CODE 528483 13-483

[redacted]
CANTON, OH [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 209 CONNIE S SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET COBALT	1G1AL55FX67[redacted]	[redacted]	6063/6068	T4852

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05JUL06 IS 05JUL06 DD			WAIT 10NOV06			GMLR	10NOV06

R.O. OPENED	READY	OPTIONS: STK:C60856 DLR:28483
09:07 10NOV06	15:56 10NOV06	ENG:2.2 Liter MFI DOHC 1)GMPP 2)MAJOR GUARD 3)72/72,000 4)$100 DEDUCTIBLE

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LUBE OIL AND FILTER *****WAITER*****			
1001W LUBE OIL AND FILTER *****WAITER*****			
223 CPSC 0.30		8.00	8.00
1 12579143 F-FILTER	8.15	6.95	6.95
1 4500 4.5QT OIL	10.00	10.00	10.00
6063 .3			
**********			
B CS WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS			
2401 WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS			
1 INN 0.00			(N/C)
**********			
C FREE VEHICLE WASH $7.00 VALUE!			
6045 FREE VEHICLE WASH $7.00 VALUE!			
1 INN 0.00			(N/C)
**********			
D FREE 16 POINT INSPECTION			
1028 FREE 16 POINT INSPECTION			
223C1620 0.00		0.00	0.00
6063			
**********			
E CUSTOMER GETTING RATTLING NOISE AT MIDDLE OF FIREWALL AREA WHEN HITTING BUMP			
CAUSE: COMPONENT-INOP			
E7680 COLUMN ASSEMBLY, STEERING REPLACE			(N/C)
223 WC4 1.70			(N/C)
1 15914408 COLUMN KI			
FC: 6C			
PART#: 15914408			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE: E			
NQ			
Z5000 PART DIFFERENCE			

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CUSTOMER SIGNATURE

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

7517

417485

INVOICE

PAGE 1

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SERVICE (330) 833-1398
FAX (330) 830-2650
progressiveautogroup.com
DEALER CODE 528483 13-483

[redacted]
CANTON, OH [redacted]
HOME: [redacted] BUS [redacted]

SERVICE ADVISOR: 213 BERNARD WYMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET COBALT	1G1AL55FX67[redacted]	[redacted]	2635/2635	T2716

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05JUL06 IS 05JUL06 DD			WAIT 26OCT06			CASH	26OCT06

R.O. OPENED	READY	OPTIONS: STK:C60856 DLR:28483 ENG:2.2 Liter MFI DOHC 1)GMPP 2)MAJOR GUARD 3)72/72,000 4)$100 DEDUCTIBLE
11:20 26OCT06	11:57 26OCT06	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUIS STATES WIPERS STREAKING
CAUSE: WORN
B1783 BLADE AND/OR INSERT, WIPER SYSTEM REPLACE
252 WC4 0.20 (N/C)
1 89001016 BLADE (N/C)
1 89000995 WIPER,W/S (N/C)
FC: 4X
PART#: 89000995
COUNT: 2
CLAIM TYPE:
AUTH CODE:
OA

2635 INSPECT-FOUND WIPER BLADES BAD-REMOVE A \ND REPLACED WIPER BLADES-RECHECK OPERATION-OK-
****

B FREE VEHICLE WASH $7.00 VALUE!
6045 FREE VEHICLE WASH $7.00 VALUE! (N/C)
1 INN 0.00
****

C WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS JJ
2401 WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS (N/C)
1 INN 0.00
****

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FROM CHEVROLET.IF FOR ANY REASON YOU CANNOT
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PLEASE CONTACT MYSELF
OR OUR SERVICE MANAGER AT 833-8564
THANKS FOR YOUR BUSINESS PROGRESSIVE CHEVY

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Authorized by John Gaddis Service Manager

CUSTOMER SIGNATURE

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

7517

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INVOICE

PAGE 3

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FAX (330) 830-2650
progressiveautogroup.com
DEALER CODE 528483

13-483

CANTON, OH
HOME: BUS:

SERVICE ADVISOR: 203 GREG SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET COBALT	1G1AL55FX67		29/29	T8338

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05JUL06 1S 05JUL06 DL			15:00 07JUL06			CASH	20JUL06

R.O. OPENED	READY	OPTIONS: STK:C60856 DLR:28483
07:56 06JUL06	17:00 20JUL06	ENG:2.2 Liter MFI DOHC 1)GMPP 2)MAJOR GUARD 3)72/72,000 4)$100 DEDUCTIBLE

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

SUBL ENTERPRISE RENTAL PO 151477 (N/C)
WCRNT
****

D** JG WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS
2401 WE CHECKED YOUR VEHICLE FOR OPEN SAFETY
RECALLS (N/C)
1 INN 0.00
****

********** IMPORTANT **********
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FROM CHEVROLET.IF FOR ANY REASON YOU CANNOT
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OR OUR SERVICE MANAGER AT 833-8564
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Authorized by John Gaddis Service Manager

CUSTOMER SIGNATURE

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

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

November 30 2007

PROGRESSIVE CHEVROLET COMPANY
PO BOX 997
MASSILLON , OH 44648-0997

Re: Frank Rinella
Siebel Request: 71-598077197
2006 Chevrolet Cobalt
VIN # 1G1AL55FX67[redacted]

Dear {Mr. John}:

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

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

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

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

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

Sincerely,

Retta Reaume
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension {Ext}
FAX# 866-{893-7513}

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

GM DealerWorld - Microsoft Internet Explorer provided by GMCARS

File Edit View Favorites Tools Help

Back Search Favorites

Address [redacted] Go Links

Division: Chevrolet
VIN: 1G1AL52FX57[redacted]

Customer Type: Owner
[redacted]
White Lake, Michigan, United States-[redacted]
Home Phone:
Primary Language: English
Secondary Language:

Sales Information

Dealer Code: 32888
Action: Add Protection Plan
Odometer: 55371
Delivery Date: 02/13/2008

Plan Lienholder

Lienholder Type: Other
Chevrolet
P.O.Box 33170
Detroit, Michigan - 48232

Protection Plans

Plan Purchase Date: 02/13/2008
In Service Date: 02/13/2008

Plan Type: Smart Care Retail
Term: 24
Mileage Limit: 24000
Deductible: 0
Rental Type: None
Plan Price: $ 0.00
Tax: $ 0.00
Total: $ 0.00

BACK CANCEL SUBMIT

Done Internet

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

GM OrderWORKBENCH

Close Window

Transaction Details

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

VIN:	1G1AL52FX57[redacted]	Status:	Pending
Dealer Code:	32888	User ID:	1w3jfm
Transaction Date:	02/13/2008	User Role:	Central Office Administrator
Transaction Type:	GM Protection Plan	Timestamp Date:	2008-02-20-11.03.36.605000

Transaction Messages:

1097 - GMPP sent to MIC

Done

Internet

June 8, 2011

[redacted]

White Lake, MI [redacted]

Service Request: 71-598923660
Customer Relationship Specialist: Janice Brownell

Dear [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Chevrolet Cobalt, Vehicle Identification Number 1G1AL52FX57[redacted] is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on February 12,2008 and ending on February 12,2010, and begins with 55,371 miles and ends with 79,371 miles odometer miles
- A $0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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

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

CDR File Information

Vehicle Identification Number	1G1AL15F167[redacted]
Investigator	TOM SAMUELS
Case Number	71-601624037
Investigation Date	Monday, February 18 2008
Crash Date	Sunday, January 20 2008
Filename	1G1AL15F167[redacted] CDR
Saved on	Monday, February 18 2008 at 12:08:35 PM
Collected with CDR version	Crash Data Retrieval Tool 3.04
Reported with CDR version	Crash Data Retrieval Tool 3.04
EDR Device Type	airbag control module
Event(s) recovered	Non-Deployment

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, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:
-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.
-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.
-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. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

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	1
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)	Yes
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	Yes

System Status At AE

Vehicle Identification Number	**1AL15F*6*723072
Low Tire Pressure Warning Lamp (If Equipped)	OFF
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	OFF

System Status At 1 second

Transmission Range (If Equipped)	Fourth Gear
Transmission Selector Position (If Equipped)	Fourth Gear
Traction Control System Active (If Equipped)	No
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	25
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

Pre-crash data

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

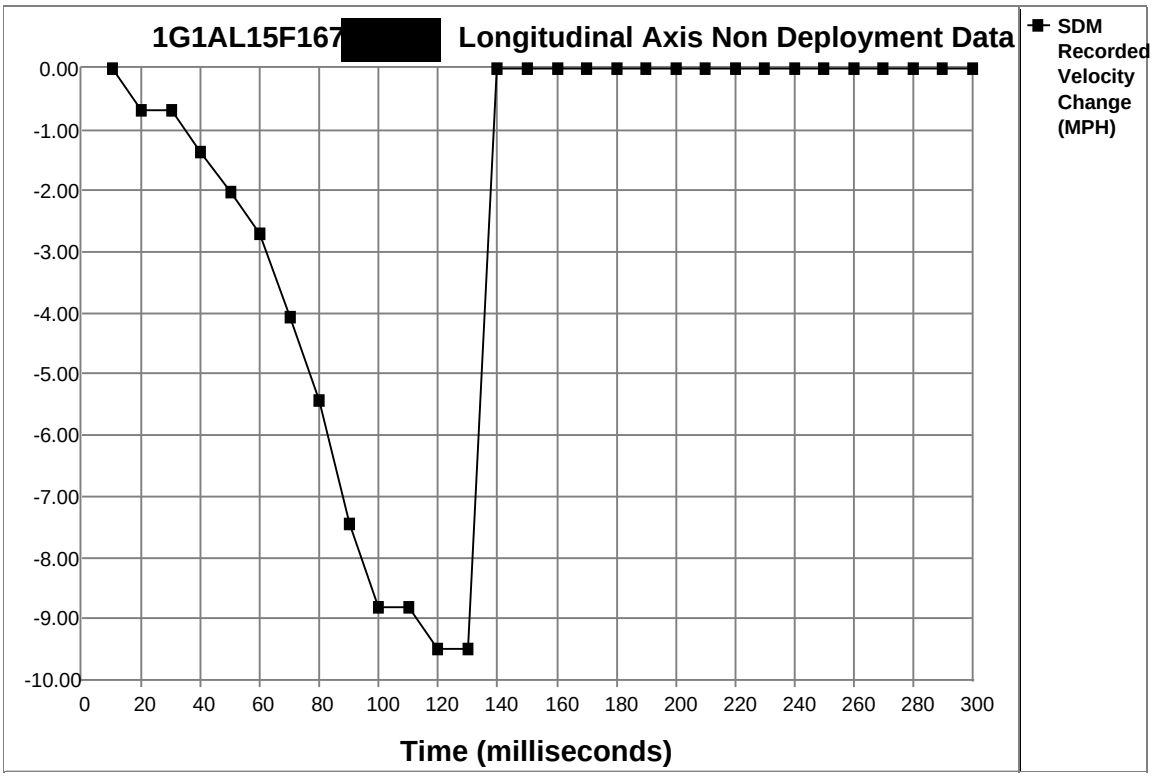
Pre-crash data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	68	69	67	59	37
Engine Speed (RPM)	2432	2432	2240	1856	1088
Percent Throttle	41	40	15	14	13
Accelerator Pedal Position (percent)	18	15	0	0	0
Antilock Brake System Active (If Equipped)	No	No	No	No	Yes
Lateral Acceleration (feet/s^2)(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0

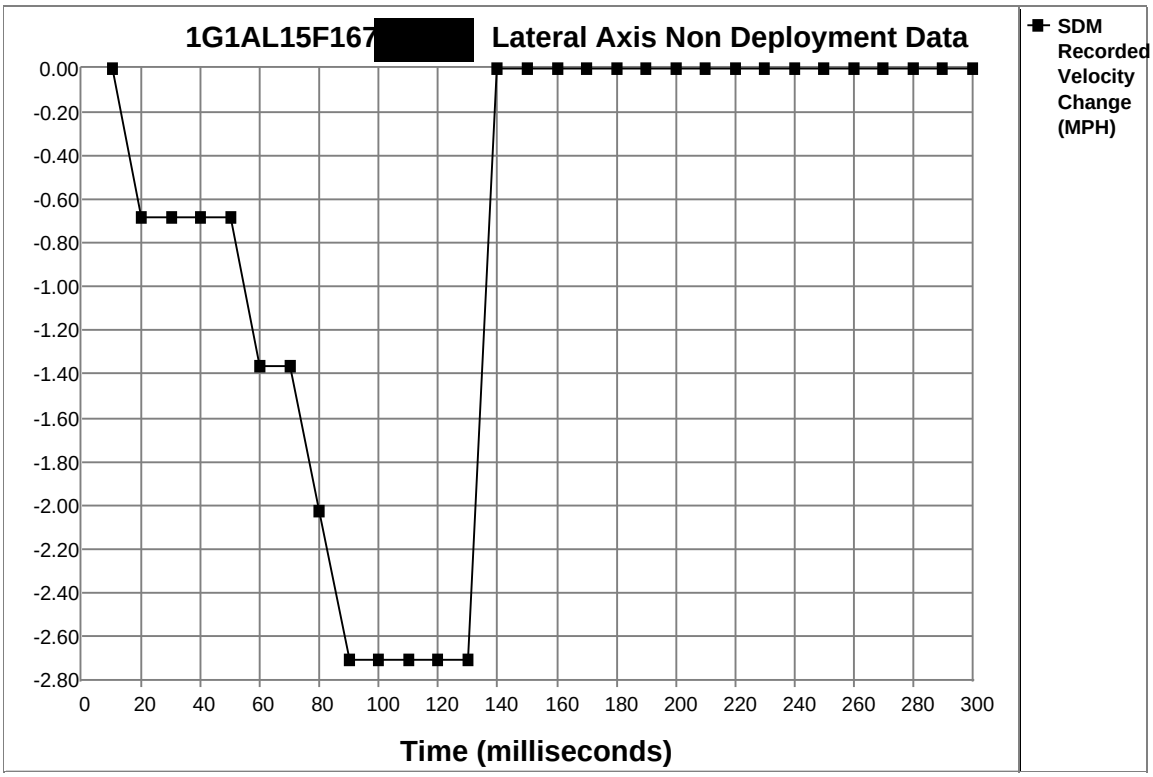
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid

System Status At Non-Deployment

Ignition Cycles At Investigation	4267
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	4184
Ignition Cycles At Event	4246
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	UNBUCKLED
Passenger's Belt Switch Circuit Status	UNBUCKLED
Automatic Passenger SIR Suppression System Validity Status	Valid
Automatic Passenger SIR Suppression System Status	Air Bag Suppressed
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Maximum SDM Recorded Velocity Change (MPH)	9.45
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	120
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Crash Record Locked	No
Vehicle Event Data (Pre-Crash) Associated With This Event	Yes
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis Recorded Velocity	0.00	-0.68	-0.68	-1.36	-2.03	-2.71	-4.07	-5.42	-7.46	-8.81	-8.81	-9.49	-9.49	0.00	0.00
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Longitudinal Axis Recorded Velocity	0.00	0.00	0.00	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	-0.68	-0.68	-1.36	-1.36	-2.03	-2.71	-2.71	-2.71	-2.71	-2.71	0.00	0.00
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	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

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

```
$01  00 00 00 00 5A 00 00
$02  30 00 00 00 00 00 00
$03  02 00 00 00 00 00 00
$04  02 00 00 00 00 00 00
$05  00 00 00 00 00 00 00
$06  00 0A 00 00 0A 90 11
$07  00 29 00 00 00 00 00
$08  FB 96 00 00 00 00 00
$09  00 7C 78 00 00 00 00
$0A  00 00 00 00 00 00 00
$0B  00 00 01 0F 00 00 00
$0C  00 00 00 00 00 00 00
$0D  00 00 40 00 00 00 00
$0E  40 00 00 00 00 00 00
$0F  BA 00 00 00 00 00 00
$10  47 31 41 4C 31 35 46
$11  31 36 37 37 32 33 30
$12  37 32 00 00 00 00 00
$13  00 00 00 00 00 00 00
$14  00 00 00 00 00 00 00
$15  00 00 00 00 00 00 00
$16  03 06 0C 16 34 00 00
$17  04 03 02 02 00 00 00
$18  02 03 00 00 00 00 00
$19  07 07 00 00 00 00 00
$1B  3F 00 00 67 00 7A 00
$1C  3F 00 00 02 00 1A 00
$1D  00 00 00 00 00 00 00
$1E  4F 00 00 4F 00 01 00
$1F  31 C1 00 00 00 23 00
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$21  FF FF 00 00 50 00 00
$22  00 91 00 00 00 00 00
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$25  00 00 00 00 00 00 00
$26  00 00 00 00 00 00 00
$27  FF 00 FF 00 00 00 00
$2A  00 00 00 00 00 00 00
$2B  00 00 00 00 00 00 00
$2D  00 00 00 00 00 00 00
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$2F  00 FE 10 AB 15 00 00
$30  9D 00 00 00 00 00 00
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$33  20 23 26 66 69 00 00
$34  11 1D 23 26 26 00 00
$35  3C 5F 6C 6F 6D 00 00
$36  00 00 00 00 00 00 00
$37  80 00 00 04 04 00 20
$38  48 00 40 00 03 C0 00
$39  00 00 00 00 00 80 00
$3A  00 00 00 00 00 80 00
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$3C  00 00 00 00 00 00 C0
$3D  31 41 4C 31 35 46 00
$3E  36 72 30 72 00 00 00
$3F  29 00 90 00 00 00 00
$40  20 A5 00 00 00 00 00
$41  00 00 00 00 00 00 00
$42  00 FF F0 10 58 00 00
```

```
$43  FE 10 96 00 00 00 00
$44  00 00 00 00 00 00 00
$45  00 00 00 00 00 00 00
$46  00 00 00 00 00 00 00
$47  00 00 FF FF FF FF 00
$48  FF FE FF FD FE FC 00
$49  FE FA FD F8 FC F5 00
$4A  FC F3 FC F3 FC F2 00
$4B  FC F2 00 00 00 00 00
$4C  00 00 00 00 00 00 00
$4D  00 00 00 00 00 00 00
$4E  00 00 00 00 00 00 00
$4F  00 00 00 00 00 00 00
$50  00 00 00 00 00 00 00
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$52  00 00 00 00 00 00 00
$53  0C 00 D4 00 00 00 00
$54  00 00 00 00 00 00 00
$55  00 00 00 00 00 00 00
$67  00 00 00 00 00 00 00
$68  F8 F8 90 C0 00 00 00
$69  80 FF FF FF FF 00 00
$6A  FF FF FF 00 00 00 00
$6B  FF FF FF FF FF FF 00
$6C  FF FF FF FF FF FF 00
$6D  FF FF FF FF FF FF 00
$6E  FF FF FF FF FF FF 00
$6F  FF FF FF FF FF FF 00
$70  FF FF FF FF FF FF 00
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$72  FF FF FF FF FF FF 00
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$74  FF FF FF FF FF FF 00
$75  FF FF FF FF FF FF 00
$76  FF FF FF FF FF FF 00
$77  FF FF FF FF FF FF 00
$78  F0 00 00 F0 00 00 00
$79  81 FF FF FF 00 00 00
$7A  82 FF FF 00 00 00 00
$7B  FF FF FF FF FF FF 00

$01  41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02  01 02 03 04
$03  41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04  01 02 03 04
$05  42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06  FF FF FF FF
$07  42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08  FF FF FF FF
$0D  41 48 32 39 35 31 52 35 32 33 37 32 33 41 4D 33
$0E  01 5A 4B 31
$0F  41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10  01 02 03 04
$13  42 52 30 31 33 34 56 31 05 33 30 30 43 4C 50 51
$14  01 5A 74 02
$17  42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18  FF FF FF FF
$21  33 19 2A B4 E6 87 91 9A
$22  90 11
$23  31 41 FA FA FA FA FA
$24  31 41 FA FA FA FA FA
$25  32 41 FA FA FA FA FA
$26  32 41 FA FA FA FA FA
$40  00 00
$41  3F 00 00 02 00 1A
$42  F0 C4
$43  00 00 8E 80
```

```
$44  C6 00 00 FC C0 C0
$45  07 01 07 01 05 01
$46  FF 1A 1A 64 64
$47  0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48  18 08 08
$B0  58
$B1  FD FE 00
$B2  FF FF FF FF FF
$B4  41 53 39 30 31 31 32 31 32 5A 51 5A 20 20 20 20
$B7  50 AA 04 0F 03
$B8  41 57 68 09 19
$C1  30 46 30 33
$CA  30 46 30 33
$CB  01 5A D1 33
$CC  01 5A D1 33
$D1  00 00
$DB  00 00
$DC  00 00
```

June 8, 2011

[redacted]

Fairfax, VA [redacted]

Service request: 71-601624037
Vehicle Identification Number: 1G1AL15F167[redacted]
Customer Relationship Specialist: Shelia McGhee

Dear Ms. Rodriguez:

Thank you for allowing us the opportunity to review the product allegation involving your 2006 Chevrolet Cobalt.

After careful investigation of your case, none of the available data suggests that the product allegation has any merit. If you'd like to provide us with any additional evidence that you feel would further support your claim, please contact us again. However at this time, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

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 your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

General Motors Corporation

EAA Inspection Request

Date: *2/15/08*

TO: EAA
EAA/SPX Field Coordinator
Phone: 586-582-5835
Fax: 586-582-5840
Email: eaafc@servicesolutions.spx.com

From: **Shelia McGhee**
PAR Customer Relations Mgr

Email: sheila_mcghee@gmexpert.com
Phone: 866-790-5600 ext.11465
or 866-790-5700 ext.
Fax: 866-554-4012
Mailing Address:
GM PAR Investigations
7401 E. Ben White
Building 3
Austin, TX 78741

Vehicle Information
VIN#: 1G1AL15F167[redacted]
Year/Make: **2006 Chevrolet**
Model: **Cobalt**
Contact's Name: **Svc Mgr Robert Brown**
Contact's Number: **(703) 591-4800**
Vehicle Location: **JIM MCKAY CHEVRO**
3509 UNIVERSITY DR
FAIRFAX, VA 22030-2313

If located at a Salvage/Auction Yard:
Ins. Adj. Name:
Phone #:
Claim or Salvage ID #:

Claimant Information
PAR File #: 71-601624037
Claimant Name: [redacted]
Claimant Home #:
Claimant Work #:
Claimant Cell #: [redacted]
Address: [redacted]
Fairfax, VA [redacted]

Required Actions:

- ☒ **Advise PAR CRM via voicemail/email of inspection date.**
- ☐ **Repair Estimate Required**
- ☒ **Review All PAR File information**
- ☒ **Contact PAR CRM After Inspection**

Please Use Form(s):

☐ Accelerator/Throttle Control	☐ **Restraint-SIR/Seatbelts**	☐ **Seats**
☐ Brake/ABS/TCS/VSES	☐ **Side Impact**	☐ **Power Sliding Door**
☒ Steering/Suspension/Tires/Wheels	☐ **Inadvertent Deployment**	☐ **OnStar**
☐ Engine Exhaust/Odor	☐ **Transmission/Transaxle**	☐ **OTHER: _____**
☐ **Engine Stalling**	☐ **Thermal Events**	

Special Instructions:

Interview Owner? ☒ **Yes** ☐ **No**	☒ Vetronix Requested	☐ **Obtain Fire/Police Report**
☐ **Other (define)**		

Investigations can only be rushed if e-mailed by one of the following:

☐ **RUSH** **(Name of Team Manager or Ops Mgr Approving the Rush): _____**

EAA Internal Use Only

To: **SA: Tom Samuels**	Date E-Mailed to **SA: 02/15/08 MANY THANKS,Tom**
From: ***EAA Field Coordinator***	Due Date: **02/29/08**

EAA SA Use Only

Case Acceptance/Investigation: ☒ YES ☐ NO

Please acknowledge acceptance of this case promptly by phone, fax or email.

Date Report Uploaded to EAA FTP SITE: 2/19/08

REVISED 10/5/06 – Updated main toll free number and CRM telephone exchange.

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

Customer's Name: [redacted] Inspection Date: **2/18/08**
Vehicle Brand: **CHEVROLET** Model: **COBALT**
File : **71-601624037** VIN: **1G1AL15F167**[redacted]

Mileage at Inspection: **21,467** Inspection Location: **M &M COLLISION SHOP FAIRFAX, VA. 22030**
Inspector's phone number: **410-571-5743** Inspected By: **TOM SAMUELS.**

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:
THE DRIVER ALLEGED, STEERING PULLED TO THE LEFT, THEN BOUND-UP, THEN RELEASED TO THE RIGHT AND HIT A PICK-UP TRUCK ON THE RIGHT SIDE.

Following the inspection, summarize the facts and observations: *(Additional cmts may be placed in section 9)*
THE IMPACT WAS TO THE RIGHT FROM WHEEL AND FENDER AREA. THE RIGHT FRONT WHEEL IS PUSHED REARWARD ½" AND THE DOOR DOES RUBS ON THE RIGHT SIDE FENDER, WHEN OPENED. THE STEERING TURNED LOCK TO LOCK. THERE IS NO BINDING OR STICKING. THE RIGHT FRONT FENDER IS TORN OFF. THERE IS BUMPER COVER DAMAGES. VEHICLE WAS MOVED AROUND THE LOT AND THE STEERING AND BRAKES OPERATED NORMAL. VETRONIX TESTS WAS REQUESTED AND WAS DOWN LOADED FROM THE ALDL. ALL INFORMATION IS ATTACHED. THE TECH II INDICATED NO DTCS.

Section 2 INTERVIEW - INCIDENT DETAILS

Obtain all of the information for this section from the Driver/Claimant

Provide a complete description of the incident according to the DRIVER / CLAIMANT

Interview mode: ☒ By Telephone ☐ In Person Incident Date and Time: **1/20/08 @ 4:30 PM.**
Interview date: **2/16/08**
Was a police/fire department report obtained? ☒ Yes ☐ No
Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. *(Additional cmts may be placed in section 9)*
OWNER STATED, HER BROTHER [redacted] **WAS DRIVING ON RT.# 495, WHEN THE VEHICLE STARTED TO PULL TO THE LEFT. DRIVER SAID, HE PULLED HARD TO THE RIGHT TO KEEP FROM HITTING A CEMENT WALL ON THE LEFT SIDE. HE THEN HIT A PICK UP TRUCK ON THE RIGHT SIDE. OWNER SAID, THEY JUST HAD THE STEERING REPAIRED AT JIM McKay CHEVROLET IN FAIRFAX VA. OWNER BELIEVES THE REPAIRS WERE NOT DONE CORRECTLY.**
Driver/other occupant's physical description (include name, gender, height, weight, & disabilities):
[redacted] **MALE 5'6" TALL** [redacted] **# NO DISABILITIES.**
If there was a collision:
Describe extent of any injuries to the Driver: **NONE**
Describe where other occupants were seated & extent of any injuries: **NO PASSENGERS**

What was the exact location of the incident. WASHINGTON'S BELTWAY #495 GOING INTO MARYLAND.
Driving conditions at the time of the incident:
Weather conditions & Visibility: **CLEAR & DRY** Approximate Temp (°F): **47**

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

Posted Speed Limit **65 MPH**
Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **ALONG THE LEFT SIDE, CEMENT JERSEY WALLS.**

Length of Drive Prior to incident:

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

Customer's Name: [redacted] Inspection Date: **2/18/08**
Vehicle Brand: **CHEVROLET** Model: **COBALT**
File # **71-601624037** VIN: **1G1AL15F167**[redacted]

Total Time (hrs. & mins.): **19 MINS.** Distance (miles): **9 MILES**
Estimate of vehicle speed: **60** mph Source of est. **DRIVER**
Estimated vehicle speed at impact: **60** mph Source of est. **DRIVER.**
(Do Not report speed information from the Vetronix data here)

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

Steering	**Normal** ☐	**Other** ☒	**Describe BINDING**
Suspension	**Normal** ☒	**Other** ☐	**Describe {**_____
Brakes	**Normal** ☒	**Other** ☐	**Describe {**_____
Engine	**Normal** ☒	**Other** ☐	**Describe {**_____
Electrical	**Normal** ☒	**Other** ☐	**Describe {**_____

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

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☒ Yes ☐ No If "Yes", get the details and describe the event(s). HAD STEERING REPAIRED ON 12/28/07 29.856 MILES. STEERING PROBLEMS.

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **NO DASH LIGHTS.**

Describe any evasive action: ☒ Turning ☐ Braking ☐ Accelerating ☐ Other: **{**_____

Describe cargo (in the vehicle interior, trunk and/or trailer (if any): Did the vehicle leave the roadway?: ☐ Yes ☒ No .
Objects Impacted: **2003 TOYOTA P/U TRUCK**

How was the vehicle transported from the incident site to the present location? ☒ Tow Truck ☐ Flat Bed ☐ Other

Additional comments concerning the incident: **BOTH VEHICLES WERE TRAVELING IN SAME DIRECTION.**

Section 3 INTERVIEW - VEHICLE HISTORY

Source of information (name, address, phone number, & relationship), if other than claimant:
POLICE REPORT VA. STATE POLICE
Comments: *(Additional cmts may be placed in section 9)*
NONE

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date**/3/06** Used? ☐ Yes ☐ No Date_____

VEHICLE MODIFICATIONS / ALTERATIONS
Are any vehicle modifications or alterations present, and has any after-market equipment been installed?
(e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:
NONE
VEHICLE REPAIR / SERVICE HISTORY
Prior electrical system service? ☒ No ☐ Yes If yes, describe:
Prior collision repair? ☒ No ☐ Yes If yes, describe:

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

Customer's Name: [redacted] Inspection Date: **2/18/08**
Vehicle Brand: **CHEVROLET** Model: **COBALT**
File # **71-601624037** VIN: **1G1AL15F167**[redacted]

Prior chassis system service, repair, or replacement? ☐ No ☒ Yes If yes, describe what was done: STEERING SHAFT REPLACED ON 12/28/07 AT JIM McKay CHEVROLET, FAIRFAX, VA. MILES 29,856
Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number)
JIM McKay CHEVROLET. INC. FAIRFAX, VA
Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☐ No ☒ Yes
If yes, describe: **STEERING REPAIRED ON 12/28/07 MILES 29,856**

Section 4 VEHICLE INSPECTION – VISUAL/PHOTO

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.
PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:
THE RIGHT FRONT FENDER IS TORN OFF. RIGHT FRONT BUMPER DAMAGED. THE RIGHT FRONT WHEEL PUSHED REARWARD ½">
UNDERBODY / FRAME / CHASSIS AREA: Describe **any damage** to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.
THE RIGHT FRONT WHEEL IS PUSHED REARWARD 1/2".

CORNER ASSEMBLIES

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

Comments: **NO STEERING PROBLEMS FOUND AT TIME OF INSPECTION. STEERING TURNED FROM STOP TO STOP AND NO BINDING.**

UNDERHOOD

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

Comments:
ALL NORMAL. FLUID FULL AND CLEAN.

GENERAL OBSERVATIONS
Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place.
Comments:
NONE

Section 5 VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel NORMAL.	Odometer ALL O.K.
Controls	Steering wheel and column
Overall view of seat position	Driver and passenger seat back angle (inclinometer measurement)
Photo of options label-glove box/trunk	Sun visors and headliner
Personal items/cargo	

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

Customer's Name:	[redacted]	Inspection Date:	**2/18/08**
Vehicle Brand:	**CHEVROLET**	Model:	**COBALT**
File	**71-601624037**	VIN:	**1G1AL15F167**[redacted]

INTERIOR INSPECTION (Describe any damage and photograph)
NO INTERIOR DAMAGES.

Section 6	**STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

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

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

Customer's Name: [redacted] Inspection Date: **2/18/08**

Vehicle Brand: **CHEVROLET** Model: **COBALT**

File: **71-601624037** VIN: **1G1AL15F167**[redacted]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner?	**NO PROBLEMS FOUND. STEERING TURN FROM LOCK TO LOCK. NO BINDING OR STICKING AT TIME OF INSPECTION.**
Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven f	
Steering linkage-Is the linkag free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	**NO PROBLEM FOUND OR DAMAGES.**
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	**NO LEAKS FOUND.**
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	**ALL FOUND NORMAL.**
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	**ENGINE STARTED STEERING OPERATED NORMAL.**
PS fluid level and condition-Color, contamination, odor	**FULL AND CLEAN.**
Steering knuckle-All attachments secure and proper?	**ALL O.K.**
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	**ALL O.K.**
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	**ALL O.K.**
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars, trailing arms properly attached ALL O.K and undamaged. LR	**ALL NORMAL NO DAMAGES. NEEDS ALIGNMENT. RIGHT FRONT PUSHED REARWARD ½" FROM IMPACT.**
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	**ALL O.K.**
Rear axle assembly-deformed, signs of impact, properly located, etc.	**ALL O.K.**
Deformation to the frame	**RIGHT SIDE FRAME PUSHED REARWARD ½" DOOR RUBS FENDER.**
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	**ALL NORMAL**
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	**SOME FRAME SCRATCHES ON LEFT FRAME RAIL.**

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

Customer's Name: [redacted] Inspection Date: **2/18/08**
Vehicle Brand: **CHEVROLET** Model: **COBALT**
File # **71-601624037** VIN: **1G1AL15F167**[redacted]

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot" .
NO ROAD TEST WAS MADE. VEHICLE WAS MOVED IN AND OUT OF PARKING LOT. STEERING NORMAL.

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation. BRAKES NORMAL. NO DTCS DETECTED.

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident. NO DAMAGES FOUND.

TIRE AND WHEEL INSPECTION

1. IDENTIFICATION:

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT Numbers
LF	**FIRESTONE**	**M/S 05**	**195/60 R 15**	**30#**	**8/32**	**3457E 008**
RF	**SAME**	**SAME**	**SAME**	**30**	**8/32**	**SAME**
LR	**SAME**	**SAME**	**SAME**	**30**	**8/32**	**SAME**
RR	**SAME**	**SAME**	**SAME**	**30**	**8/32**	**SAME**

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 **NONE**

RF WHEEL BENT NO TIRE DAMAGE.

LR
NONE

RR
NONE

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

Customer's Name: [redacted] Inspection Date: **2/18/08**
Vehicle Brand: **CHEVROLET** Model: **COBALT**
File # **71-601624037** VIN: **1G1AL15F167**[redacted]

2. TIRE PLACARD DATA:
Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	**195/60 R 15**	**30#**	**30#**
SPARE TIRE	**T 115/70 D15**	**60#**	**60#**

Section 7 SITE INSPECTION

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

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences,buildings,etc), nearest posted speed limit signs in the direction of travel, etc…
- 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 PHOTOS TAKEN AT SITE. I DID TRAVELED THE INTERSTATE # I-495 INTO MARYLAND FROM VIRGINIA. SPEED LIMIT 65 MPH. CEMENT BARRIERS ALONG LEFT SIDE.

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

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

Attachments: (Check all that apply)
☒ **Photographs** ☒ **Data Downloads** ☒ **Other Records**

CDR File Information

Vehicle Identification Number	1G1AL15F167[redacted]
Investigator	TOM SAMUELS
Case Number	71-601624037
Investigation Date	Monday, February 18 2008
Crash Date	Sunday, January 20 2008
Filename	1G1AL15F167723072.CDR
Saved on	Monday, February 18 2008 at 12:08:35 PM
Collected with CDR version	Crash Data Retrieval Tool 3.04
Reported with CDR version	Crash Data Retrieval Tool 3.04
EDR Device Type	airbag control module
Event(s) recovered	Non-Deployment

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, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:
-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.
-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.
-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. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

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	1
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)	Yes
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	Yes

System Status At AE

Vehicle Identification Number	**1AL15F*6*723072
Low Tire Pressure Warning Lamp (If Equipped)	OFF
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	OFF

System Status At 1 second

Transmission Range (If Equipped)	Fourth Gear
Transmission Selector Position (If Equipped)	Fourth Gear
Traction Control System Active (If Equipped)	No
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	25
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

Pre-crash data

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

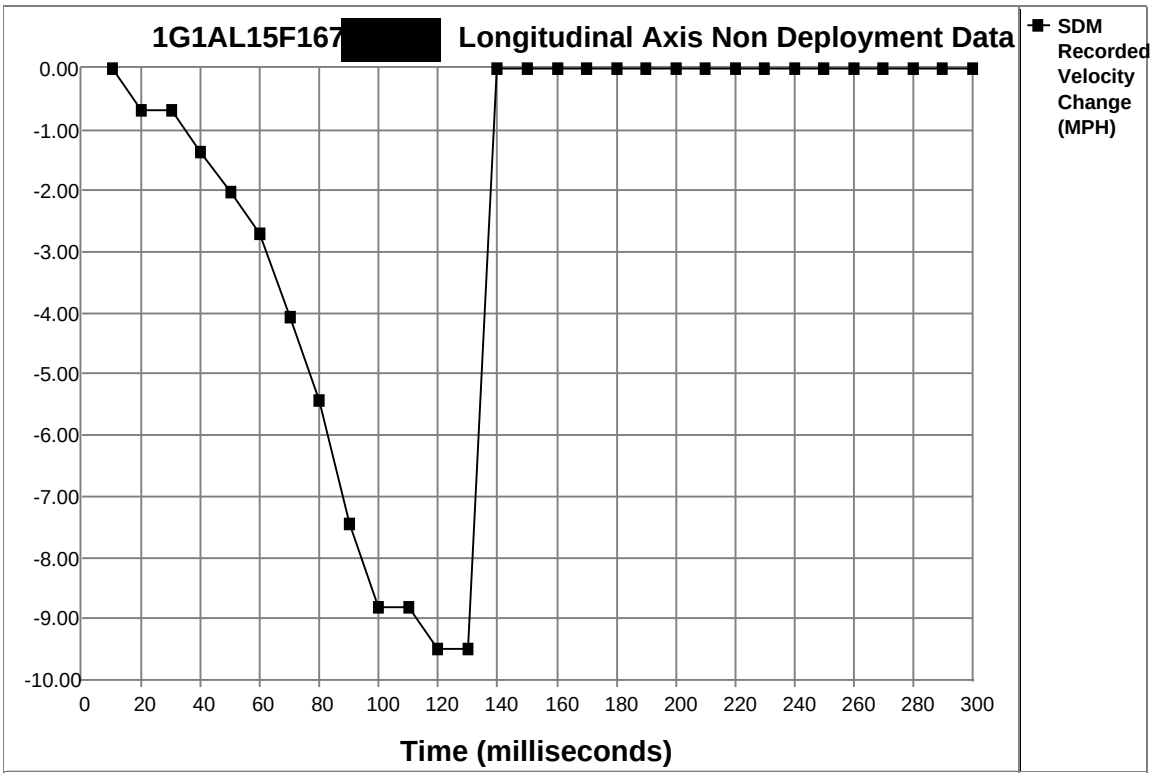
Pre-crash data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	68	69	67	59	37
Engine Speed (RPM)	2432	2432	2240	1856	1088
Percent Throttle	41	40	15	14	13
Accelerator Pedal Position (percent)	18	15	0	0	0
Antilock Brake System Active (If Equipped)	No	No	No	No	Yes
Lateral Acceleration (feet/s^2)(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0

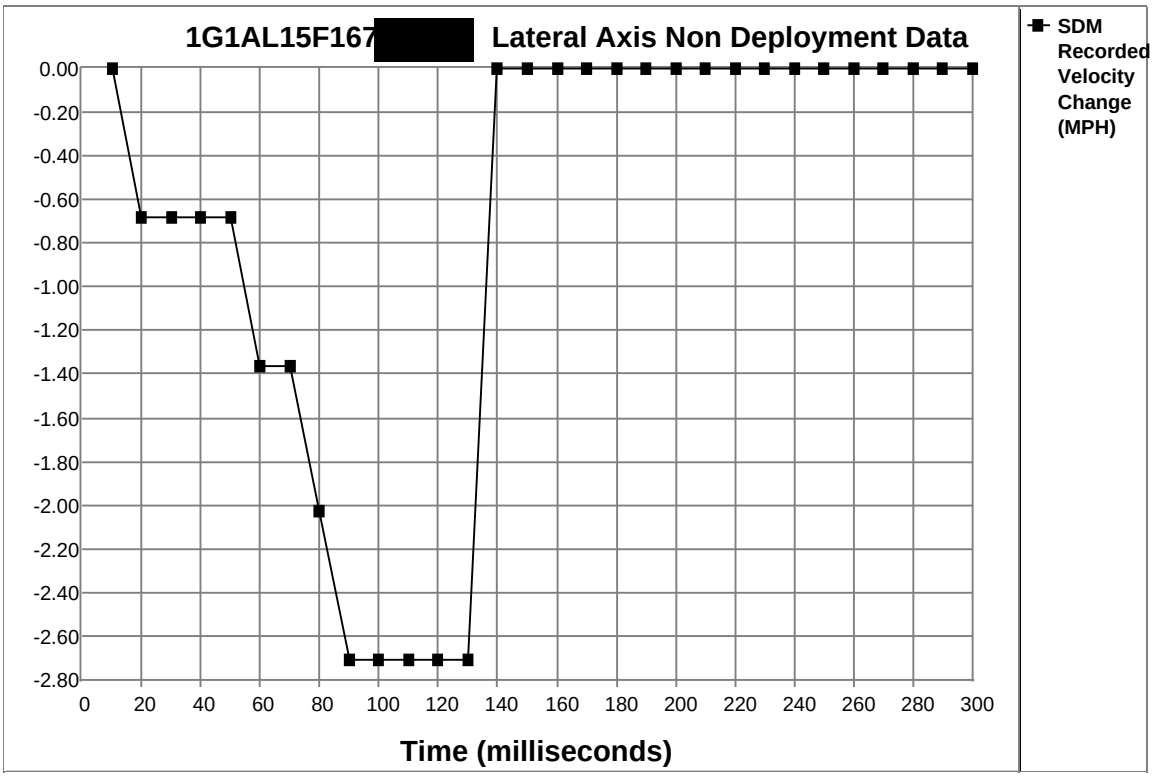
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid

System Status At Non-Deployment

Ignition Cycles At Investigation	4267
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	4184
Ignition Cycles At Event	4246
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	UNBUCKLED
Passenger's Belt Switch Circuit Status	UNBUCKLED
Automatic Passenger SIR Suppression System Validity Status	Valid
Automatic Passenger SIR Suppression System Status	Air Bag Suppressed
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Maximum SDM Recorded Velocity Change (MPH)	9.45
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	120
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Crash Record Locked	No
Vehicle Event Data (Pre-Crash) Associated With This Event	Yes
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis Recorded Velocity	0.00	-0.68	-0.68	-1.36	-2.03	-2.71	-4.07	-5.42	-7.46	-8.81	-8.81	-9.49	-9.49	0.00	0.00
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Longitudinal Axis Recorded Velocity	0.00	0.00	0.00	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	-0.68	-0.68	-1.36	-1.36	-2.03	-2.71	-2.71	-2.71	-2.71	-2.71	0.00	0.00
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	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

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

```
$01  00 00 00 00 5A 00 00
$02  30 00 00 00 00 00 00
$03  02 00 00 00 00 00 00
$04  02 00 00 00 00 00 00
$05  00 00 00 00 00 00 00
$06  00 0A 00 00 0A 90 11
$07  00 29 00 00 00 00 00
$08  FB 96 00 00 00 00 00
$09  00 7C 78 00 00 00 00
$0A  00 00 00 00 00 00 00
$0B  00 00 01 0F 00 00 00
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```

EAA Inspection Request

Date: *2/15/08*

TO: EAA
EAA/SPX Field Coordinator
Phone: 586-582-5835
Fax: 586-582-5840
Email: eaafc@servicesolutions.spx.com

From: **Shelia McGhee**
PAR Customer Relations Mgr

Email: sheila_mcghee@gmexpert.com
Phone: 866-790-5600 ext.11465
or 866-790-5700 ext.
Fax: 866-554-4012
Mailing Address:
GM PAR Investigations
7401 E. Ben White
Building 3
Austin, TX 78741

Vehicle Information
VIN#: 1G1AL15F167[redacted]
Year/Make: **2006 Chevrolet**
Model: **Cobalt**
Contact's Name: **Svc Mgr Robert Brown**
Contact's Number: **(703) 591-4800**
Vehicle Location: **JIM MCKAY CHEVRO**
3509 UNIVERSITY DR
FAIRFAX, VA 22030-2313

If located at a Salvage/Auction Yard:
Ins. Adj. Name:
Phone #:
Claim or Salvage ID #:

Claimant Information
PAR File #: 71-601624037
Claimant Name: [redacted]
Claimant Home #:
Claimant Work #:
Claimant Cell #: [redacted]
Address: [redacted]
Fairfax, VA [redacted]

Required Actions:

- ☒ **Advise PAR CRM via voicemail/email of inspection date.**
- ☐ **Repair Estimate Required**
- ☒ **Review All PAR File information**
- ☒ **Contact PAR CRM After Inspection**

Please Use Form(s):

☐ Accelerator/Throttle Control	☐ **Restraint-SIR/Seatbelts**	☐ **Seats**
☐ Brake/ABS/TCS/VSES	☐ **Side Impact**	☐ **Power Sliding Door**
☒ Steering/Suspension/Tires/Wheels	☐ **Inadvertent Deployment**	☐ **OnStar**
☐ Engine Exhaust/Odor	☐ **Transmission/Transaxle**	☐ **OTHER: _____**
☐ **Engine Stalling**	☐ **Thermal Events**	

Special Instructions:

Interview Owner? ☒ **Yes** ☐ **No**	☒ Vetronix Requested	☐ **Obtain Fire/Police Report**
☐ **Other (define)**		

Investigations can only be rushed if e-mailed by one of the following:

☐ **RUSH** **(Name of Team Manager or Ops Mgr Approving the Rush): _____**

EAA Internal Use Only

To: **SA: Tom Samuels**	Date E-Mailed to **SA: 02/15/08 MANY THANKS,Tom**
From: ***EAA Field Coordinator***	Due Date: **02/29/08**

EAA SA Use Only

Case Acceptance/Investigation: ☒ YES ☐ NO

Please acknowledge acceptance of this case promptly by phone, fax or email.

Date Report Uploaded to EAA FTP SITE: 2/19/08

REVISED 10/5/06 – Updated main toll free number and CRM telephone exchange.

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **2/18/08**
Vehicle Brand: **CHEVROLET** Model: **COBALT**
File # **71-601624037** VIN: **1G1AL15F167**[redacted]

Inspector TOM SAMUELS Number of Rolls DIGITAL

Roll Number 34 PHOTOS

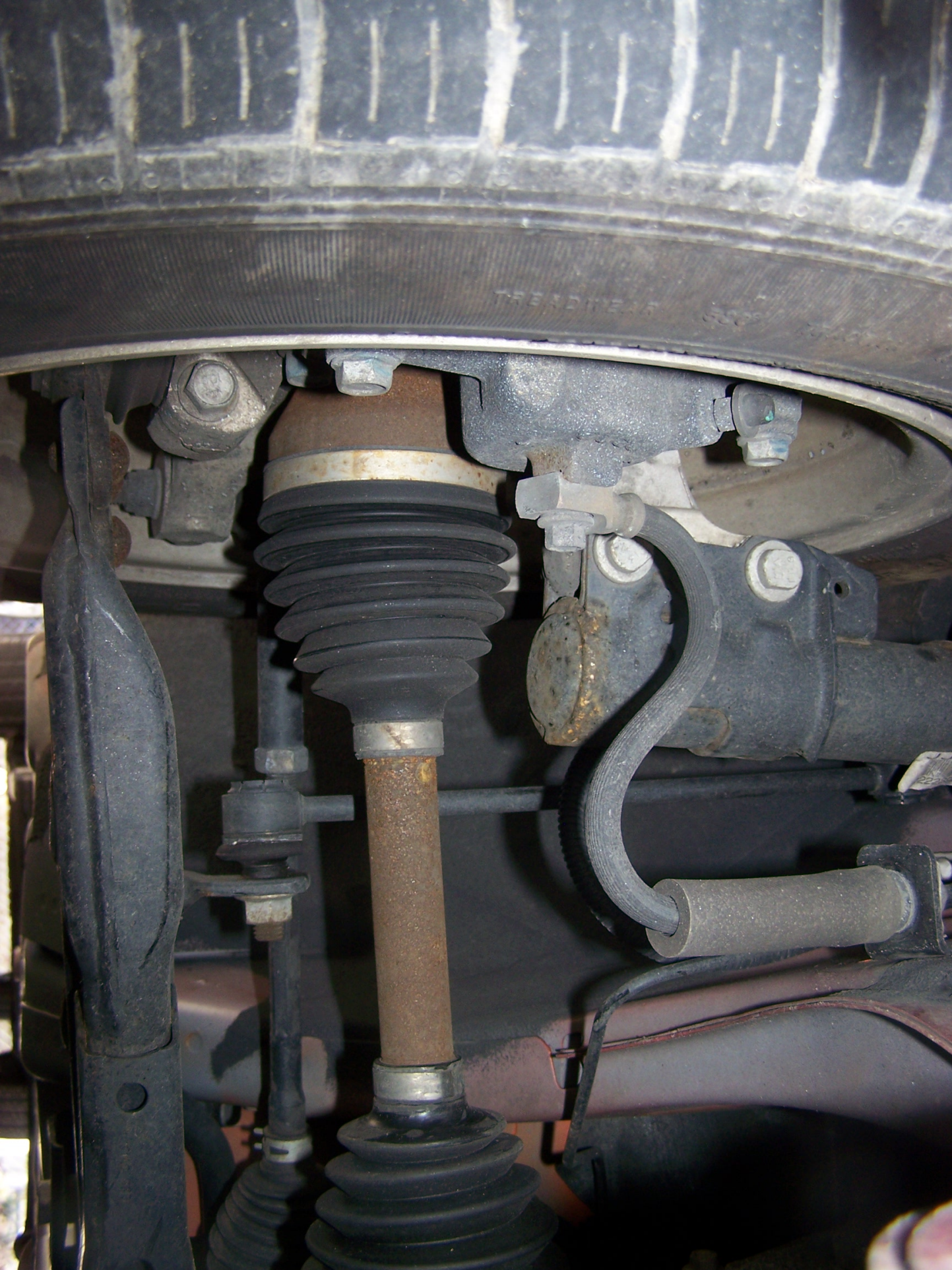
Neg.#	Description
0	2006 CHEVROLET COBALT, ALLEGED FAILED STEERING. COLLISION.
1.	View of the damaged right front
2.	View of the damaged right front from the side
3.	A close up view of the damaged right front fender area.
4.	View of the left front end
5.	View of the left side.
6.	View of the left rear.
7.	View of the right rear.
8.	View of the damaged right front from the side.
9.	View of the right front wheel and axel area.
10.	View of the right side under carriage side frame and rocker panel.
11.	View of the left front wheel and axel area.
12.	View of the lower control arm.
13.	View of the engine area from the left side.
14.	View of the engine area from the right side.
15.	View of the brake master cylinder fluid check. Full and clean.
16.	View of the under carriage/transmission area.
17.	View of the right front steering controls.
18.	View of the door information label.
19.	View of the door tire specs label
20.	View of the interior from the left side.
21.	View of the interior from the right side.
22.	View of the interior from the right center.
23.	View of the seat belt buckle safety test.
24.	View of the seat belt latch and head restraint.
25.	View of the center consul area.
26.	View of the speedometer area and all active check lights. All normal.
27,	Front wheels turned to stop. No binding.
28.	View of the axel and steering area.
29.	View of the lower control arm.
30.	View of the right side steering controls.
31.	View of the wheels to the right stop. No binding.
32.	View of the axel and steering area.
33.	View of the lower control arm.
34.	View if the windshield and stone impact along with four cracks leading front stone impact.
35.	_____
36.	_____
37.	_____


1-28-08
MTB


80


COBALT LT
JIM McKAY


JIM McKAY




ECOTEC


ECOTEC


TMP31SH1892
P15147919

GM

MFD BY GENERAL MOTORS CORP

DATE	GVWR	GAWR FRT	GAWR RR
11/05	1687 KG	873 KG	814 KG
	3720 LB	1925 LB	1795 LB

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

1G1AL15F167[redacted] TYPE: PASS CAR

TIRE AND LOADING INFORMATION

SEATING CAPACITY	TOTAL 5	FRONT 2	REAR 3

The combined weight of occupants and cargo should never exceed 404 kg or 891 lbs.

TIRE	ORIGINAL SIZE		COLD TIRE PRESSURE
FRONT	P195/60R15	S	210 kPa, 30 PSI
REAR	P195/60R15	S	210 kPa, 30 PSI
SPARE	T115/70D15	M	420 kPa, 60 PSI

SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION

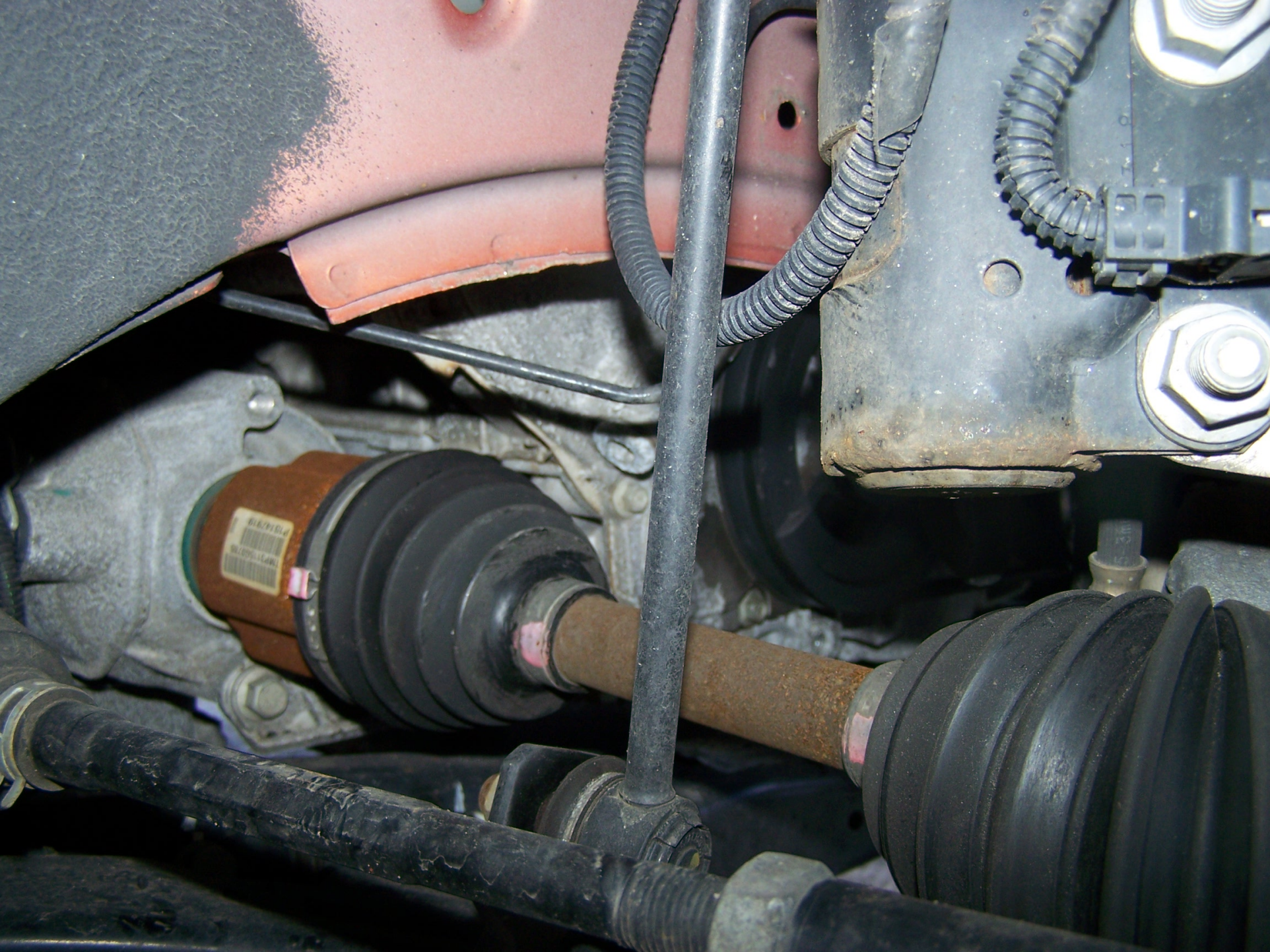
1GTAL

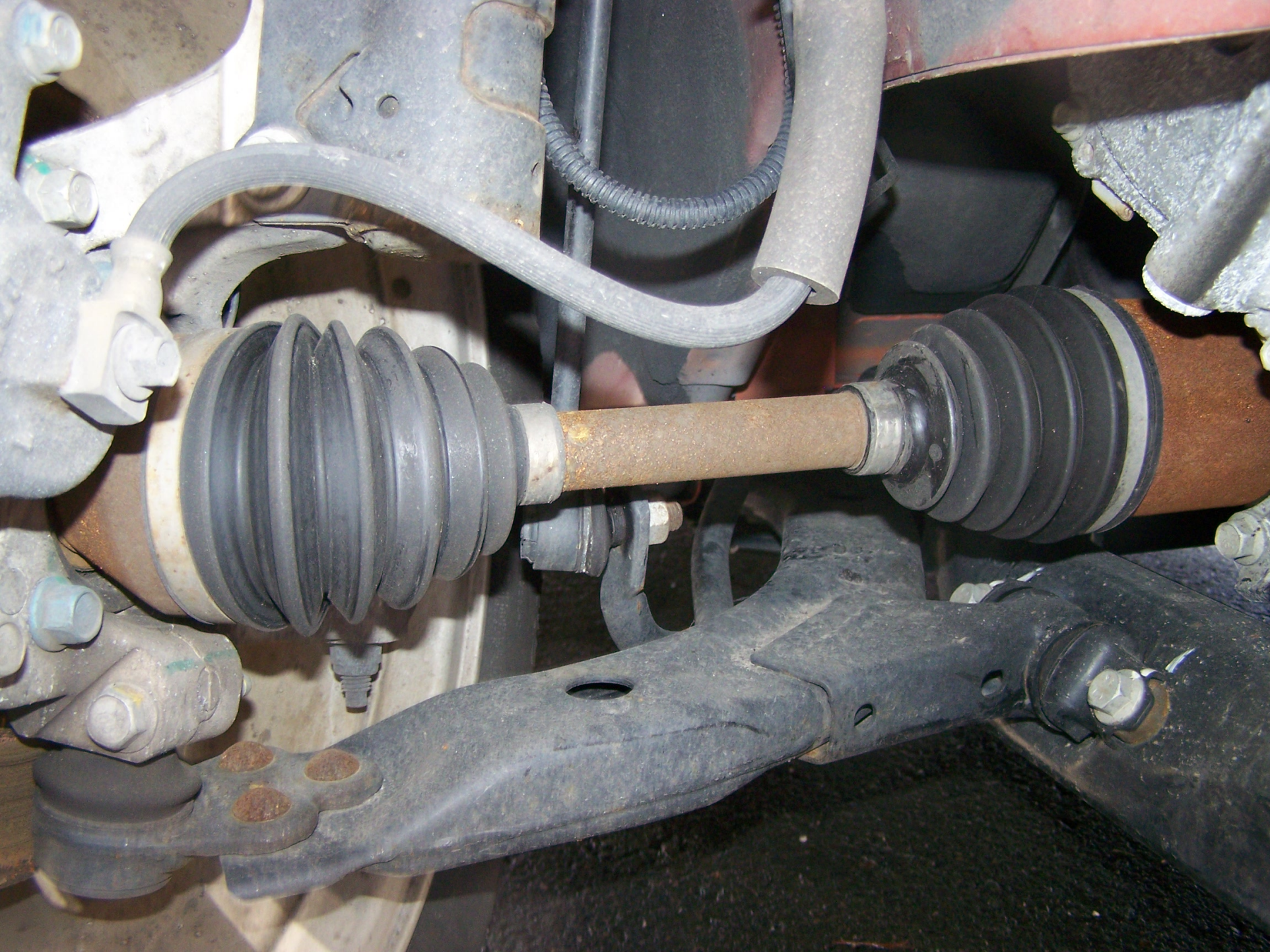

PRESS


MP3
ADJ DISP
PASSENGER AIR BAG
1 2 3 4
R N D 1 L


MPH
km/h
RPM
x1000
BRAKE
ABS


2422115
TMP31SH1892
P15147919






Anniversary
1607

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

Customer's Name: [redacted] Inspection Date: **2/18/08**
Vehicle Brand: **CHEVROLET** Model: **COBALT**
File : **71-601624037** VIN: **1G1AL15F167**[redacted]

Mileage at Inspection: **21,467** Inspection Location: **M &M COLLISION SHOP FAIRFAX, VA. 22030**
Inspector's phone number: **410-571-5743** Inspected By: **TOM SAMUELS.**

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:
THE DRIVER ALLEGED, STEERING PULLED TO THE LEFT, THEN BOUND-UP, THEN RELEASED TO THE RIGHT AND HIT A PICK-UP TRUCK ON THE RIGHT SIDE.

Following the inspection, summarize the facts and observations: *(Additional cmts may be placed in section 9)*
THE IMPACT WAS TO THE RIGHT FROM WHEEL AND FENDER AREA. THE RIGHT FRONT WHEEL IS PUSHED REARWARD ½" AND THE DOOR DOES RUBS ON THE RIGHT SIDE FENDER, WHEN OPENED. THE STEERING TURNED LOCK TO LOCK. THERE IS NO BINDING OR STICKING. THE RIGHT FRONT FENDER IS TORN OFF. THERE IS BUMPER COVER DAMAGES. VEHICLE WAS MOVED AROUND THE LOT AND THE STEERING AND BRAKES OPERATED NORMAL. VETRONIX TESTS WAS REQUESTED AND WAS DOWN LOADED FROM THE ALDL. ALL INFORMATION IS ATTACHED. THE TECH II INDICATED NO DTCS.

Section 2 INTERVIEW - INCIDENT DETAILS

Obtain all of the information for this section from the Driver/Claimant

Provide a complete description of the incident according to the DRIVER / CLAIMANT

Interview mode: ☒ By Telephone ☐ In Person Incident Date and Time: **1/20/08 @ 4:30 PM.**
Interview date: **2/16/08**
Was a police/fire department report obtained? ☒ Yes ☐ No
Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. *(Additional cmts may be placed in section 9)*
OWNER STATED, HER BROTHER [redacted] **WAS DRIVING ON RT.# 495, WHEN THE VEHICLE STARTED TO PULL TO THE LEFT. DRIVER SAID, HE PULLED HARD TO THE RIGHT TO KEEP FROM HITTING A CEMENT WALL ON THE LEFT SIDE. HE THEN HIT A PICK UP TRUCK ON THE RIGHT SIDE. OWNER SAID, THEY JUST HAD THE STEERING REPAIRED AT JIM McKay CHEVROLET IN FAIRFAX VA. OWNER BELIEVES THE REPAIRS WERE NOT DONE CORRECTLY.**
Driver/other occupant's physical description (include name, gender, height, weight, & disabilities):
[redacted] **MALE 5'6" TALL** [redacted] **# NO DISABILITIES.**
If there was a collision:
Describe extent of any injuries to the Driver: **NONE**
Describe where other occupants were seated & extent of any injuries: **NO PASSENGERS**

What was the exact location of the incident. WASHINGTON'S BELTWAY #495 GOING INTO MARYLAND.
Driving conditions at the time of the incident:
Weather conditions & Visibility: **CLEAR & DRY** Approximate Temp (°F): **47**

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

Posted Speed Limit **65 MPH**
Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **ALONG THE LEFT SIDE, CEMENT JERSEY WALLS.**

Length of Drive Prior to incident:

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

Customer's Name: [redacted] Inspection Date: **2/18/08**
Vehicle Brand: **CHEVROLET** Model: **COBALT**
File # **71-601624037** VIN: **1G1AL15F167**[redacted]

Total Time (hrs. & mins.): **19 MINS.** Distance (miles): **9 MILES**
Estimate of vehicle speed: **60** mph Source of est. **DRIVER**
Estimated vehicle speed at impact: **60** mph Source of est. **DRIVER.**
(Do Not report speed information from the Vetronix data here)

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

Steering	**Normal** ☐	**Other** ☒	**Describe BINDING**
Suspension	**Normal** ☒	**Other** ☐	**Describe {**_____
Brakes	**Normal** ☒	**Other** ☐	**Describe {**_____
Engine	**Normal** ☒	**Other** ☐	**Describe {**_____
Electrical	**Normal** ☒	**Other** ☐	**Describe {**_____

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

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☒ Yes ☐ No If "Yes", get the details and describe the event(s). HAD STEERING REPAIRED ON 12/28/07 29.856 MILES. STEERING PROBLEMS.

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **NO DASH LIGHTS.**

Describe any evasive action: ☒ Turning ☐ Braking ☐ Accelerating ☐ Other: **{**_____

Describe cargo (in the vehicle interior, trunk and/or trailer (if any): Did the vehicle leave the roadway?: ☐ Yes ☒ No .
Objects Impacted: **2003 TOYOTA P/U TRUCK**

How was the vehicle transported from the incident site to the present location? ☒ Tow Truck ☐ Flat Bed ☐ Other

Additional comments concerning the incident: **BOTH VEHICLES WERE TRAVELING IN SAME DIRECTION.**

Section 3 INTERVIEW - VEHICLE HISTORY

Source of information (name, address, phone number, & relationship), if other than claimant:
POLICE REPORT VA. STATE POLICE
Comments: *(Additional cmts may be placed in section 9)*
NONE

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date**/3/06** Used? ☐ Yes ☐ No Date_____

VEHICLE MODIFICATIONS / ALTERATIONS
Are any vehicle modifications or alterations present, and has any after-market equipment been installed?
(e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:
NONE
VEHICLE REPAIR / SERVICE HISTORY
Prior electrical system service? ☒ No ☐ Yes If yes, describe:
Prior collision repair? ☒ No ☐ Yes If yes, describe:

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

Customer's Name: [redacted] Inspection Date: **2/18/08**
Vehicle Brand: **CHEVROLET** Model: **COBALT**
File # **71-601624037** VIN: **1G1AL15F167**[redacted]

Prior chassis system service, repair, or replacement? ☐ No ☒ Yes If yes, describe what was done: STEERING SHAFT REPLACED ON 12/28/07 AT JIM McKay CHEVROLET, FAIRFAX, VA. MILES 29,856
Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number)
JIM McKay CHEVROLET. INC. FAIRFAX, VA
Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☐ No ☒ Yes
If yes, describe: **STEERING REPAIRED ON 12/28/07 MILES 29,856**

Section 4 VEHICLE INSPECTION – VISUAL/PHOTO

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.
PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:
THE RIGHT FRONT FENDER IS TORN OFF. RIGHT FRONT BUMPER DAMAGED. THE RIGHT FRONT WHEEL PUSHED REARWARD ½">
UNDERBODY / FRAME / CHASSIS AREA: Describe **any damage** to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.
THE RIGHT FRONT WHEEL IS PUSHED REARWARD 1/2".

CORNER ASSEMBLIES

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

Comments: **NO STEERING PROBLEMS FOUND AT TIME OF INSPECTION. STEERING TURNED FROM STOP TO STOP AND NO BINDING.**

UNDERHOOD

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

Comments:
ALL NORMAL. FLUID FULL AND CLEAN.

GENERAL OBSERVATIONS
Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place.
Comments:
NONE

Section 5 VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel NORMAL.	Odometer ALL O.K.
Controls	Steering wheel and column
Overall view of seat position	Driver and passenger seat back angle (inclinometer measurement)
Photo of options label-glove box/trunk	Sun visors and headliner
Personal items/cargo	

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

Customer's Name:	[redacted]	Inspection Date:	**2/18/08**
Vehicle Brand:	**CHEVROLET**	Model:	**COBALT**
File	**71-601624037**	VIN:	**1G1AL15F167**[redacted]

INTERIOR INSPECTION (Describe any damage and photograph)
NO INTERIOR DAMAGES.

Section 6	**STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

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

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

Customer's Name: [redacted] Inspection Date: **2/18/08**

Vehicle Brand: **CHEVROLET** Model: **COBALT**

File: **71-601624037** VIN: **1G1AL15F167**[redacted]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner?	**NO PROBLEMS FOUND. STEERING TURN FROM LOCK TO LOCK. NO BINDING OR STICKING AT TIME OF INSPECTION.**
Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven	**NO PROBLEM FOUND OR DAMAGES.**
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	**NO LEAKS FOUND.**
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	**ALL FOUND NORMAL.**
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	**ENGINE STARTED STEERING OPERATED NORMAL.**
PS fluid level and condition-Color, contamination, odor	**FULL AND CLEAN.**
Steering knuckle-All attachments secure and proper?	**ALL O.K.**
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	**ALL O.K.**
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	**ALL O.K.**
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars, trailing arms properly attached ALL O.K and undamaged. LR	**ALL NORMAL NO DAMAGES. NEEDS ALIGNMENT. RIGHT FRONT PUSHED REARWARD ½" FROM IMPACT.**
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	**ALL O.K.**
Rear axle assembly-deformed, signs of impact, properly located, etc.	**ALL O.K.**
Deformation to the frame	**RIGHT SIDE FRAME PUSHED REARWARD ½" DOOR RUBS FENDER.**
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	**ALL NORMAL**
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	**SOME FRAME SCRATCHES ON LEFT FRAME RAIL.**

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

Customer's Name: [redacted] Inspection Date: **2/18/08**
Vehicle Brand: **CHEVROLET** Model: **COBALT**
File # **71-601624037** VIN: **1G1AL15F167**[redacted]

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot" .
NO ROAD TEST WAS MADE. VEHICLE WAS MOVED IN AND OUT OF PARKING LOT. STEERING NORMAL.

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation. BRAKES NORMAL. NO DTCS DETECTED.

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident. NO DAMAGES FOUND.

TIRE AND WHEEL INSPECTION

1. IDENTIFICATION:

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT Numbers
LF	**FIRESTONE**	**M/S 05**	**195/60 R 15**	**30#**	**8/32**	**3457E 008**
RF	**SAME**	**SAME**	**SAME**	**30**	**8/32**	**SAME**
LR	**SAME**	**SAME**	**SAME**	**30**	**8/32**	**SAME**
RR	**SAME**	**SAME**	**SAME**	**30**	**8/32**	**SAME**

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 **NONE**

RF WHEEL BENT NO TIRE DAMAGE.

LR
NONE

RR
NONE

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

Customer's Name: [redacted] Inspection Date: **2/18/08**
Vehicle Brand: **CHEVROLET** Model: **COBALT**
File # **71-601624037** VIN: **1G1AL15F167**[redacted]

2. TIRE PLACARD DATA:
Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	**195/60 R 15**	**30#**	**30#**
SPARE TIRE	**T 115/70 D15**	**60#**	**60#**

Section 7 SITE INSPECTION

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

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences,buildings,etc), nearest posted speed limit signs in the direction of travel, etc…
- 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 PHOTOS TAKEN AT SITE. I DID TRAVELED THE INTERSTATE # I-495 INTO MARYLAND FROM VIRGINIA. SPEED LIMIT 65 MPH. CEMENT BARRIERS ALONG LEFT SIDE.

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

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

Attachments: (Check all that apply)
☒ **Photographs** ☒ **Data Downloads** ☒ **Other Records**

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

June 8, 2011

[redacted]

Johnstown, PA [redacted]

Service Request: 71-604552590
Customer Relationship Specialist: Joel Verburg

Dear [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2007 Chevrolet Cobalt, Vehicle Identification Number 1G1AK55FX77[redacted] is for the following:

- 36 months or 60,000 miles, whichever occurs first, beginning on May 16, 2008 and ending on May 16, 2011, and begins with 35,135 and ends with 95,135 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 Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 6:00 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 Business Resource Center

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

RFS 7336

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Joel Verburg State: Pennsylvania

Customer Name: [redacted] SR: 71-604552590 BBB Case No.: CHV0834039

Vehicle ID No.: 1G1AK55FX77[redacted]

In Service Date: 3/28/07

Vehicle is: New

BAC Code: 162343

Year, Make ☐Model: 2007 Chevrolet Cobalt

Vehicle Purchased Used on: n/a

Mileage at Time of BBB Filing (27,000)

Lien holder: GMAC☐

Sale Type: Lease☐

DVM Name: Chuck Rosich

CAM Name: Craig Joseph

Phone/Cell Number: 724-316-5369

Phone Number: (914) 244-6130

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.

☐ {Front End Makes a Knocking Noise}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Steering Column Shaft ☐Drive Axle Failed}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Rack And Pinion Failed / Steering Column Shaft Malfunctioning}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Heater Motor Making A Loud Noise ☐Chirping Sound}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Verified with customer if the vehicle has ever been involved in an accident Y N
If yes are the RO's attached Y N

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 3
Time period 60 / unlimited
Does Lemon Law state nonconformity must continue to exist? {Y or N}

If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period: {☐ of repair attempts}
Total days out of service during the presumption period: {☐ of Days}
Total days out of service during customer's ownership: {☐ of Days}

Vehicle Meets Presumption of Lemon Law: NO

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) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a ☐substantial impairment☐of the vehicle☐s use, value or safety.

{TEXT}

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{Amount}	

TEAM LEAD APPROVING:	Bridget Cazabon	Date: {Date}

GM DealerWorld - Microsoft Internet Explorer provided by GMCARS

File Edit View Favorites Tools Help

Back Search Favorites

Address [redacted] Go Links

Vehicle Category:	GM, Used	Plan Customer:	Individual
Division:	Chevrolet	Customer Type:	Owner
VIN:	1G1AK55FX7[redacted]	[redacted]	
		[redacted]town, Pennsylvania , United States - [redacted]	
		Evening Phone:	
		Primary Language:	English
		Secondary Language:	

Sales Information

Dealer Code:	32888
Action:	Add Protection Plan
Odometer:	35135
Delivery Date:	05/16/2008

Plan Lienholder

Lienholder Type: Other

Chevrolet
P.O.Box 33170
Detroit, Michigan - 48232

Protection Plans

Plan Purchase Date:	05/16/2008
In Service Date:	05/16/2008
Plan Type:	Major Guard Retail
Term:	36
Mileage Limit:	60000
Deductible:	0
Rental Type:	Standard
Plan Price:	$ 0.00
Tax:	$ 0.00
Total:	$ 0.00

Done Internet

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

GM OrderWORKBENCH

Close Window

Transaction Details

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

VIN:	1G1AK55FX77[redacted]	Status:	Pending
Dealer Code:	32888	User ID:	1w3qhs
Transaction Date:	05/16/2008	User Role:	Central Office Administrator
Transaction Type:	GM Protection Plan	Timestamp Date:	2008-05-22-14.35.18.431000

Transaction Messages:

1097 - GMPP sent to MIC

Done

Internet

2007 COBALT 4-DOOR LS SEDAN
74U VICTORY RED /L4G
14B GRAY
ORDER NO. KSSMV7/TRE STOCK NO.
VIN 1G1 AK55 FX 77[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 10D89324395

**********13*13312S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AK69 COBALT 4-DOOR LS SEDAN	13125.00	12403.13	INVOICE 03/08/07
FE9 FEDERAL EMISSIONS	N/C	N/C	SHIPPED 03/08/07
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C	EXP I/T 03/12/07
MX0 TRANSMISSION, 4 SPD AUTOMATIC	850.00	748.00	INT COM 03/12/07
PCI PROTECTION PACKAGE	180.00	158.40	PRC EFF 03/08/07
*FLOOR MATS, FRONT/REAR			KEYS G1531 G1531
*BODY COLOR, BODYSIDE MOLDINGS			WFP-S QTR OPT-1
			BANK: MANUFACTURE
			CHG-TO 13-312
			SHIP WT: 2773
			HP: 18.4
			GMS: 13649.88
			SUPPLR: 14257.37
			MRM: 14770.00
			MEMO 557.75

TOTAL MODEL & OPTIONS	14155.00	13309.53	ACT 231 13499.88
DESTINATION CHARGE	615.00	615.00	H/B 261 424.65
LAM DEALER CONTRIBUTION		141.55	ADV 261 141.55
LAM GROUP CONTRIBUTION		70.78	EXP 65A 70.78
TOTAL	14770.00	14136.86	PAY 310 14136.86

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 13515.33

****

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

TEAM CHEVROLET, BUICK-CADILLAC, INC.

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

Customer: [redacted]	**SR #:** 71-604552590	**BBB#:** CHV0834039

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 (from Bill of Sale, before tax, tag, title, etc.)	14770.00
MSRP (from BARS Invoice screen)	- 14770.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= 0.00

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 (from Bill of Sale)	3750.00
Actual Cash Value (ACV) (from ACV Statement)	- 3500.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 250.00

Section 3

Trade Allowance (from Bill of Sale)	3750.00
Payoff on Trade (from Bill of Sale)	- 7099.16
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	= 3349.16

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	14770.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 2000.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 3349.16
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 9420.84

Revised 06/04/07

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

BBB AUTO LINE
Customer Claim Form

Case number: CHV0834039
Contact Date: 02/20/08
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address [redacted]

City: Johnstown State: PA Zip code: [redacted]

Day phone: [redacted] Evening phone: Cell phone:

Fax: E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Cobalt Year: 2007 Current mileage: 27000

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: Team Chevrolet Inc, Johnstown, PA

Primary Servicing dealer/city/state: Team Chevrolet Inc,

Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 03/28/07 Mileage at purchase/lease:

First repair attempt date: First repair attempt mileage:

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The customer would like the manufacturer to replace the vehicle with one that functions properly. Chevrolet service request number: 71-601640467

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Front end makes a knocking noise		1		yes
Steering column shaft & drive axle failed		2		no
Rack n pinion failed / steering column shaft malfunctioning		1		yes
Heater motor making a loud noise- chirpping sound		1		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

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

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

BBB AUTO LINE

February 20, 2008

JOEL VERBURG
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Re:m01 CHV0834039:[redacted] vs Chevrolet Motor Division

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

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

Sincerely,

Carolyn Hill at Extension 509

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- The arbitrator will decide whether the applicable lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- Claims alleging that an airbag failed to deploy or deployed when it should not have.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused bodily injury.
- Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- The customer must own or lease the vehicle throughout the entire arbitration process.
- If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on a defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- Repairs.
- Reimbursement for money the customer paid to repair the vehicle.
- Repurchase of the vehicle.
- Replacement of the vehicle if it was purchased or leased new.

Repairs/Reimbursement for Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase or Replacement

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

- **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- **Replacement of a vehicle purchased or leased new** – The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

  Important: Replacement is not an available remedy if the current customer purchased or leased a **used** vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

- The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

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

- The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- The award will not include debt from a previous transaction.
- The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

STANDARDS OF THE PENNSYLVANIA LEMON LAW

The following is a brief explanation of most relevant provisions of the Pennsylvania lemon law. The complete text of the lemon law can be found at 73 Pa. Cons. Stat. section 1951 *et seq*.

VEHICLES COVERED

The Pennsylvania lemon law covers a "new motor vehicle", defined as a new and unused self-propelled motorized vehicle that:

1. Is driven upon public roads, streets or highways;
2. Is designed to transport not more than 15 persons;
3. Was (a) purchased in Pennsylvania, (b) leased in Pennsylvania on or after February 11, 2002, or (c) purchased or leased elsewhere on or after December 1, 2002 and registered for the first time in Pennsylvania;
4. Is registered in Pennsylvania; and
5. Is utilized, leased or bought for use primarily for personal, family or household purposes.

This includes a demonstrator or dealer car, but does not include a motorcycle, motor home or off-road vehicle.

CONSUMERS COVERED

The lemon law covers the "purchaser", defined as a person who has obtained ownership of a new motor vehicle by transfer or purchase, or who has entered into an agreement or contract for the purchase of a new motor vehicle, that is used or bought for use primarily for personal, family or household purposes. To qualify as a "purchaser", the person must maintain continued ownership and possession of the vehicle, and must never have relinquished title.[1]

Beginning February 11, 2002, "purchaser" also includes a person who has obtained possession of a new motor vehicle by lease, or who has entered into an agreement or contract for the lease of a new motor vehicle, that is used, leased, or bought for use primarily for personal, family or household purposes.

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

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[1] *Reeves v. Morelli-Hoskins Ford, Inc.*, 415 Pa. Super. 431, 609 A.2d 828 (Pa. Super. Ct. 1992); *Sinnerard v. Ford Motor Company*, 1996 U.S. Dist. LEXIS 8735 (E.D. Pa. 1996).

PROBLEMS COVERED

The lemon law covers any vehicle "nonconformity", defined as a defect or condition that substantially impairs the use, value or safety of a new motor vehicle and does not conform to the manufacturer's express warranty.

A consumer is not entitled to lemon law repurchase or replacement if the nonconformity does not substantially impair the use, value or safety of the motor vehicle, or the nonconformity is the result of abuse, neglect or modification or alteration of the motor vehicle by the purchaser.

MANUFACTURER'S DUTY TO REPAIR

A manufacturer must repair or correct a nonconformity that occurs within whichever of the following periods ends first:

1. One year following the actual delivery of the vehicle to the purchaser;
2. The first 12,000 miles of use; or
3. The term of the manufacturer's warranty.

The purchaser must deliver the vehicle for repair to the manufacturer's authorized service and repair facility in Pennsylvania, unless the vehicle cannot reasonably be delivered because of the nature of the nonconformity. If the purchaser cannot deliver the vehicle for repair, the purchaser must notify the manufacturer or its authorized service and repair facility in writing. Such written notice shall constitute delivery of the vehicle; however, the manufacturer may service or repair the vehicle at the vehicle's location, or the manufacturer may, at its own expense, transport the vehicle to its authorized service and repair facility.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer fails to repair or correct the nonconformity (which occurred within the earlier of one year, 12,000 miles, or the term of the warranty[2]) after a *reasonable number of attempts*, the manufacturer must, at the purchaser's option, either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The lemon law creates a *presumption* that a manufacturer has had a reasonable number of repair attempts if either of the following occurs:

1. The same nonconformity has been subject to repair three times by the manufacturer, its agents or authorized dealers and the nonconformity still exists; or

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[2] *Mikula v. Ford Motor Co.*, 26 Pa. D. & C.4th 116 (1995); *Zellhart v. General Motors Corp.*, 50 Pa. D. & C.3d 511 (1988); *Green v. Ford Motor Co.*, 1996 U.S. Dist. Lexis 4102 (E.D. Pa. 1996); *Mesko v. Ford Motor Co.*, 1994 U.S. Dist. Lexis 8979 (E.D. Pa. 1994).

2. The vehicle is out-of-service by reason of any nonconformity for a cumulative total of 30 calendar days or more.

DISPUTE RESOLUTION

If the manufacturer has established an informal dispute settlement procedure that complies with 16 C.F.R. Part 703, the consumer must first resort to the informal dispute settlement procedure before bringing a civil action.

TIME PERIOD FOR FILING CLAIMS

Not specified. Assuming that the UCC statute of limitations applies, a claim must be filed with BBB AUTO LINE within four years from the date the alleged defect is discovered.[3]

[3] *Gabriel v. O'Hara*, 368 Pa. Super. 383, 534 A.2d 488, n.20 (1987); *Lowe v. Volkswagen Of America, Inc.*, 879 F. Supp. 28 (E.D. Pa. 1995).

REMEDIES UNDER THE PENNSYLVANIA LEMON LAW

REPURCHASE

The Pennsylvania lemon law sets out the following amounts that a manufacturer must pay when it repurchases a motor vehicle under the lemon law:

1. The full purchase or lease price; and
2. All collateral charges, which courts have found to mean all possible charges associated with the purchase of a vehicle, including tags, lien fees, sales tax, document fees, and finance charges[4];
3. Less a reasonable allowance for the purchaser's use of the vehicle.

The reasonable allowance for use is that amount directly attributable to use by the purchaser prior to the purchaser's first report of the nonconformity to the manufacturer. The reasonable allowance for use may not exceed the lesser of 10 cents per mile driven prior to the first report or 10% of the vehicle's purchase or lease price.

REPLACEMENT

When replacing a vehicle under the Pennsylvania lemon law, the manufacturer must provide a comparable motor vehicle of equal value. The reasonable allowance for use appears not to apply to a replacement.

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[4] *Baker v. Chrysler Corporation*, 1993 U.S. Dist. LEXIS 727 (E.D. Pa. 1993); *Giacinto v. General Motors Corporation*, 1989 U.S. Dist. LEXIS 1459 (E.D. Pa. 1989); *Gambrill v. Alfa Romeo, Inc.*, 696 F. Supp. 1047 (E.D. Pa. 1988); *Robinson v. Hyundai Motor America*, 683 F.Supp. 515 (E.D. Pa. 1988).

GMPP Request for Processing

SR# 71-604552590

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

Complete VIN 1G1AK55FX77[redacted] Vehicle Year: 2007

Division – Dealer Code: Chevrolet 13-32888

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

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

Special Instructions: Check if applicable

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

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

Delivery Date: 3/28/2007 Odometer reading: 35,135

Plan Purchase Date: 5/16/2008 Customer Ownership: Owner

Business Name:

Customer Name - Title: Mr. (First - M.I. - Last): [redacted]

Address Line 1: [redacted]

Address Line 2:

City: Johnstown State: Pennsylvania Zip: [redacted]

Plan Type: Major Guard # of Months: 36 Months Mileage: 60,000

Plan Type: # of Months: Mileage:

Deductible: 0 MSRP: $1,375

Plan Lien Holder (Select Division): Chevrolet

Division Address: P.O. Box 33170 Detroit, MI 48232-5170

CRS (Decision Maker): Joel Verburg

Team Lead / Liaison: Bridget Cazabon

Team CARS Site: Chatham Date: 5/16/2008

☐ DVM Requested

RFS 7336

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Joel Verburg State: Pennsylvania

Customer Name: [redacted] SR: 71-604552590 BBB Case No.: CHV0834039

Vehicle ID No.: 1G1AK55FX77[redacted]

In Service Date: 3/28/07

Vehicle is: New

BAC Code: 162343

Year, Make □Model: 2007 Chevrolet Cobalt

Mileage at Time of BBB Filing (27,000)

Vehicle Purchased Used on: 10/2/07 at odometer 58522

Lien holder: GMAC□

Sale Type: Lease□

DVM Name: Chuck Rosich

Phone/Cell Number: 724-316-5369

CAM Name: Craig Joseph

Phone Number: (914) 244-6130

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.

□ {Front end makes a knocking noise}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/25/07	101062	7	18357	Customer states: a knocking noise in front end driver□s side Cause: i-shaft has excessive play Repair: replace intermediate steering shaft
12/26/07	102612	3	23237	Customer states: noise in front end over bumps Cause: bulletin □04-03-08-006B Repair: replace steering column assembly
3/4/08	278210	1	28255	Customer states: clunk in front end over bumps Cause: did not hear □check front end □left front strut leaking Repair: replaced left front strut

□ {Steering column shaft □drive axle failed}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/25/07	101062	□□□	18357	Customer states: rattle noise from steering column Cause: excessive play between steering column and steering motor splines Repair: replaced steering column assembly

□ {Rack n pinion failed / steering column shaft malfunctioning}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

□ {Heater Motor Making a Loud Noise □Chirping Sound}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Verified with customer if the vehicle has ever been involved in an accident Y N
If yes are the RO's attached Y N

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/25/07	95680	2	2489	Customer states: brake lights in-op Cause: in-op Repair: replaced parking brake lamp switch
4/25/07	95680	□□□	2489	Customer states: howling noise from dr front wheel area when driving Cause: e Repair: road test □check tire pressure and suspension components. Found all tires over-inflated by 4.5 PSI. air tires to 30 PSI.
4/25/07	95680	□□□	2489	Customer states: vibration in brake pedal and also in floorboard when driving Cause: over-inflated Repair: road test □check tire pressure and suspension components. Found all tires over-inflated by 4.5 PSI. air tires to 30 PSI.
6/25/07	97502	9	7265	Customer states: weather strip is short, does not seal correctly on the driver□s□door Cause: short Repair: replace left front door opening weather strip
5/31/07	96717	37	5064	Customer states: door not plum, and the weather stripping is being rubbed away Cause: found door to be rubbing weather stripping Repair: plummed door and replaced weather stripping
8/20/07	99203	10	12188	Customer states: hubcaps are loose and making noise when driving Cause: loose hubcaps Repair: replace all wheel covers
9/11/07	99849	1	14150	Customer states: all 4 hub caps still make noise Repair: completed tech Dan □100 re-did bulletin from Tech □273
9/10/07	99786	17	14148	Customer states: poor gas mileage 22 □24 per gallon Cause: no problem found Repair: no DTC- vehicle operating within specs □found all four tires worn
9/10/07	99786	□□□	14148	Customer states: hub caps rattle, all 4 hub caps were tightened and still rattle Cause: could not verify Repair: could not verify customer concern □removed hub caps □applied tape to caps □replaced caps
9/10/07	99786	□□□	14148	Customer states: engine misses, more noticeable when a/c is on

				Cause: could not verify Repair: customer concern not duplicated
10/25/07	101062	□□□	18357	Customer states: hub caps making noise Cause: hubcaps rubbing wheels Repair: replace all wheel covers
10/25/07	101062	□□□	18357	Customer states: check engine light is on Cause: P1174 □P0300 Repair: clean fuel injector
10/25/07	101062	□□□	18357	Customer states: check tire pressures Cause: checked tire pressures □right rear tire flat □found two nails in tires □installed 2 plugs into tire Repair: 2 plug tire
10/29/07	101172	3	19644	Customer states: check engine light is on Cause: e Repair: clean fuel injector
3/4/08	278210	□□□	28255	Customer states: hub caps squeak Cause: hub caps rubbing wheels Repair: install foam to take up play
3/4/08	278210	□□□	28255	Customer states: squeak noise in dash Cause: road test. Noise (vibration) right side dash. Wire harness vibrating off heater box relocate and foam wire Repair: replace box door rubber stops

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 3
Time period 60 / unlimited
Does Lemon Law state nonconformity must continue to exist? {Y or N}

If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	90

Vehicle Meets Presumption of Lemon Law: NO

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) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a □substantial impairment□of the vehicle□s use, value or safety.

{TEXT}

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{Amount}	

TEAM LEAD APPROVING:	Bridget Cazabon	Date: {Date}

TEAM CHEVROLET

Fax # 1-866-259-4607

1920 Bedford St., Johnstown, PA 15902
Phone: (814) 262-0112 Fax: (814) 262-0133
www.teamcars.net

Pg 1 of 47

Feb 21, 2008

Joel Verlung
BRC Customer Relations Specialist

Re [redacted]

Vin # 1G1AK55FX7[redacted]
Ref # 71-604552590

Dear Mr. Verlung

Information regarding your request is included in the next several pages. If further information is required please call.

Thank you
Bill Hoffman

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 20, 2008

Bill Hoffman
TEAM CHEVROLET, INC.
1920 BEDFORD ST
JOHNSTOWN , PA 15904-1002
(814) 262-0112

Re: [redacted]
Siebel Request: 71-604552590
2007 Chevrolet Cobalt
VIN # 1G1AK55FX77[redacted]

Dear Mr. Bill Hoffman:

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

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

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

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

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

Sincerely,

Joel Verburg

Joel Verburg
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 21691
FAX# 866-259-4607

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [redacted]

VIN: 1G1AG55FX77 [redacted]

1. **Customer Incentive**

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

Incentive Program Reference	Amount	GM Incentive Code
BONUS	$ 1000.	BNU
PDAI CONQUEST	$ 600	PDN
CONSUMER CASH	$ 500.	CNE
	$	
	$	

Total Incentive Amount Received $ 2000.

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

a. I elect to receive _____
in lieu of _____
and/or

b. I elect to receive _____

– CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 03/28/07. I acknowledge receipt of incentive(s) as described in Item B and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? ____ Yes X No

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

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

Purchaser/Lessee Signature: X [redacted] Date: 03/28/07

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

Authorized Dealer Signature: _____ Date: 03/28/07
Dealership Name: TEAM CHEVROLET, INC. Dealer Code: 13115

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

TEAM CHEVROLET

1920 BEDFORD STREET
JOHNSTOWN, PA 15902
Phone (814) 262-0112 Fax (814) 262-0133

CUSTOMER NO. 21631

03/28/07 DATE

[redacted] PURCHASER'S NAME

[redacted] STREET ADDRESS

JOHNSTOWN PA [redacted] CITY STATE

[redacted] BUS. PHONE

DEAL NO: 8278

PLEASE ENTER MY ORDER FOR THE FOLLOWING ☒ NEW ☒ CAR ☐ USED ☐ TRUCK ☐ LEASED ☐ COMPANY CAR YEAR 2007 MAKE CHEVROLET

MODEL COBAL BODY TYPE SD COLOR RED SERIAL NO. 1G1AK55FX77[redacted]

Miles on Vehicle Being Purchased 73 STOCK NO. 207278

Sale Price of Unit	$ 14770.00	
Soundproofing / Undercoating		
Items Owed to Purchaser:		
DISCOUNT		
Manufacturer's Rebate	2000.00	
Total Sale Price of Described Vehicle	12770.00	
Allowance on 1st Trade	3750.00	
Allowance on 2nd Trade	N/A	
Trade Difference	9020.00	
State and Local Taxes	541.20	
OLR FEE $10.00/OLDF $15.00 Luxury Tax	25.00	
Documentary Fee	55.00	
LICENSE TRANSFER	38.50	
TITLE REGISTRATION		
Balancing Owing on 1st Trade	7099.16	
Balancing Owing on 2nd Trade		
TOTAL PRICE OF UNIT	16778.86	
DEPOSIT	N/A	
DOWN PAYMENT	N/A	
UNPAID CASH PRICE OR AMOUNT FINANCED	16778.86	

CHK # 2007

USED CAR TRADE IN

(1) Make of Trade In DODGE LICENSE # FRG-9211
Year 2001 Model CARAVAN Body EV
Serial No. 2B4GP44321R[redacted]
Balance Owed To FIRST COMMONWEALTH
Address
Mileage on First Trade- 12443 MAR 2 2007
(2) Make of Second Trade In
Year Model Body
MVI or Serial No.
Balance Owed To
Address
Mileage on Second Trade

NO FAULT INSURANCE INFORMATION

Ins. Co. Name STATE FARM
Policy No. [redacted]
Ins. Agent [redacted] Phone [redacted]
Insurance Verification Signature Maggie Melvin
Effective Date 02/28/07 Expire 08/28/07
Deductible

~~$5.00 HAS BEEN ADDED TO THE LICENSE FEE ON NEW CARS PURCHASED IN THIS STATE (1.00 PER TIRE)~~

WARRANTY INFORMATION

☐ FACTORY WARRANTY - The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and the Seller neither assumes nor authorizes any other person to assume for it any liability connection with the sale of this item / items.
☐ USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document.
☐ AS IS - This motor vehicle is sold "AS IS" without any warranty either expressed or implied. The purchaser will bear the entire expense of repairing or correcting any defect that presently exists or that may occur in the vehicle
PURCHASERS SIGNATURE X

USED CAR CONTRACTUAL DISCLOSURE STATEMENT

THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of $.

PURCHASERS SIGNATURE X
Purchaser hereby acknowledges to the above clause.

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 supercedes any prior agreement and as of the date hereof compromises the complete and exclusive statement of the terms of agreement relating to the subject matters covered hereby. This order shall not become binding until accepted by the dealer or his authorized representative. You, the buyer may cancel this contract and receive a full refund any time before receipt of a copy of this contract signed by an authorized dealer representative by giving written notice of cancellation to the dealer. 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.

PURCHASER'S SIGNATURE X[redacted] DATE 03/28/07 F&I MANAGER: ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE DATE

STANDARD TERMS AND CONDITIONS

1. As used in this Order the term (a) "Dealer" shall mean the authorized Dealer to whom this Order is addressed and who shall become a party hereto by its acceptance hereof (b) "Buyer" shall mean the party executing this Order as such on the face hereof, and (c) "Manufacturer" shall mean the Corporation that manufactured the vehicle or chassis, it being understood by Buyer and Dealer that Dealer is in no respect the agent of Manufacturer, and that reference to Manufacturer herein is for the purpose of explaining generally certain contractual relationships existing between Dealer, Owner and Manufacturer with respect to new motor vehicles.

2. Buyer agrees to deliver to Dealer satisfactorily evidence of title to any used motor vehicle traded hereunder at the time of delivery of such used motor vehicle to Dealer. Buyer warrants any such used motor vehicle to be his property free and clear of all liens and encumbrances except as otherwise noted herein.

3. Manufacturer has reserved the right to change the design of any new motor vehicle, chassis, accessories or parts thereof previously purchased by or shipped to Dealer or being manufactured or sold in accordance with Dealer's orders. Correspondingly, in the event of any such change by Manufacturer, Dealer shall have no obligation to Buyer to make the same or any similar change in any motor vehicle, chassis, accessories or parts thereof covered by this Order either before or subsequent to delivery thereof to Buyer.

4. Dealer shall not be liable for failure to deliver or delay in delivering the motor vehicle covered by this Order where such failure or delay is due, in whole or in part, to any cause beyond the control or without the fault or negligence of Dealer.

5. The price for the motor vehicle specified on the face of this Order includes reimbursement for Federal Excise taxes, but does not include sales taxes, use taxes or occupational taxes based on sales volume, (Federal, State or Local) unless expressly so stated. Buyer assumes and agrees to pay, unless prohibited by law, any such sales, use or occupational taxes imposed on or applicable to the transaction covered by this Order, regardless of which party may have primary tax liability therefor.

6. The price for the motor vehicle specified above cannot be increased after the contract has been accepted by or on behalf of the Dealer unless the increase is due to the passage of a law or regulation of the United States or The Commonwealth which: requires the addition of new equipment to certain vehicles; changes in transportation costs or existing tax rates; or, in the case of foreign-made vehicles, is due to a revaluation of the United States dollar VIS-A-VIS the currency of the country of manufacture.

AEU
3500.00
CHE 500
JAN 525
AUG 1800

CITIZENS AUTOMOBILE FINANCE CORP.

RETAIL INSTALLMENT CONTRACT

PA

Dealer Number _____ 03/28/2007

Buyer: [redacted] JOHNSTOWN PA [redacted]
(Print Full Name and Address of Principal Residence)

Co-Buyer: _____
(Print Full Name and Address of Principal Residence)

Creditor-Seller: TEAM CHEVROLET, INC. 1920 BEDFORD ST. JOHNSTOWN, PA 15902
(Print Full Name and Address)

WHO IS BOUND: You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing below, you choose to buy the vehicle on credit under the terms on the front and back of this Contract and are individually liable for any amount due. In this Contract, "we", "us", and "our" mean the creditor named above and, after assignment, the creditor's assignee ("Assignee").

DESCRIPTION OF VEHICLE: You agree to buy and we agree to sell the following vehicle:

New, Used or Demo	Year	Make and Model	Body Type	Vehicle Identification Number	Key Number
NEW	2007	CHEVROLET COBAL	SD	1G1AK55FX77[redacted]	

If truck or recreational vehicle - Describe body, gross vehicle weight and major items of equipment sold:

The vehicle is being purchased primarily for ☐ personal, family or household, or ☐ business purposes.

NOTICE TO BUYERS OF USED OR DEMONSTRATION VEHICLES: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

AVISO A LOS COMPRADORES DE AUTOS DE USO O DE DEMOSTRACIÓN: LA INFORMACION QUE USTED VE EN LA FORMA DE VENTANILLA PARA ESTE VEHICULO ES PARTE DE ESTE CONTRATO. LA INFORMACION EN LA FORMA DE VENTANILLA DOMINA CUALESQUIER ESTIPULACION CONTARIA EN EL CONTRATO DE VENTA.

TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of $ 2000.00
8.99 %	$ 6288.93	$17916.51	$ 24205.44	$ 26205.44

PAYMENT SCHEDULE: Your payment schedule will be 84 monthly payments of $ 288.16 each, due on the same day of each month starting on 04/27/2007.

PREPAYMENT: You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.

SECURITY: You are giving us a security interest in the motor vehicle being purchased.

LATE FEE: If all or any portion of a payment is late, you will be charged a default charge of two percent of the unpaid amount of the installment.

OTHER TERMS: Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled maturity date.

IF YOU DO NOT MEET YOUR CONTRACT OBLIGATIONS, YOU MAY LOSE THE VEHICLE.

ITEMIZATION OF THE AMOUNT FINANCED

1. Cash Price of Vehicle (including any accessories, installation, services, repairs, taxes and other permitted costs): $ 18685.36 (1)
2. Downpayment:
   A. Trade-In. Your Trade-In is a 2001 DODGE (Year) CARAVAN (Make) EV (Model) 2B4GP44321R[redacted] (VIN)
   Gross Allowance $ 7099.16 less Amount Owing $ 7099.16 equals Net Trade-In $ 0.00
   (If Amount Owing exceeds Gross Allowance, enter "0" as Net Trade-In and enter excess as Prior Credit or Lease Balance in Item 4D)
   B. Cash Downpayment $ N/A
   C. Manufacturer's Rebate Applied to Downpayment $ 2000.00
   D. Total Downpayment (A plus B plus C) $ 2000.00 (2)
3. Unpaid Balance of Cash Price (1 minus 2D): $ 16685.36 (3)
4. Other Charges Including Amounts Paid to Others on Your Behalf:
   A. Amounts Paid to Insurance Companies (Amounts paid to Insurance Companies as per insurance disclosures below)*:
      1. Optional Credit Life Insurance $ N/A
      2. Optional Credit Accident and Health Insurance $ 1137.65
   B. Amounts Paid to Public Officials:
      1. Government License and/or Registration Fees $ 11.00
      2. Certificate of Title Fees $ 22.50
      3. Lien Recording Fees $ 5.00
      4. UCC Filing Fees $ N/A
      5. Other (Specify) $ N/A
      6. Other (Specify) $ N/A
   C. Seller's Documentary Fee (not a governmental fee) $ 55.00
   D. Other Charges (Describe who will receive payment and purpose) $ 0.00

5. Other (Specify) $ N/A
6. Other (Specify) $ N/A

C. Seller's Documentary Fee (not a governmental fee) $ 55.00

D. Other Charges (Describe who will receive payment and purpose)

1. To _____ For Prior Credit or Lease Balance $ 0.00
2. To _____ For _____ * $ N/A
3. To _____ For _____ * $ N/A
4. To _____ For _____ * $ 0.00

E. Total Other Charges and Amounts Paid to Others on Your Behalf (A plus B plus C plus D) $ 1231.15 (4)

5. Amount Financed / Unpaid Balance (3 plus 4E): $ 17916.51 (5)
6. Finance Charge $ 6288.93 (6)
7. Time Balance $ 24205.44 (7)
8. Payment Schedule: One payment of $ 288.16 and 63 payments of $ 288.16 each, beginning 04/27/2007 and due on the dates shown in the PAYMENT SCHEDULE above.

*To the extent permitted by applicable law, we may be receiving a portion of these amounts.

PROMISE TO PAY: You promise to pay us the Amount Financed shown above, in accordance with the payment schedule shown in the Truth In Lending Disclosures Box shown above, plus a Finance Charge determined by applying each day a daily rate of 1/365th (1/366th in a leap year) of the Annual Percentage Rate shown above to the unpaid balance of the Amount Financed. You also agree to pay any late charges you incur.

PAYMENTS BEFORE OR AFTER DUE DATE: This is a simple interest Contract. This means that the amount of the Finance Charge shown above may vary depending upon when your payments are received. The earlier you make payments before their due dates, the less Finance Charge you will owe. The later you make payments after they are due, the greater the Finance Charge. We credit each payment in any manner we choose, unless applicable law requires a particular method of payment allocation. We will send you a check for any amount owed you (if it is $1.00 or more) after you make your last payment; we will advise you of any additional amount owed (if it is $1.00 or more). There is a possibility that a supplemental payment of interest might be due if earlier payments were received after their due date.

LOCATION OF VEHICLE: The vehicle will be kept at the above address of the Buyer, unless another address is listed below:

_____
(Street and Town)

CREDIT INSURANCE: YOU CANNOT BE DENIED CREDIT SIMPLY BECAUSE YOU CHOOSE NOT TO BUY CREDIT INSURANCE. CREDIT LIFE INSURANCE AND CREDIT ACCIDENT AND HEALTH INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT. INSURANCE WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL CHARGE. The policies or certificates issued by the insurer will describe the terms and conditions in further detail. If you want the following insurance, sign below,

☐ Life (☐ Buyer ☐ Co-Buyer ☐ Both) at a premium of $ N/A for a term of _____.
Credit life insurance will pay your debt on this Contract up to $ 0.00.
X ☐ Disability, Accident and Health (Buyer Only) at a premium of $ 1137.65 for a term of 94 MONTHS.
Credit disability, accident and health insurance will pay your debt on this Contract up to $ 288.16.
The name of the insurer is _____ of _____.
Name Home Office Address

[redacted] 02/28/2007
Buyer Signature Date Co-Buyer Signature Date

THIS CONTRACT DOES NOT PROVIDE FOR AUTOMOBILE LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

IMPORTANT: THE TERMS OF THIS CONTRACT ARE CONTAINED ON BOTH SIDES OF THIS PAGE. READ THE ADDITIONAL TERMS ON REVERSE SIDE BEFORE SIGNING BELOW.

DUE TO THE PASSAGE OF THE "USA PATRIOT ACT" WE ARE REQUIRED TO NOTIFY OUR CUSTOMERS OF THE FOLLOWING

VERIFICATION OF CUSTOMER IDENTITY - Federal laws and regulations require us to request information from you prior to opening an account or adding an additional signatory to an account. The information we request may vary depending on the circumstances, but at a minimum, will include your name, address, an identification number such as your social security or taxpayer identification number, and for individuals, your date of birth. We are also required to verify the information you provide to us. This verification process may require you to provide us with supporting documentation that we deem appropriate. We may also seek to verify the information by other means. We reserve the right to request additional information and/or signatures from you from time to time. In all cases, the protection of our customer's identity and confidentiality is our pledge to you

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

NOTICE TO BUYER.
DO NOT SIGN THIS CONTRACT IN BLANK.
YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN.
KEEP IT TO PROTECT YOUR LEGAL RIGHTS.

Buyer Signs _____ Co-Buyer Signs _____

BY SIGNING BELOW, YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT. YOU ALSO ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND A COPY OF THE CITIZENS FINANCIAL GROUP, INC. PRIVACY NOTICE AT THE TIME YOU SIGN THE CONTRACT.

➡ _____ ➡ _____
Buyer's Signature Date (Co) Buyer's Signature Date

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 20, 2008

Bill Hoffman
TEAM CHEVROLET, INC.
1920 BEDFORD ST
JOHNSTOWN , PA 15904-1002
(814) 262-0112

Re: [redacted]
Siebel Request: 71-604552590
2007 Chevrolet Cobalt
VIN # 1G1AK55FX77[redacted]

Dear Mr. Bill Hoffman:

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

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

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

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

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

Sincerely,

Joel Verburg

Joel Verburg
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 21691
FAX# 866-259-4607

RFS 7336

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Joel Verburg State: Pennsylvania

Customer Name: [redacted] SR: 71-604552590 BBB Case No.: CHV0834039

Vehicle ID No.: 1G1AK55FX77[redacted]

In Service Date: 3/28/07

Vehicle is: New

BAC Code: 162343

Year, Make □Model: 2007 Chevrolet Cobalt

Mileage at Time of BBB Filing (27,000)

Vehicle Purchased Used on: 10/2/07 at odometer 58522

Lien holder: GMAC□

Sale Type: Lease□

DVM Name: Chuck Rosich

Phone/Cell Number: 724-316-5369

CAM Name: Craig Joseph

Phone Number: (914) 244-6130

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.

□ {Front end makes a knocking noise}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/25/07	101062	7	18357	Customer states: a knocking noise in front end driver□s side Cause: i-shaft has excessive play Repair: replace intermediate steering shaft
12/26/07	102612	3	23237	Customer states: noise in front end over bumps Cause: bulletin □04-03-08-006B Repair: replace steering column assembly
3/4/08	278210	1	28255	Customer states: clunk in front end over bumps Cause: did not hear □check front end □left front strut leaking Repair: replaced left front strut

□ {Steering column shaft □drive axle failed}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/25/07	101062	□□□	18357	Customer states: rattle noise from steering column Cause: excessive play between steering column and steering motor splines Repair: replaced steering column assembly

□ {Rack n pinion failed / steering column shaft malfunctioning}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

□ {Heater Motor Making a Loud Noise □Chirping Sound}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Verified with customer if the vehicle has ever been involved in an accident Y N
If yes are the RO's attached Y N

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/25/07	95680	2	2489	Customer states: brake lights in-op Cause: in-op Repair: replaced parking brake lamp switch
4/25/07	95680	□□□	2489	Customer states: howling noise from dr front wheel area when driving Cause: e Repair: road test □check tire pressure and suspension components. Found all tires over-inflated by 4.5 PSI. air tires to 30 PSI.
4/25/07	95680	□□□	2489	Customer states: vibration in brake pedal and also in floorboard when driving Cause: over-inflated Repair: road test □check tire pressure and suspension components. Found all tires over-inflated by 4.5 PSI. air tires to 30 PSI.
6/25/07	97502	9	7265	Customer states: weather strip is short, does not seal correctly on the driver□s□door Cause: short Repair: replace left front door opening weather strip
5/31/07	96717	37	5064	Customer states: door not plum, and the weather stripping is being rubbed away Cause: found door to be rubbing weather stripping Repair: plummed door and replaced weather stripping
8/20/07	99203	10	12188	Customer states: hubcaps are loose and making noise when driving Cause: loose hubcaps Repair: replace all wheel covers
9/11/07	99849	1	14150	Customer states: all 4 hub caps still make noise Repair: completed tech Dan □100 re-did bulletin from Tech □273
9/10/07	99786	17	14148	Customer states: poor gas mileage 22 □24 per gallon Cause: no problem found Repair: no DTC- vehicle operating within specs □found all four tires worn
9/10/07	99786	□□□	14148	Customer states: hub caps rattle, all 4 hub caps were tightened and still rattle Cause: could not verify Repair: could not verify customer concern □removed hub caps □applied tape to caps □replaced caps
9/10/07	99786	□□□	14148	Customer states: engine misses, more noticeable when a/c is on

				Cause: could not verify Repair: customer concern not duplicated
10/25/07	101062	□□□	18357	Customer states: hub caps making noise Cause: hubcaps rubbing wheels Repair: replace all wheel covers
10/25/07	101062	□□□	18357	Customer states: check engine light is on Cause: P1174 □P0300 Repair: clean fuel injector
10/25/07	101062	□□□	18357	Customer states: check tire pressures Cause: checked tire pressures □right rear tire flat □found two nails in tires □installed 2 plugs into tire Repair: 2 plug tire
10/29/07	101172	3	19644	Customer states: check engine light is on Cause: e Repair: clean fuel injector
3/4/08	278210	□□□	28255	Customer states: hub caps squeak Cause: hub caps rubbing wheels Repair: install foam to take up play
3/4/08	278210	□□□	28255	Customer states: squeak noise in dash Cause: road test. Noise (vibration) right side dash. Wire harness vibrating off heater box relocate and foam wire Repair: replace box door rubber stops

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 3
Time period 60 / unlimited
Does Lemon Law state nonconformity must continue to exist? {Y or N}

If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	90

Vehicle Meets Presumption of Lemon Law: NO

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) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a □substantial impairment□of the vehicle□s use, value or safety.

{TEXT}

CRS FINAL OFFER:	GMPP MG 36/60 $0Ded	**DATE:** 5/16/08	**CUST Accepted**
Goodwill: GMPP MG 36/60 $0 Ded		**Attorney Fees (if applicable): $**{Amount}	

TEAM LEAD APPROVING:	Bridget Cazabon	Date: 5/16/2008

RFS 7336

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Joel Verburg State: Pennsylvania

Customer Name: [redacted] SR: 71-604552590 BBB Case No.: CHV0834039

Vehicle ID No.: 1G1AK55FX77[redacted]

In Service Date: 3/28/07

Vehicle is: New

BAC Code: 162343

Year, Make □Model: 2007 Chevrolet Cobalt

Mileage at Time of BBB Filing (27,000)

Vehicle Purchased Used on: 10/2/07 at odometer 58522

Lien holder: GMAC□

Sale Type: Lease□

DVM Name: Chuck Rosich

Phone/Cell Number: 724-316-5369

CAM Name: Craig Joseph

Phone Number: (914) 244-6130

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.

□ {Front end makes a knocking noise}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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□ {Steering column shaft □drive axle failed}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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□ {Rack n pinion failed / steering column shaft malfunctioning}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

□ {Heater Motor Making a Loud Noise □Chirping Sound}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

□ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Verified with customer if the vehicle has ever been involved in an accident Y N
If yes are the RO's attached Y N

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/25/07	95680	2	2489	Customer states: brake lights in-op Cause: in-op Repair: replaced parking brake lamp switch
4/25/07	95680	□□□	2489	Customer states: howling noise from dr front wheel area when driving Cause: e Repair: road test □check tire pressure and suspension components. Found all tires over-inflated by 4.5 PSI. air tires to 30 PSI.
4/25/07	95680	□□□	2489	Customer states: vibration in brake pedal and also in floorboard when driving Cause: over-inflated Repair: road test □check tire pressure and suspension components. Found all tires over-inflated by 4.5 PSI. air tires to 30 PSI.
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10/25/07	101062	□□□	18357	Customer states: hub caps making noise Cause: hubcaps rubbing wheels

				Repair: replace all wheel covers
10/25/07	101062	□□□	18357	Customer states: check engine light is on Cause: P1174 □P0300 Repair: clean fuel injector
10/25/07	101062	□□□	18357	Customer states: check tire pressures Cause: checked tire pressures □right rear tire flat □found two nails in tires □installed 2 plugs into tire Repair: 2 plug tire
10/29/07	101172	3	19644	Customer states: check engine light is on Cause: e Repair: clean fuel injector

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 3
Time period 60 / unlimited
Does Lemon Law state nonconformity must continue to exist? {Y or N}

If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	89

Vehicle Meets Presumption of Lemon Law: NO

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) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a □substantial impairment□of the vehicle□s use, value or safety.

{TEXT}

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{Amount}	

TEAM LEAD APPROVING:	Bridget Cazabon	Date: {Date}

ADR File Checklist

SR Number:71-604552590 **BBB Case:** CHV0834039-1R
Customer:[redacted] **VIN:1G1AK55FX77**[redacted]
Make/Model/Year: Chevrolet/Cobalt/2007 **In Service**: 3/28/07 **Mileage**: 35,135
Received Date: 2/20/08 **Day 15 Date:** 3/4/08 **Goes Active:**
Primary Concern: Front End Makes a Knocking Noise

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

☒ **Initial Calls** (72 hrs):
- ☒ **Customer** **Completion Date/Time:** 2/21/08 / 1:33 pm
- ☒ **Dealer Svc Mgr** **Completion Date/Time:** 2/20/08 / 3 pm
- ☐ **Dealer Finance Mgr** **Completion Date/Time:** /
- ☒ **AVM** **Completion Date/Time: 2/20/08** / 3:11 pm

☒ **Repair Orders Requested:** **Received:**

☒ **Sales Documents:** **Received:**

☒ **BARS / Finance Sheet**

☒ **Case Assessment** (by Day 14)**:**
- **Lemon Law Eligible:** **Yes** ☐ **No** ☒
- **Presumption:** **Yes** ☐ **No** ☒

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

☐ **Settlement / Goodwill Offered Date:**

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

☐ **Arbitration Date:**

☒ **Closing Activities:**
- **Settlement** **Completion Date/Time: 6/2/08** / 12:30 pm
- **Executive Summary** **Completion Date/Time:** 6/2/08 / 12:30 pm
- **Close Siebel** **Completion Date/Time:** 6/2/08 / 12:30 pm

DVM: Chuck Rosich **Node/Box:** 914055-8056
Service Dealer: Gap Chevrolet **Svc Mgr: John Pheasant**
Selling Dealer: Team Chevrolet **Contact: Bill Hoffman**

NOTES:

CUSTOMER'S NAME _____

1. TECHNICIAN COMMENTS ON ADDITIONAL NEEDED REPAIRS

Cust STS Clunk in front end over bumps
Did not hear Clk front end left front strut leaking ordered
Replace left front strut

Cust STS Hub Caps Squeek
Install foam to take up play

Cust ST squeek noise in dash order glove box door
Road Test Noise (vibration) Rt Side dash
Wire harness Vibrating off heater box relocate + foam wire
Replace Box door rubber stop

2. RESULTS OF SERVICE ADVISOR'S CONFERENCE WITH CUSTOMER

LABOR RECORD

NAME	EMPL. NO.	ORDER NO.	COST	TIME STAMP	TIME CLOCK
					OFF
					ON
					OFF
					ON
					OFF
					ON
					OFF
					ON
					OFF
					ON
					OFF
					ON
					OFF
					ON
					OFF
					ON
					OFF
					ON
					OFF
					ON
					OFF
					ON

STRAIGHT TIME HOURS	FLAT RATE	R/O NO.	TIME	OFF
	1.5	378310	1.3	ON
		OPER. NO.		
		EMP. NO. 66		

STRAIGHT TIME HOURS	FLAT RATE	R/O NO.	TIME	OFF
	1.1	378310	1.1	ON
		OPER. NO.		
		EMP. NO. 66		

STRAIGHT TIME HOURS	FLAT RATE	R/O NO.	TIME	OFF
	1.9	378310	1.1	ON
		OPER. NO.		
		EMP. NO. 66		

STRAIGHT TIME HOURS	FLAT RATE	R/O NO.	TIME	OFF
	.7	378310	.7	ON
		OPER. NO.		
		EMP. NO. 318		

STRAIGHT TIME HOURS	FLAT RATE	R/O NO.	TIME	OFF
	2.4	378310	1.9	ON
		OPER. NO.		
		EMP. NO. 318		

STRAIGHT TIME HOURS	FLAT RATE	R/O NO.	TIME	OFF
	2.0	318	1.7	ON
		OPER. NO.		
		EMP. NO. 318		

GAP CHEVROLET, INC.
1 CHEVY DRIVE
WINDBER, PA 15963 PHONE (814) 467-[illegible]

DATE	VIN	MILEAGE	DEL. DATE	MILES	IN-SERV DATE	LICENSE NO.	YR.	MAKE	MODEL
03/04/08	1G1AK55FX77[redacted]	28255	00/00/00	0	00/00/00		07	CHEVROLET	COBALT L1

ENG	TRANSMISSION	COLOR	SA #	SO #
2.2L L4MFI			676	278210

BUSINESS PHONE	TAG #	REF SO #
		01

LABOR RATE
.00

NOTICE: DISCLAIMER OF WARRANTIES
THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

NAME [redacted]
ADDRESS [redacted]
CITY / STATE / ZIP Johnstown PA [redacted]
HOME [redacted]
CUSTOMER NUMBER
STOCK #

PRINTED: 7:29:10 ATTENTION:
COMMENTS:

DOC CNT: 1
PRK LOT:

PAYMENT TYPE	PROMISE DATE / TIME
01	03/04/08

****** E S T I M A T E ******

L#	CODES		ST	HRS	LABOR	PARTS	TOTAL
1		CUST STS SQUEAK NOISE IN DASH Replace Glove Box Lid	W				
2		CUST STS CLUNK IN FRONT END OVER BUMPS Replace LF Strut + steering column as per GM Tech Assistance	W				
3		CUST STS HUB CAPS SQUEAK Insulate Hub Caps As per Bulletin	W				
4		Rental					

SA: JOHN PHEASANT

ESTIMATE TOTAL:

HOURS	LABOR	PARTS	NT	ITEM	MISC

HAZDS	DISC	DEDCT	TAXES	TOTAL

[redacted]

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

June 8, 2011

[redacted]

Evans City, PA [redacted]

Service Request: 71-605495274
Customer Relationship Specialist: Jennifer Cyr

Dear [redacted]

We would like to discuss your request for assistance regarding your 2006 Chevrolet Cobalt, but we have been unsuccessful in our attempts to contact you.

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

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

Sincerely,

Chevrolet Customer Assistance Center

June 8, 2011

[redacted]

Evans City, PA [redacted]

Service Request: 71-605495274
Customer Relationship Specialist: Randy Courage

Dear [redacted]

We would like to discuss your request for assistance regarding your 2006 Chevrolet Cobalt, but we have been unsuccessful in our attempts to contact you.

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

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

Sincerely,

Chevrolet Customer Assistance Center

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

Customer: [redacted]	**SR #:** 71-607976144	**BBB#:** CHV0834917

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 (from Bill of Sale, before tax, tag, title, etc.)	0.00
MSRP (from BARS Invoice screen)	- 0.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= 0.00

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

Section 3

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

Section 4

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

Revised 06/04/07

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

Privileged and Confidential Information

CASE ASSESSMENT

By: Jessica Brown State: KY

Customer Name: [redacted] Service Request: 71-607976144 BBB Case No.: CHV0834917

Vehicle ID No.: 1G1AK52F757[redacted] In Service Date: 8/13/05 Vehicle is: New BAC Code: 112791

Year, Make ☐Model: 2005 Chevrolet Cobalt
Mileage at Time of BBB Filing: 44,000
Lien holder: GMAC☐ Other☐:
DVM Name: Robert McKinney
Phone/Cell Number:

Vehicle Purchased Used on: N/A
Sale Type: Purchase ☐ Lease☐ Other☐ :
CAM Name:
Phone Number:

VEHICLE REPAIR HISTORY

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

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

Power Steering unit keeps failing

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
26/09/06	364655	1	21,345	Cust sts: Squealing noise in steering wheel on turns. Dlr sts: Could not duplicate
05/06/07	378434	3	33,205	Cust sts: Steering wheel lockes up while driving. Dlr sts: Related to an aftermarket install equipment.
09/04/07	375406	4	30,665	Cust sts: Steering wheel locked and veh started shaking and engine light came on. Dlr sts: No problem found at this time
22/2/08	392822	☐	44,064	Cust sts: Steering wheel locked and veh started shaking and engine light came on. Dlr sts: No problem found at this time

Gear Shifter Locks Up

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/1/08	390395	8	42,118	Cust sts: clunking when put into gear. Dlr sts: ECM has stored codes. Trans pressure to high.Powertrain control module engine reprogramming with SPS. No longer clucks when put into gear.
9/1/08	390395	☐	42,118	Cust sts: While drving shifter will click power steering warning light will come on interior chime will chime power steering will stop working and veh will stall. Dlr sts: Unable to duplicate concern.

Transmission Jerks

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Hazard Lights Stay On

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/06/07	378434	☐	33,205	Cust sts: engine light came on.

				Dlr sts: Related to after market equment installed.
09/1/08	390395	☐	42,118	Cust sts: Found post converter oxygen sensor heater circuit has open replaced oxygen sensor. Also found EVAP purge solenoid has an intermittent open. Replaced puge valve.
22/2/08	392822	1	44,064	Cust sts: Engine light on. Dlr sts:SOP ordered special part. Ordered IP harness per gray dozier.
3/3/08	393302	3	44,548	Cust sts: Engine light on see goodwill. Dlr sts: Wiring harness replaced

Check Engine light stays On

Date:	**RO ☐:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	**RO ☐:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

☐ Other

Date:	**RO ☐:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

THE STATE LEMON LAW READS:

Days out of service: 20
Repairs 10
Time period 12/12,000
Does Lemon Law state nonconformity must continue to exist? NO

If applicable, safety-related repairs n/a
Safety-related time period n/a

Number of repair attempts in the presumption period:	20
Total days out of service during the presumption period:	20
Total days out of service during customer☐s ownership:	20

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.

CRS adv: At this time have not offered the customer any goodwill. Will follow up

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable):** ☐{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.

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

Customer: [redacted]	**SR #:** 71-607976144	**BBB#:** CHV0834917

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 (from Bill of Sale, before tax, tag, title, etc.)	
MSRP (from BARS Invoice screen)	-
Subtract the MSRP from the Purchase Price (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 (from Bill of Sale)	
Actual Cash Value (ACV) (from ACV Statement)	-
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	=

Section 3

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

Section 4

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

Revised 06/04/07

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

McCluskey Chevrolet

Best Prices. Biggest Selection.

To: Jessica **From:** Rhonda

Company: G.M **Company:** McCluskey Chevrolet

Phone: **Pages:**

Fax: 1-866-476-8243 **Date:** 3-12-08

Phone: (513) 679-9200 **Fax:** 513 679-9

•Comments:

Requested

6288702

393302

INVOICE

DUPLICATE 1
PAGE 1

McCluskey Chevrolet, Inc.
8525 READING RD. · P.O. BOX 15309
CINCINNATI, OHIO 45215
PHONE (513) 761-1111
www.mccluskey.com

[redacted]
FORT THOMAS, KY [redacted]
HOME [redacted] BUS: [redacted]

SERVICE ADVISOR: 49 GARY DOZIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMITWHIT	05	CHEVROLET COBALT	1G1AK52F757[redacted]	[redacted]	44548/44548	T577

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13AUG05 DD			17:00 03MAR08		0.00	CASH	12MAR08

R.O. OPENED	READY	OPTIONS:
03MAR08	05MAR08	STK:51359 DLR:09412

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK ENGINE LIGHT ON SEE HISTORY GOODWILL PER GARY
CAUSE: F
N6970 HARNESS, WIRING - ENGINE COMPLETE - REPLACE
21 WC (N/C)
1 15270807 F-HARNESS (N/C)
FC: 6C
PART#: 15270807
COUNT: 1
CLAIM TYPE:
AUTH CODE: AE
OL

44548 REPLACED I/P WIRING HARNESS PER GARY & STEVE NELSON. 21
CLOCKED STRAIGHT TIME 4.4 HRS
****

B POWER STEERING GOING OUT AFTER RUNNING FOR AWHILE & SHIFTER STARTS TO
CLICK SOP IN GOODWILL
CAUSE: R
RFT REFER TO PREVIOUS LINE FOR REPAIRS PERFORMED
21 WC (N/C)

44548 SEE LINE A
****

C RENTAL ENTERPRISE PER GARY
R22 RENTAL
21 IS (N/C)
SUBL ENTERPRISE PO#
PO#396865
IS (N/C)
44548
****

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

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DUPLICATE 2
PAGE 1

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CINCINNATI, OHIO 45215
PHONE (513) 761-1111
www.mccluskey.com

[redacted]

FORT THOMAS, KY [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 49 GARY DOZIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMITWHIT	05	CHEVROLET COBALT	1G1AK52F757[redacted]	[redacted]	44064/44064	T443

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13AUG05 DD			WAIT 22FEB08		0.00	CASH	12MAR08

R.O. OPENED	READY	OPTIONS:
22FEB08	22FEB08	STK:51359 DLR:09412

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CK ENGINE LT ON						
	SOP ORDERED SPECIAL PARTS						
			21	CPC		0.00	0.00
44064	ORDERED IP HARNESS PER GARY DOZIER.						
	**********						
B	POWER STEERING GOING OUT AFTER CAR IS RUNNING FOR A WHILE AND SHIFTER STARTS TO CLICK						
	RFT REFER TO PREVIOUS LINE FOR REPAIRS PERFORMED						
			21	CPC		0.00	0.00
44064	SEE LINE A						
	**********						

EST: 179.90 22FEB08 13:40 SA: 49

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

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PHONE (513) 761-1111
www.mccluskey.com

[redacted]
FORT THOMAS, KY [redacted]
HOME: [redacted] BUS [redacted]

SERVICE ADVISOR: 49 GARY DOZIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMITWHIT	05	CHEVROLET COBALT	1G1AK52F757[redacted]	[redacted]	42118/42118	T484

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13AUG05 DD			WAIT 15JAN08		0.00	CASH	12MAR08

R.O. OPENED	READY	OPTIONS:
09JAN08	16JAN08	STK:51359 DLR:09412

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CLUNKING WHEN PUT IN GEAR
CAUSE: ECM HAS STORED CODES, CAUSED TRANS LINE PRESSURE TO GO HIGH.
J6354 POWERTRAIN CONTROL MODULE ENGINE
REPROGRAMMING WITH SPS
21 WC (N/C)
42118 ECM HAS STORED CODES, CAUSED TRANS LINE PRESSURE TO GO HIGH.
CLEARED ECM CODES, NO LONGER CLUNKS WHEN PUT IN GEAR.
****

B CK ENGINE LIGHT ON
CAUSE: CODES P0141,P0443
J6372 SENSOR, OXYGEN (ENGINE CONTROL) - REPLACE
21 WC (N/C)
1 12578576 SENSOR (N/C)
1 12597341 VALVE (N/C)
42118 CODES P0141,P0443 FOUND POST CONVERTER OXYGEN SENSOR HEATER
CIRCUIT HAS AN OPEN, REPLACED OXYGEN SENSOR. FOUND EVAP PURGE SOLENOID
HAS AN INTERMITTANT OPEN, REPLACED PURGE VALVE.
****

C WHILE DRIVING SHIFTER WILL CLICK POWER STEERING WARNING LIGHT WILL
COME ON INTERIOR CHIME WILL CHIME POWER STEERING WILL STOP
WORKING AND VECH WILL STALL
CAUSE: UNABLE TO DUPLICATE CONCERN AT THIS TIME
NPF NO PROBLEM FOUND AT THIS TIME
21 WC (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

42118 UNABLE TO DUPLICATE CONCERN AT THIS TIME
****

D** RENTAL ENTERPRISE CSI
CAUSE: F

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

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PAGE 2

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www.mccluskey.com

[redacted]
FORT THOMAS, KY [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 49 GARY DOZIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMITWHIT	05	CHEVROLET COBALT	1G1AK52F757[redacted]	[redacted]	42118/42118	T484

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13AUG05 DD			WAIT 15JAN08		0.00	CASH	12MAR08

R.O. OPENED	READY	OPTIONS:
09JAN08	16JAN08	STK:51359 DLR:09412

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

RB RENTAL CHARGES - PENDING
21 WC (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

SUBL ENTERPRISE PO#
PO#394063
WC (N/C)
FC: RENTAL
SUBL ENTERPRISE PO#
PO#394063
IS (N/C)
42118
****
E** NO CRANK NO START INTERMITTEN
CAUSE: FUSE BLOCK PCB HAS AN INTERMITTANT OPEN
N1810 ELECTRICAL CENTER, BUSSED - UNDERHOOD -
REPLACE
21 WC (N/C)
1 15274507 BLOCK (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

42118 FUSE BLOCK PCB HAS AN INTERMITTANT OPEN REPLACED UNDERHOOD
FUSE BLOCK.
****

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

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[redacted]
FORT THOMAS, KY [redacted]
HOME [redacted] BUS: [redacted]

SERVICE ADVISOR: 49 GARY DOZIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMITWHIT	05	CHEVROLET COBALT	1G1AK52F7575[redacted]	[redacted]	33205/33205	T550

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13AUG05 DD			17:00 05JUN07		0.00	CW	12MAR08

R.O. OPENED	READY	OPTIONS:
05JUN07	07JUN07	STK:51359 DLR:09412

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A STEERING WHEEL LOCKED UP WHILE DRIVING			
68 RELATED TO AFTERMARKET INSTALL EQUIPMQNT			
55 CPC		0.00	0.00
33205 RELATED TO AFTER MARKET EQUMENT INSTALED			
**********			
B CK ENGINE LIGHT CAME ON			
RFT REFER TO PREVIOUS LINE FOR REPAIRS PERFORMED			
55 CPC		0.00	0.00
33205 RELATED TO AFTER MARKET EQUMENT INSTALED			
**********			
C RENTAL ENTERPRISE CSI			
CAUSE: F			
R22 RENTAL			
55 CPC		0.00	0.00
SUBL ENETRPRISE PO#			
PO#383379			
IS			(N/C)
33205			
**********			
D** LUBE,OIL,FILTER CHANGE			
3A LUBE OIL AND FILTER CHANGE			
55 CPC		5.95	5.95
1 12605566 FILTER	8.02	5.50	5.50
5 1OIL OIL	1.70	1.70	8.50
33205 LOF ----------.2HRS			
**********			
E** RECALL 05034			
CAUSE: PER RECALL			
V1362 Install A/C Jumper Harness			
55 WC			(N/C)
1 15785514 HARNESS			(N/C)
FC: 96			
PART#: 15785514			
COUNT: 1			

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

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PAGE 2

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PHONE (513) 761-1111
www.mccluskey.com

[redacted]

FORT THOMAS, KY [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 49 GARY DOZIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMITWHIT	05	CHEVROLET COBALT	1G1AK52F757[redacted]	[redacted]	33205/33205	T550

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13AUG05 DD			17:00 05JUN07		0.00	CW	12MAR08

R.O. OPENED	READY	OPTIONS:
05JUN07	07JUN07	STK:51359 DLR:09412

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

CLAIM TYPE:
AUTH CODE:
MA

33205 REWIRED HARNES AND INSTALED JUMPER HARNES TO CROECT
****

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	5.95
PARTS AMOUNT	14.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	19.95
LESS INSURANCE	0.00
SALES TAX	1.30
PLEASE PAY THIS AMOUNT	21.25

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PAGE 1

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www.mccluskey.com

[redacted]
FORT THOMAS KY [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 49 GARY DOZIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMITWHIT	05	CHEVROLET COBALT	1G1AK52F757[redacted]	[redacted]	30665/30665	T732

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13AUG05 DD			WAIT 09APR07		0.00	CASH	12MAR08

R.O. OPENED	READY	OPTIONS:
09APR07	12APR07	STK:51359 DLR:09412

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A STEERING WHEEL LOCKED & VEHICLE STARTED SHAKING CK ENGINE LIGHT CAME ON

CAUSE: .

NPF NO PROBLEM FOUND AT THIS TIME

55 WC (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

30665 TEST DROVE VECHAL AND COULD NOT DUPLATE CONSERN MILAGE AFTER TEST DRIVE 30807

****

B RENTAL CSI ENTERPRISE

R22 RENTAL

55 IS (N/C)

SUBL ENTERPRISE PO#

PO#380884

IS (N/C)

30665

****

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

CUSTOMER COPY

6288702

374646

INVOICE

DUPLICATE 3
PAGE 1

McCluskey Chevrolet, Inc.
8525 READING RD. · P.O. BOX 15309
CINCINNATI, OHIO 45215
PHONE (513) 761-1111
www.mccluskey.com

[redacted]
FORT THOMAS, KY [redacted]
HOME [redacted] BUS: [redacted]

SERVICE ADVISOR: 49 GARY DOZIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMITWHIT	05	CHEVROLET COBALT	1G1AK52F757[redacted]	[redacted]	30100/30100	T201

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13AUG05 DD			WAIT 27MAR07		0.00	CC	12MAR08

R.O. OPENED	READY	OPTIONS:
27MAR07	27MAR07	STK:51359 DLR:09412

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LUBE,OIL,FILTER CHANGE			
3A LUBE OIL AND FILTER CHANGE			
95 IS			(N/C)
5 1OIL OIL			(N/C)
1 12605566 FILTER			(N/C)
30100 LOF----------.2 HRS----------			
**********			
B ROTATE TIRES			
3 ROTATE TIRES			
95 CPC		19.95	19.95
30100 ROTATE TIRES---------- .3 HRS.----------			
**********			
C** RED BUTTON ON SHIFTER LOOSEW			
CAUSE: F			
K5225 CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE			
1 WC			(N/C)
1 15926820 CONTROL			(N/C)
FC: 6C			
PART#: 15926820			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
OL			
30100 SHIFTER REPLACED SHIFTER CONTROL ASSEMBLY			
**********			

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	19.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	19.95
LESS INSURANCE	0.00
SALES TAX	1.30
PLEASE PAY THIS AMOUNT	21.25

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[redacted]

FORT THOMAS, KY [redacted]
HOME: [redacted] BUS: [redacted]

371301

INVOICE

DUPLICATE 1
PAGE 1

McCluskey Chevrolet, Inc.
8525 READING RD. · P.O. BOX 15309
CINCINNATI, OHIO 45215
PHONE (513) 761-1111
www.mccluskey.com

SERVICE ADVISOR: 49 GARY DOZIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMITWHIT	05	CHEVROLET COBALT	1G1AK52F757[redacted]	[redacted]	27577/27577	T325

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13AUG05 IS			WAIT 26JAN07		0.00	CASH	12JUL07

R.O. OPENED	READY	OPTIONS:
26JAN07	26JAN07	STK:51359 DLR:09412

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LUBE,OIL,FILTER CHANGE			
3A LUBE OIL AND FILTER CHANGE			
95 CPC		5.95	5.95
1 12605566 FILTER	8.02	5.50	5.50
5 1OIL OIL	1.70	1.70	8.50
27577 LOF---------.2 HRS.----------			
**********			

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	5.95
PARTS AMOUNT	14.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	19.95
LESS INSURANCE	0.00
SALES TAX	1.30
PLEASE PAY THIS AMOUNT	21.25

6288702

368259

INVOICE

McCluskey Chevrolet, Inc.
8525 READING RD. · P.O. BOX 15309
CINCINNATI, OHIO 45215
PHONE (513) 761-1111
www.mccluskey.com

[redacted]

FORT THOMAS, KY [redacted]
HOME [redacted] BUS:513-942-6700

PAGE 1

SERVICE ADVISOR: 96 DAVID KELSEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMITWHIT	05	CHEVROLET COBALT	1G1AK52F757[redacted]	[redacted]	24531/24531	T097

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13AUG05 IS			WAIT 30NOV06		0.00	CASH	30NOV06

R.O. OPENED	READY	OPTIONS:
30NOV06	30NOV06	STK:51359 DLR:09412

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A ROTATE TIRES			
3 ROTATE TIRES			
90 CPC		19.95	19.95
24531 MAINT ROTATED TIRES-----0.3------LAB			
**********			
B LUBE,OIL,FILTER CHANGE			
3A LUBE OIL AND FILTER CHANGE			
90 CPC		5.95	5.95
1 12579143 F-FILTER	8.02	5.50	5.50
5 1OIL OIL	1.70	1.70	8.50
24531 LOF LUBE OIL FILTER-----0.2-----LAB			
**********			

EST: 39.95 30NOV06 12:57 SA: 96

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	25.90
PARTS AMOUNT	14.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	39.90
LESS INSURANCE	0.00
SALES TAX	2.59
PLEASE PAY THIS AMOUNT	42.49

SERVICE INVOICE #2 X612G

CUSTOMER COPY

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364655

INVOICE

McCluskey Chevrolet, Inc.
8525 READING RD. · P.O. BOX 15309
CINCINNATI, OHIO 45215
PHONE (513) 761-1111
www.mccluskey.com

[redacted]

FORT THOMAS, KY [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 49 GARY DOZIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMITWHIT	05	CHEVROLET COBALT	1G1AK52F757[redacted]	[redacted]	21345/21345	T877

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13AUG05 IS			WAIT 26SEP06		0.00	CASH	26SEP06

R.O. OPENED	READY	OPTIONS:
26SEP06	26SEP06	STK:51359 DLR:09412

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LUBE,OIL,FILTER CHANGE			
3A LUBE OIL AND FILTER CHANGE			
90 CPC		5.95	5.95
1 12579143 FILTER	8.02	5.50	5.50
5 1OIL OIL	1.70	1.70	8.50
2 X1190 PART'S CLEANER	3.10	1.70	3.40
21345 LOF LUBE OIL FILTER----0.2------LAB			
**********			
B SQUEAKING NOISE IN STEERING WHEEL ON TURNS			
CAUSE: COULD NOT DUPLICATE			
CND COULD NOT DUPLICATE PROBLEM			
90 WC			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
21345 NONE DID NOT HEAR AT THIS TIME.....			
**********			
C CK TIRE PRESSURE			
STP SET TIRE PRESSURE			
90 CPC		0.00	0.00
21345 RESET PSI-----N/C-----			
**********			

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	5.95
PARTS AMOUNT	17.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	23.35
LESS INSURANCE	4.87
SALES TAX	1.52
PLEASE PAY THIS AMOUNT	20.00

SERVICE INVOICE #3 X6130

CUSTOMER COPY

[illegible] 354442

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

FORT THOMAS, KY [redacted]
HOME:[redacted] BUS:[redacted]

49 GARY DOZIER

SUMMIT/WHIT 05 CHEVROLET COBALT 1G1AK52F757[redacted] 51359 12002/12002 1730

ISAUZOS IS WAIT 23MAR06 0.00 BILL 24MAR06
STK:51359 DLR:09412

[illegible] 23MAR06 [illegible] 24MAR06
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
DLR:[illegible]
AUTH CODE:
[illegible]

[illegible] DETAILED BOTH LOCK CYLINDER... REMOVED THE CYLINDER AND
INSTALLED.... THE KEY WILL NOT COME OUT ALL THE TIME SOME TUMBLERS
STICKING IN THE CYLINDER

****

[illegible] COST WAS $20.00 FOR LAST TIME IN FOR SERVICE
99 REM STORY
99 OPC 0.00 0.00 0.00
[illegible]

****

[illegible] OIL,FILTER CHANGE
9A LUBE OIL AND FILTER CHANGE
99 OPC 5.95 5.95 5.95
1 12679143 FILTER 6.00 5.50 5.50
[illegible] 2.21 1.70 8.50
[illegible] ----------.00 TAX ----------

****

5.95
14.00
0.00
0.00
0.00
19.95
0.00
1.30

21.25

6288702 384442

[redacted] *INVOICE*

DUPLICATE 1
PAGE 1

FORT TROYES, [redacted]
HOME [redacted] BUS [redacted]

49 GARY DOLLEN

SUPPITA-IT 05 2L2.XLS7 COBALT 1G1BL52P7X7[redacted] S1359 12002/12002 T738

12MAR06 TS WAIT 22MAR06 0.00 SILL 24MAR06
STK:S1359 DLR:09412

13:28 22MAR06 10:28 24MAR06
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A POPPING NOISE IN FRONT END GOING OVER BUMPS DID NOT HAPPEN UNTIL WE
DID TIRE ROTATION
CAUSE: LOOSE
50022 COVER, WHEEL - FRONT - REMOVE AND REPAIR
93 .10 0.30 (N/C)
PO: 24 PART#: QUANT: 0
SLATY TYPE:
ACTN CODE:
TX

12002 FOUND THE RIGHT FRONT WHEEL COVER LOOSE. TIGHTEN THE COVER.
****
2 CUST RPTS VIBRATION WHEN FITTING ONE
CAUSE: .
09991 CUSTOMER CONCERN NOT DUPLICATED
93 .10 0.20 (N/C)
PO: PART#: QUANT:
SLATY TYPE:
ACTN CODE:

12002 DRIVE FOR THE VIBRATION.. DID NOT NOTICE ANY VIBRATION.. NO
ISSUES SET TIR TYE PCM.
****
2 REF WONT TURN IN IGNITION CYLINDER
CAUSE: F
87000 CYLINDER, IGNITION LOCK - REM OR REPLACE
.90 .10 0.90 (N/C)
1 15232624 SYL KIT (N/C)
PO: 90
PART#: *5232624
QUANT: 1

[redacted] 356776

[redacted] *INVOICE*

DUPLICATE 1
PAGE 1

FORT THOMAS, KY [redacted]
HOME [redacted] BUS: [redacted]

49 GARY DOZIER

SUMMIT/HUT 08 CHEVROLET C2500LT 1GBJK32F757[redacted] 51359 15133/15133 T020

15/2006 18 WAIT 08MA'06 0.00 CASH 10/06/06
STK:51359 ILR:09412

[redacted]

	LIST	NET	TOTAL
A LUBE,OIL,FILTER[redacted]			
8A LUBE OIL AND FILTER CHANGE			
30 CPO 0.25		5.95	5.95
1 12579143 FILTER	8.02	5.50	5.50
5 ITEM OIL	2.21	1.70	8.50

15133 PERFORMED OIL CHANGE AND TOPPED OFF ALLFLUIDS
----------,2----------
****
2 VEH PULLS LEFT
SAJBEY .
CDR CUSTOMER DECLINED REPAIRS
60 CPO 0.00 0.00 0.00
15133 CUST DECLINED REPAINS
****
C SQUEAKING NOISE IN STEERING WHEEL ON TURNS
DAVEE: F
E0147 LINK OR LINKING, FRONT STABILIZER SHAFT AT
CONTROL ARM - EITH - REM OR REPLACE
2C WZ 0.50 (N/C)
2 15/9689D LINK (N/C)
1 [illegible] TAPE (N/C)
FOR SC
PART#: 157
COUNT: 3
CLAIM TYPE:
AUTH CODE:
NL

15133 CUST RPTS NOISE IN STEERING ROAD TESTED FOUND FRONT WHEEL CAPS
INSTALLED INSTALLATION FOLD TEST PART OF NOISE GONE CHECK OVER FOUND
STABLI LINKS WORN REPLACE BOTH SIDES ROAD TESTED NOISE GONE
****
Jim MCCLUSKEY RENTAL

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

[redacted]

49 SWRI DRIVER

SLMMITWHIT GE 3-BE/PELIT COBALT [redacted] 51359 15133/15133 T020

[redacted] WFIT [redacted] 0.00 CASH [redacted]
STK#51359 ELR:09412

[redacted]
LINE OPCODE NOTE TYPE [redacted] LIST NET TOTAL
CAUSE: .
[redacted] 3 DAYS PERIOD OR LONGER VEHICLE
[redacted] 0.00 (N/C)
FCI PERMIT CLAIM:
CLAIM TYPE:
AUTH CODE:

[redacted]
[redacted]
[redacted] (N/C)
[redacted]
****

5.95
14.00
0.00
0.00
0.00
19.95
0.00
1.30

21.25

ADR File Checklist

SR Number:71-607976144 **BBB Case:** CHV0834917
Customer:[redacted] **VIN:1G1AK52F757**[redacted]
Make/Model/Year: Chevrolet/Cobalt/2005 **In Service**: 8/13/05 **Mileage**: 44,000
Received Date: 3/3/08 **Day 15 Date:** 3/17/05 **Goes Active:**
Primary Concern: Power steering keeps failing etc

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

☒ **Initial Calls** (72 hrs):
- ☒ **Customer** **Completion Date/Time:** 3/3/08 / 4:15
- ☒ **Dealer Svc Mgr** **Completion Date/Time:** 3/3/08 / 4:53
- ☐ **Dealer Finance Mgr** **Completion Date/Time:** /
- ☒ **AVM** **Completion Date/Time: 3/6/08** / 3:42

☒ **Repair Orders Requested:** **Received:**

☒ **Sales Documents:** **Received:**

☒ **BARS / Finance Sheet**

☒ **Case Assessment** (by Day 14)**:**
- **Lemon Law Eligible:** **Yes** ☐ **No** ☒
- **Presumption:** **Yes** ☐ **No** ☒

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

☒ **Settlement / Goodwill Offered Date:**

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

☐ **Arbitration Date:**

☐ **Closing Activities:**
- **Settlement** **Completion Date/Time:** /
- **Executive Summary** **Completion Date/Time:** /
- **Close Siebel** **Completion Date/Time:** /

DVM: Robert McKinney **Node/Box:**
Service Dealer: McCluskey Chevrolet **Svc Mgr: Tim Shaw**
Selling Dealer: McCluskey Chevrolet **Contact:**

NOTES:

Privileged and Confidential Information

CASE ASSESSMENT

By: Jessica Brown State: KY

Customer Name: [redacted]
Service Request: 71-607976144 BBB Case No.: CHV0834917

Vehicle ID No.: 1G1AK52F757[redacted]
In Service Date: 8/13/05
Vehicle is: New
BAC Code: 112791

Year, Make ☐Model: 2005 Chevrolet Cobalt
Mileage at Time of BBB Filing: 44,000
Vehicle Purchased Used on: N/A
Lien holder: GMAC☐ Other☐:
Sale Type: Purchase ☐ Lease☐ Other☐ :
DVM Name: Robert McKinney
CAM Name:
Phone/Cell Number:
Phone Number:

VEHICLE REPAIR HISTORY

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

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

☐ {Symptom}

Date:	**RO ☐:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**
5/25/07	45646			

☐ {Symptom}

Date:	**RO ☐:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

☐ {Symptom}

Date:	**RO ☐:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

☐ {Symptom}

Date:	**RO ☐:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

☐ {Symptom}

Date:	**RO ☐:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

☐ {Symptom}

Date:	**RO ☐:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	**RO ☐:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

☐ Other

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

THE STATE LEMON LAW READS:

Days out of service: {☐ of Days}
Repairs {☐ of repair attempts}
Time period {☐ of months} / {☐ of miles}
Does Lemon Law state nonconformity must continue to exist? {Y or N}

If applicable, safety-related repairs {☐ of repair attempts}
Safety-related time period {☐ of months} / {☐ of miles}

Number of repair attempts in the presumption period:	{☐ of repair attempts}
Total days out of service during the presumption period:	{☐ of Days}
Total days out of service during customer's ownership:	{☐ of Days}

Vehicle Meets Presumption of Lemon Law YES or 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.

{TEXT}

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable):** ☐{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.

Privileged and Confidential Information

CASE ASSESSMENT

By: Jessica Brown State: KY

Customer Name: [redacted] Service Request: 71-607976144 BBB Case No.: CHV0834917

Vehicle ID No.: 1G1AK52F757[redacted] In Service Date: 8/13/05 Vehicle is: New BAC Code: 112791

Year, Make ☐Model: 2005 Chevrolet Cobalt
Mileage at Time of BBB Filing: 44,000
Lien holder: GMAC☐ Other☐:
DVM Name: Robert McKinney
Phone/Cell Number:

Vehicle Purchased Used on: N/A
Sale Type: Purchase ☐ Lease☐ Other☐ :
CAM Name:
Phone Number:

VEHICLE REPAIR HISTORY

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

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

Power Steering unit keeps failing

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
26/09/06	364655	1	21,345	Cust sts: Squealing noise in steering wheel on turns. Dlr sts: Could not duplicate
05/06/07	378434	3	33,205	Cust sts: Steering wheel lockes up while driving. Dlr sts: Related to an aftermarket install equipment.
09/04/07	375406	4	30,665	Cust sts: Steering wheel locked and veh started shaking and engine light came on. Dlr sts: No problem found at this time
22/2/08	392822	☐	44,064	Cust sts: Steering wheel locked and veh started shaking and engine light came on. Dlr sts: No problem found at this time

Gear Shifter Locks Up

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/1/08	390395	8	42,118	Cust sts: clunking when put into gear. Dlr sts: ECM has stored codes. Trans pressure to high.Powertrain control module engine reprogramming with SPS. No longer clucks when put into gear.
9/1/08	390395	☐	42,118	Cust sts: While drving shifter will click power steering warning light will come on interior chime will chime power steering will stop working and veh will stall. Dlr sts: Unable to duplicate concern.

Transmission Jerks

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Hazard Lights Stay On

Date:	RO ☐:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/06/07	378434	☐	33,205	Cust sts: engine light came on.

				Dlr sts: Related to after market equment installed.
09/1/08	390395	☐	42,118	Cust sts: Found post converter oxygen sensor heater circuit has open replaced oxygen sensor. Also found EVAP purge solenoid has an intermittent open. Replaced puge valve.
22/2/08	392822	1	44,064	Cust sts: Engine light on. Dlr sts:SOP ordered special part. Ordered IP harness per gray dozier.
3/3/08	393302	3	44,548	Cust sts: Engine light on see goodwill. Dlr sts: Wiring harness replaced

Check Engine light stays On

Date:	**RO ☐:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	**RO ☐:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

☐ Other

Date:	**RO ☐:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

THE STATE LEMON LAW READS:

Days out of service: 20
Repairs 10
Time period 12/12,000
Does Lemon Law state nonconformity must continue to exist? NO

If applicable, safety-related repairs n/a
Safety-related time period n/a

Number of repair attempts in the presumption period:	20
Total days out of service during the presumption period:	20
Total days out of service during customer☐s ownership:	20

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.

CRS adv: I was speaking with the cust and the cust stated she does not want to file against GM she would like to files against the dlr ship. CRS adv: The cust she would need to contact the BBB and let them know she is not filing against GM you would like to file against the dlr ship. Cust sts: Ok I will contact them. CRS adv: The cust with the BBB ☐1-800-955-5100.

CRS FINAL OFFER:	NO	**DATE:** 3/13/08	**CUST {Accepted / Declined}**
Goodwill: n/a		**Attorney Fees (if applicable):** ☐{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.

ADR File Checklist

SR Number:71-607976144 **BBB Case:** CHV0834917
Customer:[redacted] **VIN:1G1AK52F757**[redacted]
Make/Model/Year: Chevrolet/Cobalt/2005 **In Service**: 8/13/05 **Mileage**: 44,000
Received Date: 3/3/08 **Day 15 Date:** 3/17/05 **Goes Active:**
Primary Concern: Power steering keeps failing etc

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

☒ **Initial Calls** (72 hrs):
- ☒ **Customer** **Completion Date/Time:** 3/3/08 / 4:15
- ☒ **Dealer Svc Mgr** **Completion Date/Time:** 3/3/08 / 4:53
- ☐ **Dealer Finance Mgr** **Completion Date/Time:** /
- ☒ **AVM** **Completion Date/Time: 3/6/08** / 3:42

☒ **Repair Orders Requested:** **Received:**

☒ **Sales Documents:** **Received:**

☒ **BARS / Finance Sheet**

☒ **Case Assessment** (by Day 14)**:**
- **Lemon Law Eligible:** **Yes** ☐ **No** ☒
- **Presumption:** **Yes** ☐ **No** ☒

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

☒ **Settlement / Goodwill Offered Date:**

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

☐ **Arbitration Date:**

☐ **Closing Activities:**
- **Settlement** **Completion Date/Time:** /
- **Executive Summary** **Completion Date/Time:** /
- **Close Siebel** **Completion Date/Time:** /

DVM: **Node/Box:**
Service Dealer: **Svc Mgr:**
Selling Dealer: **Contact:**

NOTES:

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

GM

CHECK **No.** [redacted]

50-937
213

DATE 06/11/08

AMOUNT

************8,750 DOLLARS ****00 CENTS ************8,750.00

PAY TO THE ORDER OF

[redacted]
SAN DIEGO CA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000103 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 06/11/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1AZ54F757[redacted]	06/10/08	VM 1-AFOR4P .71-608753782.1-AFOR4P	00.0000	8,750.00	.00	8,750.00
			TOTAL	8,750.00	.00	8,750.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

N3

June 4, 2008

William McGee, Esq.
The Law Offices of William R McGee
16855 W Bernardo Dr Ste 380
San Diego, CA 92127-1626

RE: [redacted] v. General Motors Corporation
Service Request: 71-608753782
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AZ54F757[redacted]
Customer Relationship Specialist: Summer Benford

Dear Mr. McGee:

Enclosed please find a check in the amount of $8,750.00 made payable to [redacted] Esq. 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

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $8750.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Cobalt bearing Vehicle Identification Number 1G1AZ54F757[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is _____on the date of the signing of this release.

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

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

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

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by [redacted]

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006

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

VIA FAX ONLY

April 24, 2008

William McGee, Esq.
The Law Offices of William R McGee
16855 W Bernardo Dr Ste 380
San Diego, CA 92127-1626

RE: [redacted]
Service Request: 71-608753782
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AZ54F757[redacted]
Customer Relationship Specialist: Summer Benford

Dear Mr. McGee:

We regret that your client(s) is dissatisfied with her 2005 Chevrolet Cobalt and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $ 8750.00.

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.

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.

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

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Cynthia/Summer State: CA

Customer Name: [redacted] Service Request: 71-608753782 GM Legal File No.: N/A

Vehicle ID No.: 1G1AZ54F757[redacted] In Service Date: 11/5/2006 Vehicle is: Used BAC Code: 114549

Year, Make ☐Model: 2005 Chevrolet Cobalt

Vehicle Purchased Used on: 11/05/06 at odometer 1,427

Lien holder: GMAC☐ Other☒: JP Morgan Chase Bank

Was TAC contacted for this vehicle (Y/N)? : N

DVM requests involvement?: N

Purchase Price of Vehicle: $ 11,495

VEHICLE REPAIR HISTORY

☒ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/22/07	226984	3	34,902	C/S Check engine light will come on while driving. / Vehicle has SES ignition code P0300 is current misfire cylinder ☐3, ☐☐4. **Found doc ID#1986740**. ☐Cleaned all fuel injectors and added fuel additive, corrected concern.
03/03/08	57893	2	44,893	C/S Check engine light on, missing badly stalling out. / Faulty ignition control module. ☐Replaced IC module. Towed.

☒ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/20/06	209473	4	2,556	C/S That she gets a message on the instrument cluster that states power steering and once that message appears the steering gets hard. C/S that she has turned the vehicle off before when it has happened and then when she turns it back on the message will go away and begin to work correctly. / Intermittent steering column contact, loss of power and steering assist fails. ☐Replaced steering column. Drive test vehicle and cleared all DTC☒

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/26/07	53375	**5***	34,990	C/S Driver side door inner door handle chrome peeling. ☐Replaced inside handle. C/S Passenger side door inner handle chrome peeling. ☐Replaced inside door handle. ***(**Customer was in 4 day rental**).**

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/26/07	53375	☐	34,990	C/S Check right head lamp assembly with water intrusion. ☐SPO.
11/26/07	54508	1	35,461	C/S Head lamp with water intrusion. / Sop headlamp here. ☐Replaced passenger side head lamp assembly.

☒ Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/22/07	226984	☐	34,902	C/S Vehicle will make a grinding noise while driving. / Check and diagnose both front hubs worn causing noise. ☐Replace both front hubs. Test drove tire noise still present. Tires cupped could cause tire noise. C/S Shocks feel soft when coming over bumps. / Test drove vehicle. **– No problem found at this time.**
10/26/07	53375	☐	34,990	C/S Check for a rattling noise coming from L/F wheel at slow speeds. ☐ Replaced both lower control arms, checked alignment (set toe). Replaced intermediate shaft.
02/20/08	302891	2	44,384	C/S Vehicle suspension is very bouncy at freeway speeds. / Test drove vehicle on freeway, suspension operating as designed. ☐**No correction made.** C/S Front suspension feels loose and is wearing tires on outside edge. / Perform systems check, no fault codes found at this time. Road test vehicle. ☐Unable to verify customer concern. **No correction made at this time.** **(RO from Allen Gwynn Chevrolet retained from atty. Docs).**

☐ Wheel/Tires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/26/07	54508	☐	35,461	C/S Check whining noise coming from driver side wheel at 30/35 mph. ☐ **NPF.- No problem found tire noise. Alignment recommended**.

THE STATE LEMON LAW READS:

Days out of service**: 30**
Repairs**: 4 plus direct notice**
Time period**: 18/18**
Does Lemon Law state nonconformity must continue to exist? **Not specified**
If applicable, safety-related repairs
Safety-related time period

Number of repair attempts in the presumption period:	**9**
Total days out of service during the presumption period:	17
Total days out of service during customer's ownership:	17

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

DVM Tony Masarweh did not respond to CRS acknowledgement voice mail left on 3/6/08.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:

RECOMMENDATION

CRS recommends cash 7k-10K inclusive; Vehicle is within presumption by one month, but out of warranty due to high mileage. Vehicle does not seem to meet presumption

- 2 engine repairs (1 during presumption)
- 1 steering
- 2 suspension repairs

RATIONALE

REASON FOR REMOVAL

CRS FINAL OFFER: 8750.00

DATE: 4/24/08

OFFER TO CUST: $ 6,000.00
ATTORNEY FEES: $ 2750.00
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND:

DATE:

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER 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.**

The Law Offices of

William R. McGee

Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9140, Fax: (858)485-9961
E-mail: LemonAtty@aol.com

FACSIMILE TRANSMISSION SHEET

PAGE 1 OF 2
(Including this cover sheet)

DATE: March 11, 2008

TO: Cynthia Reyes, Customer Relationship Manager

RE: [redacted]

FAX NO.: (866) 363-8695

FROM: William R. McGee, Esq.

MESSAGE: Cynthia,

Enclosed is the lien release you requested. I look forward to hearing from you soon.

If all pages are not received, or there is an error in transmission, please contact sender at (858)485-9140.

RELEASE OF LIEN INFORMATION

[redacted]

I [redacted]
(Client's Name) (Client's Social Security Number)

hereby authorize Chase Auto Finance
(Lien holder Name)

PO Box 78101 Phoenix AZ 85062-8101 (800) 336-66-75
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [redacted]
(Account Number)

with Chase Auto Finance
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 03/11/08

VEHICLE INFORMATION

The current vehicle mileage is 45,764 Date mileage read: 03/11/08

[redacted]
Signature Signature

REGISTRATION CARD VALID FROM: 12/08/2007 TO: 12/08/2008

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE ID	LICENSE NUMBER
CHEV	2005	2006	CV	120	11	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
4D	G	WX	1G1AZ54F757[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	OT FEE RECVD	MIC	STICKER ISSUED
AUTOMOBILE	10/30/07	19	10/30/07	8	N1744116

PR EXP DATE: 12/08/2007

AMOUNT PAID $ 134.00

REGISTERED OWNER

[redacted]

AMOUNT DUE	AMOUNT RECVD	
$ 134.00	CASH :	144.00
	CHCK :	
	CRDT :	
	CASH BACK :	10.00

LOS ANGELES
CA 90063

LIENHOLDER
JPMORGAN CHASE BK NA
PO BX 901033

FORT WORTH
TX 76101

H05 617 B1 0013400 0008 CS H05 10300 7 11 5WYN897 886

/

VEHID 57597886

[redacted]

LOS ANGELES CA [redacted]
HOME PHONE [redacted]
BUS. PHONE N/A EXT.
CELL PHONE N/A
PAGER N/A CODE
E-MAIL
05 CHEVROLET COBALT 44893

(OWNER)

SERIAL NO. 1G1AZ54F757[redacted]
CUSTOMER 305501
DELV. DATE 31JAN05
IN SERVICE 31JAN05
WAR.EXP.DATE
LICENSE NO. [redacted]
UNIT N/A
SA TREJO,MARCO A

Command? (Enter, *, N, VEH, CUST, ?) ....? 71-608753782

Cynthia

pg 1-7 HISTORY SNAPSHOT

8-14 RO DETAIL

```
*--- 1 of 3 - Dealer: OC-$ ----------------------------------------------------*
RO No: 57893     Opened: 03MAR08   Closed: 04MAR08   Mileage: 44893
Line Code: A  Booker: 3408          Comeback: N
Complaint: 110    CK ENGINE LIGHT ON-MISSING BADLY-STALLING OUT
Cause: J4410
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................
3408  3433  WGMP  110                   J4410
                                        PTS$    97.02 LBR$    51.82 MSC$    0.00
Line Code: B  Booker: 3408          Comeback: N
Complaint: 111    TOW
Cause: TOW
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................
3408  3433  WGMP  111                   TOW
                                        PTS$     0.00 LBR$     0.00 MSC$    0.00
3408        WGMP  9999                  NO DESCRIPTION
                                        PTS$     0.00 LBR$     0.00 MSC$   60.00
Line Code: C  Booker: 3408          Comeback: N
Complaint: 111    WGMP-DEDUCTIBLE $100.00
Cause:
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................
3408  3490  CDED  111                   WGMP-DEDUCTIBLE'

Press S#, Return for next page, EST#, ?, or E to Exit:
```

```
RO No: 57893      Opened: 03MAR08   Closed: 04MAR08   Mileage: 44893
                                          PTS$      0.00 LBR$      0.00 MSC$     0.00
3408        CDED  9997                    NO DESCRIPTION
                                          PTS$      0.00 LBR$      0.00 MSC$   100.00
Line Code: D  Booker: 3408            Comeback: N
Complaint: PSM    DEALER SUGGESTED PERFORMANCE SERVICE.CLEAN FUEL INJECTORS & TH
Cause:
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION.............................
3408  3433  C     PSM                    DEALER SUGGESTED PERFORMANCE SERVICE.CLE
                                         EAN FUEL INJECTORS & THROTTLE BODY,REPL
                                          FUEL FLTR, INSPECT AIR FLTR,ALL BELTS
                                         & HOSES TOP OFF ALL FLUID LEVELS ADJ TI
                                         RE PRESS COMPUTER SCAN ENG MANAGEMENT S
                                         YST FOR TROUBLE CODES ROAD TEST.
                                         PTS$     56.68 LBR$    191.65 MSC$     0.00
*--- 2 of 3 - Dealer: OC-S ----------------------------------------------------*
RO No: 54508      Opened: 26NOV07   Closed: 28NOV07   Mileage: 35461
Line Code: A  Booker: 3408            Comeback: N
Complaint: 110    R/F HEAD LAMP WITH WATER PETRUTION
Cause: B7288
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION.............................

Press B, S#, Return for next page, EST#, ?, or E to Exit:
```

```
RO No: 54508      Opened: 26NOV07   Closed: 28NOV07   Mileage: 35461
Line Code: A  Booker: 3408            Comeback: N
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION..............................
3408  3433  W40   110            53375   B7288
                                         PTS$   126.57 LBR$     25.13 MSC$     0.00
Line Code: B  Booker: 3408            Comeback: N
Complaint: 106    CK WINDING NOISE COMING FROM DRIVER SIDE WHEEL AT 30/35MPH
Cause: NPF
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION..............................
3408  4044  W40   NPF                    NO PROBLEM FOUND[TIRE NOISE]ALIGNEMENT R
                                         RECOMMENDED
                                         PTS$     0.00 LBR$      0.00 MSC$     0.00
Line Code: C  Booker: 3408            Comeback: N
Complaint: Z2173  AIR FILTER
Cause: Z2173
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION..............................
3408  3433  W40   Z2173                  AIR FILTER
                                         PTS$    12.38 LBR$      0.00 MSC$     0.00
Line Code: D  Booker: 3408            Comeback: N
Complaint: VIR    PERFORM FREE VEHICLE MULTI-POINT INSPECTION
Cause:

Press B, S#, Return for next page, EST#, ?, or E to Exit:
```

```
RO No: 54508      Opened: 26NOV07   Closed: 28NOV07   Mileage: 35461
Line Code: D  Booker: 3408            Comeback: N
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION..............................
3408  4044  CC    VIR                   PERFORM FREE VEHICLE MULTI-POINT INSPECT
                                        TION
                                        PTS$      0.00 LBR$      0.00 MSC$     0.00
        COMMENTS: RECOMMENDING-30000 MILES SERVICE-FUEL SYSTEM SE
                  RVICE-
*--- 3 of 3 - Dealer: OC-S -------------------------------------------------------*
RO No: 53375      Opened: 26OCT07   Closed: 02NOV07   Mileage: 34990
Line Code: A  Booker: 3408            Comeback: N
Complaint: 106    CK FOR A RATTLING NOISE COMING FROM L/F WHEEL AT SLOW SPEEDS
Cause: FE
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION..............................
3408  3437  W40   RELATED               RELATED TO LINE B
                                        PTS$      0.00 LBR$      0.00 MSC$     0.00
Line Code: B  Booker: 3408            Comeback: N
Complaint: 106    CK FRONT END BOTTOMING HARD WORSTH WHEN DRIVING OVER BUMPS
Cause: E3537
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION..............................
3408  3437  W40   106                   E3537

Press B, S#, Return for next page, EST#, ?, or E to Exit:
```

RO No: 53375 Opened: 26OCT07 Closed: 02NOV07 Mileage: 34990

PTS$ 277.90 LBR$ 217.83 MSC$ 0.00

Line Code: C Booker: 3408 Comeback: N
Complaint: 110 CK RIGHT FRONT HEAD LAMP ASSY WITH WATER PETRUTION
Cause: B4281

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
3408	3433	W40	SOP		SPECIAL ODER PART

PTS$ 0.00 LBR$ 0.00 MSC$ 0.00

Line Code: D Booker: 3408 Comeback: N
Complaint: 110 CK DRIVER SIDE DOOR INNERDOOR HANDLE CHROME PEELING
Cause: B4280

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
3408	3433	W40	110		B4281

PTS$ 0.00 LBR$ 25.13 MSC$ 0.00

Line Code: E Booker: 3408 Comeback: N
Complaint: 110 CK PASSANGER SIDE DOOR INNER DOOR HANDLE CHROME PEELING
Cause: B4280

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
3408	3433	W40	110		B4280

PTS$ 30.00 LBR$ 25.13 MSC$ 0.00

Line Code: F Booker: 3408 Comeback: N

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 53375 Opened: 26OCT07 Closed: 02NOV07 Mileage: 34990
Line Code: F Booker: 3408 Comeback: N
Complaint: 111 RENTAL
Cause: Z7904

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
3408	3433	W40	Z7904		4 DAY RENTAL			
					PTS$ 0.00	LBR$ 0.00	MSC$	0.00
3408		W40	9999		NO DESCRIPTION			
					PTS$ 0.00	LBR$ 0.00	MSC$	184.00

Press B, S#, EST#, ?, or E to Exit:

8

305501

57893

INVOICE

PAGE 1

Serving the community since 1922
Ostrom CHEVROLET
310 West Whittier Blvd. Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ostromchevrolet.com

[redacted]
LOS ANGELES, CA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 3408 MARCO A TREJO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	05	CHEVROLET COBALT	1G1AZ54F757[redacted]	[redacted]	44893/44893	T5893

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	DATE	PAYMENT	INV. DATE
31JAN05 IS			17:00 04MAR08			CASH	04MAR08

R.O. OPENED	READY	OPTIONS: ENG: 2.2_Liter_MFI_DOHC
14:01 03MAR08	15:27 04MAR08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK ENGINE LIGHT ON-MISSING BADLY-STALLING OUT
CAUSE: J4410
110 J4410
3433 WGMP
1 12580215 W-MODULE (N/C)
FC: (N/C)
PART#: 12580215
COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

44893 FAULTY IGNITION CONTROL MODULE [illegible] REPLACEDM IC MODULE
****

B TOW
CAUSE: TOW
111 TOW
3433 WGMP (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

SUBL HELMS&HILL INV#32938 TOW IN PO#34055
WGMP (N/C)
FC:
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****
C WGMP-DEDUCTIBLE $100.00

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. (I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.)

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CUSTOMER SIGNATURE

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

BAR #AL091721
EPA #CAD981685621

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INVOICE

PAGE 2

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Tel: (323) 728-9181
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[redacted]
LOS ANGELES, CA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 3408 MARCO A TREJO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	05	CHEVROLET COBALT	1G1AZ54F757[redacted]	[redacted]	44893/44893	T5893

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN05 IS			17:00 04MAR08			CASH	04MAR08

R.O. OPENED	READY	OPTIONS: ENG: 2.2_Liter_MFI_DOHC
14:01 03MAR08	15:27 04MAR08	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
111 WGMP-DEDUCTIBLE			
3490 CDED			
MISC DEDUCTIBLE		0.00	0.00
PO#57893			
CDED			
PARTS: 0.00 LABOR: 0.00 OTHER: 100.00 TOTAL LINE C:	100.00		100.00

****

D** DEALER SUGGESTED PERFORMANCE SERVICE, CLEAN FUEL INJECTORS & THROTTLE BODY, REPL FUEL FLTR, INSPECT AIR FLTR, ALL BELTS & HOSES TOP OFF ALL FLUID LEVELS ADJ TIRE PRESS COMPUTER SCAN ENG MANAGEMENT SYST FOR TROUBLE CODES. ROAD TEST.

PSM DEALER SUGGESTED PERFORMANCE SERVICE, CLEAN FUEL INJECTORS & THROTTLE BODY, REPL FUEL FLTR, INSPECT AIR FLTR, ALL BELTS & HOSES TOP OFF ALL FLUID LEVELS ADJ TIRE PRESS COMPUTER SCAN ENG MANAGEMENT SYST FOR TROUBLE CODES ROAD TEST.

3433 C					
1 006 EMISSION SYSTEM KIT			191.65	191.65	
1 60807 THROTTLE CLEANER		27.20	16.19	16.19	
1 22734988 FILTER		[illegible]	2.31	2.31	
PARTS: 56.68 LABOR: [illegible] OTHER: [illegible]		61.08	38.18	38.18	
TOTAL LINE D:				248.33	

44893 PSM 1.9 PSM

****

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

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DESCRIPTION	TOTALS
LABOR AMOUNT	191.65
PARTS AMOUNT	56.68
GAS, OIL, LUBR	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.00
TOTAL CHARGES	348.33
LESS INSURANCE	0.00
SALES TAX	4.68
PLEASE PAY THIS AMOUNT	353.01

X CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

BAR #AL091731
BPA #CAD081665621

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INVOICE

PAGE 1

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www.ostromchevrolet.com

[redacted]
LOS ANGELES, CA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 3408 MARCO A TREJO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	05	CHEVROLET COBALT	1G1AZ54F757[redacted]	[redacted]	35461/35461	T2497

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN05 IS			WAIT 26NOV07			CASH	26NOV07

R.O. OPENED	READY	OPTIONS:
11:24 26NOV07	12:23 26NOV07	ENG: 2.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A R/F HEAD LAMP WITH WATER PETRUTION
CAUSE: B7288
110 B7288
3433 W40
1 25784530 HEADLAMP (N/C)
FC: (N/C)
PART#: 25784530
COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

35461 SOP HEADLMAP HERE B7288 0.3 REMOVED PASSENGER SIDE HEADLAMP ASSEMBLY

****

B CK WINDING NOISE COMING FROM DRIVER SIDE WHEEL AT 30/35MPH
CAUSE: NPF
NPF NO PROBLEM FOUND [illegible]
RECOMMENDED
4044 [illegible]
FC: PART#: COUNT: 0 (N/C)
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C AIR FILTER
CAUSE: Z2173

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

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

X CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

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EPA #CAD981685621

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INVOICE

PAGE 2

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[redacted]
LOS ANGELES, CA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 3408 MARCO A TREJO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	05	CHEVROLET COBALT	1G1AZ54F757 [redacted]	[redacted]	35461/35461	T2497

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN05 IS			WAIT 26NOV07			CASH	26NOV07

R.O. OPENED	READY	OPTIONS:
11:24 26NOV07	12:23 26NOV07	ENG: 2.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	Z2173	AIR FILTER						
	3433	W40						
1	21999324	ELEMENT						(N/C)
	FC:							(N/C)
	PART#:	21999324						
	COUNT:	1						
	CLAIM TYPE:							
	AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D** PERFORM FREE VEHICLE MULTI-POINT INSPECTION
VIR PERFORM FREE VEHICLE MULTI-POINT INSPECTION
4044 CC 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

RECOMMENDING-30,000 MILES
SERVICE-FUEL SYSTEM SERVICE

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

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CUSTOMER SIGNATURE

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

BAR #AL091731
EPA #CAD981685621

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INVOICE

DUPLICATE 2
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[redacted]
LOS ANGELES, CA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 3408 MARCO A TREJO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	05	CHEVROLET COBALT	1G1AZ54F757[redacted]	[redacted]	34990/34990	T2186

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN05 IS			17:00 26OCT07			CASH	31OCT07

R.O. OPENED	READY	OPTIONS:
09:03 26OCT07	10:53 31OCT07	ENG: 2.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK FOR A RATTLING NOISE COMING FROM L/F WHEEL AT SLOW SPEEDS
CAUSE: FE
RELATED RELATED TO LINE B
3437 W40
FC: PART#: COUNT: 0 (N/C)
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

34990 LOWER CONTROL ARMS/INTERMEDIATE SHAFT E-3537 1.1, ADD .5+.2
ADJ. TOE, .2 ROAD TEST, OLH .6 REPLACED BOTH LOWER CONTROL ARMS, CHECKED
ALIGNMENT (SET TOE) SEE ATTACHED LIFTOUT, REPLACED INTERMEDIATE
SHAFT.

****

B CK FRONT END BOTTOMING HARD WORSTH WHEN DRIVING OVER BUMPS
CAUSE: E3537
106 E3537
3437 W40
1 15803768 ARM (N/C)
1 15803769 ARM RIGHT (N/C)
FC: (N/C)
PART#: 15803768
COUNT: 2
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

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

X CUSTOMER SIGNATURE

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

BAR #AL091731
BPA #CAD981685621

305501 53375

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DUPLICATE 2
PAGE 2

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Tel: (323) 726-9181
www.ostromchevrolet.com

[redacted]
LOS ANGELES, CA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 3408 MARCO A TREJO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	05	CHEVROLET COBALT	1G1AZ54F757[redacted]	[redacted]	34990/34990	T2186

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN05 IS			17:00 26OCT07			CASH	31OCT07

R.O. OPENED	READY	OPTIONS:
09:03 26OCT07	10:53 31OCT07	ENG: 2.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

C CK RIGHT FRONT HEAD LAMP ASSY WITH WATER PETRUTION
CAUSE: B4281
SOP SPECIAL ORDER PART
3433 W40 (N/C)
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D CK DRIVER SIDE DOOR INNERDOOR HANDLE CHROME PEELING
CAUSE: B4280
110 B4281
3433 W40 (N/C)
1 22722753 BEZEL (N/C)
FC:
PART#: 22722753
COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

34990 DOOR HANDLE PEELING B4281 0.3 REPLACED INSIDE HANDLE

****

E CK PASSANGER SIDE DOOR INNER DOOR HANDLE CHROME PEELING
CAUSE: B4280
110 B4280
3433 W40 (N/C)

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

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CUSTOMER SIGNATURE

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

BAR #AL091731
BPA #CAD981686621

14

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[redacted]
LOS ANGELES, CA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 3408 MARCO A TREJO

COLOR	YEAR	MARK/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	05	CHEVROLET COBALT	1G1AZ54F757[redacted]	[redacted]	34990/34990	T2186

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	DATE	PAYMENT	INV. DATE
31JAN05 IS			17:00 26OCT07			CASH	31OCT07

R.O. OPENED	READY	OPTIONS:
09:03 26OCT07	10:53 31OCT07	ENG: 2.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
1 22722752 BEZEL			(N/C)
FC:			
PART#: 22722752			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			

PARTS: 0.00 LABOR: 0.00 [illegible] 00 TOTAL LINE E: 0.00

34990 DOOR HANDLE PEELING B4280 0.3 REPLACED INSIDE DOOR HANDLE

****

F RENTAL
CAUSE: Z7904
Z7904 4 DAY RENTAL
3433 W40 (N/C)
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

SUBL ENTERPRISE 335545 PO31509
W40 (N/C)
FC:
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

****

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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CUSTOMER SIGNATURE

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

BAR #AL091731
BPA #CAD981685621

General Motors Business Resource Center

FAX

From: Bill McGee
Company:
Fax: 8584859961
Phone:

To: Summer Benford
Fax: 866-485-8250
Phone: 866-790-5700 x 41065
E-mail:

cc:

NOTES:

General Motors Corporation
Business Resolution Center
[illegible]
Detroit, MI 48[illegible]

VIA FAX ONLY

April 24, 2008

William McGee, Esq.
The Law Offices of William R McGee
16855 W Bernardo Dr Ste 380
San Diego, CA 92127-1626

RE: [redacted]
Service Request: 71-608753782
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AZ54F757[redacted]
Customer Relationship Specialist: Summer Benford

Dear Mr. McGee:

We regret that your client(s) is dissatisfied with her 2005 Chevrolet Cobalt and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $ 8750.00.

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.

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.

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
V04032008

Attach.

Su Rhim

[redacted]

for Client's Signature

Client's Signature

4/24/08

Date

Date

Law Offices of
William R. McGee
Serving California Residents For 19 Years
www.CaliforniaLemonLawAttorneys.com
16855 West Bernardo Drive, Suite 380
San Diego, CA 92127

MAR 0 3 2008

General Motors Corporation
Business Resource Center
c/o MSX International
1919 Concept Drive
Warren, MI 48091

The Law Offices of

William R. McGee

Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9332, Fax: (858)485-9961
E-mail: Experts4u@aol.com

February 27, 2008

General Motors Corporation
Business Resource Center
c/o MSX International
1919 Concept Drive
Warren, MI 48091

Re: [redacted]
2005 Chevrolet Cobalt
VIN: 1G1AZ54F757[redacted]

Dear Gentlemen:

Please be advised that this law firm has been retained by [redacted] to enforce her legal rights regarding the purchase of the above identified vehicle. The purpose of this letter is to set forth the facts of this case, cite the applicable law and attempt to resolve this matter as quickly and efficiently as possible.

[redacted] purchased her 2005 Chevrolet Cobalt on or about November 5, 2006. The vehicle was sold "used" with 1,427 mile and came with the balance of the 3 year/36,000 mile factory limited warranty. [redacted] was understandably excited about her 2005 Chevrolet Cobalt, feeling that she had made a quality choice for her driving needs and enjoyment. (A copy of the purchase contract is enclosed for your reference.) [redacted] anticipation, excitement and confidence, however, have turned to disappointment and frustration due to warranty nonconformities which have substantially impaired the vehicle to her. This is not what [redacted] was promised nor bargained-for when she purchased her 2005 Chevrolet Cobalt.

The subject vehicle has suffered from serious defects and nonconformities to warranty, including, but not limited to: *four (4) separate repair attempts* for the suspension system, *two (2) separate repair attempts* for the steering system with complete loss of power steering, *one (1) repair attempt* for failed wheel hubs, and *two (2) separate repair attempts* for headlamp water seal failure. Copies of the relevant repair orders in [redacted] possession are enclosed for your review.

[redacted] cannot continue to deal with this problematic vehicle and her commendable patience has expired. Accordingly, [redacted] is herein demanding her entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 et seq., which provides:

> If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . . However, the buyer shall be free to elect restitution in lieu of replacement.
>
> (B) In the case of restitution, the manufacturer shall make restitution in the amount equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options . . . and including any collateral charges such as sales tax, license fees, registration fees and other official fees, plus any incidental damages . . . including but not limited to reasonable repairs, towing and rental car costs actually incurred by the buyer.

Civ. Code § 1793.2(d)(2) (emphasis added).

The Lemon Law goes on to state:

> (a) Any buyer of consumer goods who is damaged by a failure to comply with any obligation under this chapter or under an implied or express warranty or service contract, may bring an action for recovery of damages and other legal and equitable relief. . . .
>
> (c) If the buyer establishes that the failure to comply was willful, the judgment may include, in addition to the amounts recovered, a civil penalty which shall not exceed two times the amount of actual damages. . . .
>
> (d) If the buyer prevails in an action under this section, the buyer shall be allowed by the court to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorneys' fees, determined by the court to

> have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Civ. Code § 1794 (emphasis added).

In light of the facts of this case as applied to the Lemon Law, there is no doubt that General Motors Corporation is obligated to make restitution to [redacted] for the "lemon" which was sold to her. In light of the facts of this case where liability is clear, further denial of your obligations under the Lemon Law can only be described as "willful," triggering the civil penalty provision quoted above.

[redacted] is willing to litigate this matter, however, she would prefer to resolve it short of filing a lawsuit. Furthermore, I believe it is also in General Motors Corporation's best interests to settle this dispute rather than defending a lawsuit which it will ultimately lose and face the concomitant penalties and expenses which that defense will necessarily entail, including interest and legal fees.

At this time, [redacted] is willing to return the subject vehicle to General Motors Corporation and settle this matter for a repurchase of the subject vehicle, including restitution in the following amount:

Down payment	$1,000.00
Monthly payments (16 including 3/20/08)	5,109.44
2007/2008 registration fee (prorated)	TBD
Less use of 1,127 NET miles	(108.14)
Attorney's fees	2,750.00
SUBTOTAL:	$8,751.30

In addition, it will be required that General Motors Corporation satisfy the outstanding balance owing to the lien holder of the subject vehicle. Please give this demand the serious consideration it deserves. If I do not hear from you by March 27, 2008, I shall assume that General Motors Corporation is denying its obligations under the law and Rosa Espinoza De Silva will be left with no choice but to initiate legal proceedings.

Thank you for your prompt attention to this matter.

Very truly yours,

WILLIAM R. McGEE

Enclosures
cc: [redacted]

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE INTEREST FINANCE CHARGE

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number _____

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted]	[illegible]

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
					☐ personal, family or household ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ [illegible]
[illegible] %	$ [illegible] (e)	$ [illegible]	$ [illegible] (e)	$ [illegible] (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due.
One Payment of	N/A	[illegible]
One Payment of	N/A	[illegible]
Payments	[illegible]	Monthly, Beginning [illegible]
Payments	N/A	Monthly, Beginning
One Final Payment	[illegible]	[illegible]

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price
   - A. Cash Price of Motor Vehicle and Accessories $ 11495.00 (A)
     - 1. Cash Price Vehicle $ 11495.00
     - 2. Cash Price Accessories $ [illegible]
     - 3. Other (Nontaxable)
       - Describe [illegible] $ N/A
       - Describe [illegible] $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Theft Deterrent Device $ N/A (D)
   - E. Theft Deterrent Device $ N/A (E)
   - F. Surface Protection Product $ N/A (F)
   - G. Surface Protection Product $ N/A (G)
   - H. Sales Tax (on taxable items in A through G) $ 752.05 (H)
   - I. Optional DMV Electronic Filing Fee* $ N/A (I)
   - J. (Optional) Service Contract (to whom paid)* GAP $ 595.00 (J)
   - K. (Optional) Service Contract (to whom paid)* N/A $ N/A (K)
   - L. Prior Credit or Lease Balance paid by Seller to [illegible] $ 3800.00 (L)
     (see downpayment and trade-in calculation)
   - M. (Optional) Gap Contract (to whom paid)* [illegible] $ [illegible] (M)
   - N. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (N)
   - O. Other (to whom paid)* [illegible] $ N/A (O)
     For [illegible]

   Total Cash Price (A through O) $ [illegible] (1)

2. Amounts Paid to Public Officials

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. 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.

Vehicle Insurance

	Term	Premium
$ [illegible] Ded. Comp., Fire & Theft	[illegible] Mos.	$ [illegible]
$ [illegible] Ded. Collision	[illegible] Mos.	$ [illegible]
Bodily Injury $ [illegible] Limits	[illegible] Mos.	$ [illegible]
Property Damage $ [illegible] Limits	[illegible] Mos.	$ [illegible]
Medical [illegible]	[illegible] Mos.	$ [illegible]
[illegible]	[illegible] Mos.	$ [illegible]
Total Vehicle Insurance Premiums		$ [illegible]

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X _____
Co-Buyer X [redacted]
Seller X _____

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	[illegible] Mos.	[illegible]	$ [illegible]
Credit Disability	[illegible] Mos.	[illegible]	$ [illegible]
Total Credit Insurance Premiums			$ [illegible] (2)

Insurance Company Name [illegible]
Home Office Address [illegible]
N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life 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 is based on your original payment schedule. This insurance may not pay all you owe on the contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages

Total Cash Price (A through O) $ _____ (1)

2. Amounts Paid to Public Officials

A. License Fees $ _____ (A)

B. Registration/Transfer/Titling Fees $ _____ (B)

C. California Tire Fees* $ _____ (C)

D. Other _____ $ _____ (D)

E. Other _____ $ _____ (E)

Total Official Fees (A through E) $ _____ (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b)* $ _____ (3)

4. Smog Certification or Exemption Fee Paid to State $ _____ (4)

5. Subtotal (1 through 4) $ _____ (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr _____ Make _____ $ _____ (A)

Model _____ Odom _____

VIN _____

B. Less Prior Credit or Lease Balance $ _____ (B)

C. Net Trade-In (A less B) (indicate if a negative number) $ _____ (C)

D. Deferred Downpayment $ _____ (D)

E. Manufacturer's Rebate $ _____ (E)

F. Other _____ $ _____ (F)

G. Cash $ _____ (G)

Total Downpayment (C through G) $ _____ (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 11, above)

7. Amount Financed (5 less 6) $ _____ (7)

*Seller may keep part of these amounts.

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From _____

Amount $ _____ Finance Charge $ _____

Total $ _____ Payable in _____

Installments of $ _____ $ _____

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ **Name of autobroker receiving fee, if applicable:**

_____

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

X _____ Buyer X _____ Co-Buyer

that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

You want to buy the credit insurance.

_____ X _____ _____

Date Buyer Signature Age

_____ X _____ _____

Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1M. See your gap contract for details on the protection it provides. It is a part of this contract.

Term _____ Mos _____

Name of Gap Contract

You want to buy a gap contract

Buyer X _____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1J and/or 1K above.

1J Company _____

Term _____ Mos. or _____ Miles

1K Company _____

Term _____ Mos. or _____ Miles

Buyer X _____

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X _____

Co-Buyer Signs X _____

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before _____, Year _____ SELLER'S INITIALS _____

[illegible]

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X _____ Co-Buyer X N/A

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X _____

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

[illegible]

instalment of $ _____ $ _____
from this Loan is shown in item 6D

writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X _____

Co-Buyer Signs X _____

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

X _____ Buyer X _____ Co-Buyer

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____, Year _____. SELLER'S INITIALS _____

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X _____ Co-Buyer X _____

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X _____

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

THERE IS NO COOLING OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.
However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than $40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a motorcycle or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted] Date 11/05/06 Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on the contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default, and notice of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____

Address _____ Address _____

Seller Signs _____ Date _____ By X _____ Title _____

LAW FORM NO. 553-CA [illegible]

CUSTOMER / TRUTH IN LENDING COPY

DMV CALIFORNIA DMV

DRIVER LICENSE

CLASS:C

[redacted]

ANGELES CA [redacted]

[redacted]

X:F HAIR:BRN EYES:BRN

5-03 WT:175 DOB:06-14-64

08/02/2005 617 C4 FD/18

MIKE HERNANDEZ

CAMINO REAL CHEVROLET

2401 SO. ATLANTIC BLVD
MONTEREY PARK, CA 91754

(626) 264-3050
AT POMONA FRWY

GM QUALITY SERVICE PARTS

B.A.R. REG. NO. AM052719 E.P.A. NO. CAD981084832

SE HABLA ESPAÑOL

CUSTOMER NO. 252115	ADVISOR MARVIN MONGE	TAG NO. 558 6783	INVOICE DATE 12/04/06	INVOICE NO. CVCS209473
[redacted]	LABOR RATE 80.00	LICENSE NO.	MILEAGE 2,556	COLOR VICTORY RED	STOCK NO. 252115
LOS ANGELES, CA [redacted]	YEAR/MAKE/MODEL 05/CHEVROLET/COBALT/4DR SDN LT		DELIVERY DATE 11/05/06	DELIVERY MILES 1,427
	VEHICLE I.D. NO. 1G1AZ54F757[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	PO NO.	R.O. DATE 11/20/06	
[redacted]	COMMENTS			MO: 2556

LABOR & PARTS----------

J# 1.02CV2 [redacted]

CUSTOMER STATES THAT SHE GET'S A MESSAGE ON THE INSTRUMENT CLUSTER THAT STATES POWERSTEERING AND ONCE THAT MESSAGE APPEARS THE STEERING GET'S HARD. CUSTOMER STATES THAT SHE HAS TURNED THE VEHICLE OFF BEFORE WHEN IT HAS HAPPENED AND THEN WHEN SHE TURNS IT BACK ON THE MESSAGE WILL GO AWAY AND BEGIN TO WORK CORRECTLY. CHECK AND ADVISE.
INSPECTED AND FOUND AND INTERMITANT STEERING COLUMN CONTACT LOSS OF POWER AND THE STEERING ASSIST FAILS.
REPLACED THE STEERING COLUMN ON THE VEHICLE. TEST DROVE THE VEHICLE TO VERIFY REPAIRS AND FOUND THAT IT IS WORKING OK NOW.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	15914408	COLUMN KI 6.518			
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

[redacted]

++++++++++++++++ COURTESY RENTAL ++++++++++++++++
REQUIRES SERVICE MANAGER APPROVAL.....DATE....TIME.....
REASON
HOW MANY DAYS

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

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		WARRANTY
JOB # 2	87907	261312	12/04/06	RENTAL		
					TOTAL - SUBLET	0.00

COMMENTS----------
DORA 12-04

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK.

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

 CUSTOMER COPY (CONTINUED ON NEXT PAGE) 09:53am

MAE HERNANDEZ

CAMINO REAL CHEVROLET

[illegible] SO. ATLANTIC BLVD
MONTEREY PARK, CA 91754

[illegible]
AV [illegible]

GM QUALITY SERVICE PARTS

B.A.R. REG. NO. AN352719 E.P.A. NO. CADC01504652

SE HABLA ESPANOL

252115	ADVISOR: MARVIN MONGE		TAG NO: 558 6783	INVOICE DATE: 12/04/06	INVOICE NO: CVC5209473
[redacted]	LABOR RATE: 80.00	LICENSE NO	MILEAGE: 2,556	COLOR: VICTORY RED	STOCK NO: 252115
LOS ANGELES, CA [redacted]	CAR / MAKE / MODEL: 05/CHEVROLET/COBALT/4DR SDN LT			DELIVERY DATE: 11/05/06	DELIVERY MILES: 1,427
	VEHICLE ID NO: 1 G 1 A Z 5 4 F 7 5 7 [redacted]			SELLING DEALER NO	VERIFICATION DATE
	F.T.E. NO	P.O. NO.		R.O. DATE: 11/20/06	
[redacted]	COMBALNTD				MO: 2556

TOTALS----------

CASHIERED BY ..... INVOICED BY .....

CASH [ ] CHECK[ ] # .....

A/R [ ] TEX [ ] GM CARD [ ]

VISA [ ] M/C [ ] DISC [ ] AM EX[ ]

EXTEND CONTRACT [ ] CO .....

SHPP CONTRACT [ ] AUTH # .....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK.

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

OK TO RELEASE VEHICLE

 CUSTOMER COPY [END OF INVOICE] 09:53am

CAMINO REAL CHEVROLET

B.A.R. REG NO [illegible] E.P.A. NO. CA051 [illegible]

SE HABLA ESPAÑOL

252115

[redacted]

LOS ANGELES, CA [redacted]

[redacted]

ADVISOR: JERRY QUIROZ	586	8060	10/24/07	CVCS226964
		34,902	VICTORY RED	252115
05/CHEVROLET/COBALT/4DR-SDN-LTZ			11/05/06	1,427
1G1AZ54F757[redacted]				
			10/22/07	

COMMENTS

MO: 34902

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK.

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____ CUSTOMER SIGNATURE

LABOR & PARTS..... WARRANTY

JOB # 1 02CVZ TUNE UP HOURS: TECH(S):602

CUSTOMER STATES CHECK ENGINE LIGHT WILL COME ON WHILE DRIVING CHECK AND ADVISE
P0300 IS CURRENT MISSFIRE CYLINDER 3,4.
FOUND DOC #1986740 CLEANED FUEL INJECTORS AND ADDED FUEL TO CORRECT CONCERN

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	88861802	CLEANER 8.800			WARRANTY
JOB # 1	1	88861011	CLEANER 8.800			WARRANTY
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 SUSPENSION/STEERING HOURS: TECH(S):163 WARRANTY

CUSTOMER STATES VEHICLE WILL MAKE A GRINDING NOISE WHILE DRIVING CHECK AND ADVISE
BOTH FRONT HUBS WORN CAUSING NOISE
REPLACED BOTH FRONT HUBS TEST DROVE VEHICLE TESTED OK. TIRE NOISE STILL PRESENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	2	22701516	BEARING 6.311			WARRANTY
					JOB # 2 TOTAL PARTS	0.00
					JOB # 2 TOTAL LABOR & PARTS	0.00

JOB # 3 02CVZSHOCKS OK SHOCKS HOURS: TECH(S):163 WARRANTY

CUSTOMER STATES SHOCKS FEEL SOFT WHEN COMMING OVER
BOTH CHECK AND ADVISE
TEST DRIVE VEHICLE NO PROBLEM FOUND AT THE TIME

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

JOB # 4 13CVZC3 C TRANS FLUSH HOURS: 1.00 TECH(S):163 80.00

PERFORM C PACKAGE TRANSMISSION FLUSH

FLUSHED TRANSMISSION COMPLETE AND TORQUE CONVETER AND CONDITIONED FLUID WITH GRANITIZE TRANSMISSION CONDITIONER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
Job # 4	1	5535	TRANS/FLU	41.62	32.95	32.95
					JOB # 4 TOTAL PARTS	32.95
					JOB # 4 TOTAL LABOR & PARTS	112.95

JOB # 5 30CVZSCR3 WARR COURT RENTAL HOURS: TECH(S):252 WARRANTY

++++++++++++++++ COURTESTY RENTAL ++++++++++++++++
REQUIRES SERVICE MANAGER APPROVAL.....DATE....TIME.....
REASON
HOW MANY DAYS

 CUSTOMER COPY (CONTINUED ON NEXT PAGE) 01:34pm

CAMINO REAL CHEVROLET

SE HABLA ESPAÑOL

252115

[redacted]

LOS ANGELES, CA [redacted]

ADVISOR				
JERRY QUIROZ	586 8060	10/24/07	CVCS226964	
		34,902	VICTORY RED	252115
YEAR-MAKE-MODEL				
05/CHEVROLET/COBALT/4DR SDN LT2		11/05/06	1,427	
1G1AL54F7557 [redacted]		10/22/07		

[redacted]

MO: 34902

PARTS	QTY	PART NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
			JOB # 5 TOTAL PARTS		0.00
			JOB # 5 TOTAL LABOR & PARTS		0.00

JOB # 6 10CVZ03 DIAG03 HOURS: TECH(S):602 WARRANTY

CUSTOMER STATES FRONT PASSENGER INNER DOOR HANDLE IS PEELING

SPECIAL ORDER PART

PARTS	QTY	PART NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
			JOB # 6 TOTAL PARTS		0.00
			JOB # 6 TOTAL LABOR & PARTS		0.00

SUBLET	9750	10/24/07 RENTAL		WARRANTY
			TOTAL - SUBLET	0.00

G.O.G. & SUPPLIES

JOB # 4	12.0	TRANSMISSION FLUID PER QT @ 3.319 /UNIT		39.83
			TOTAL - GOG	39.83

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1.60 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $160.00 (+TAX) ON 10/22/07 AT 02:49pm
BY ROSA I ESPINOSA DE SI COMMENTS TRANS FLUSH

COMMENTS

10-24-07

OK TO RELEASE VEHICLE

OK TO RELEASE VEHICLE

CASHIERED BY ..... INVOICED BY .....

CASH [ ] CHECK [ ] # .....

A/R [ ] TEX [ ] GM CARD [ ]

DISC [ ] M/C [ ] DISC [ ] AM EX [ ]

[ ] CONTRACT [ ] CO .....

[ ] CONTRACT [ ] AUTH # .....

TOTAL LABOR....	80.00
TOTAL PARTS....	32.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	39.83
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	6.00
TOTAL INVOICE $	158.78

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK.

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____ CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

sergio
maria departamento
de servicio

OCT 2 4 2007

Cash

CUSTOMER COPY

END OF INVOICE 10:34am

305501

53375

INVOICE

PAGE 1

Serving the community since 1928

Ostrom CHEVROLET

310 West Whittier Blvd. Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ostromchevrolet.com

[redacted]
LOS ANGELES, CA [redacted]
HOME [redacted] BUS:

SERVICE ADVISOR: 3408 MARCO A TREJO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	05	CHEVROLET COBALT	1G1AZ54F757[redacted]	[redacted]	34990/34990	T2186

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN05 IS			17:00 26OCT07			CASH	29OCT07

R.O. OPENED	READY	OPTIONS:
09:03 26OCT07	11:54 29OCT07	ENG:2.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK FOR A RATTLING NOISE COMING FROM L/F WHEEL AT SLOW SPEEDS
CAUSE: FE
RELATED RELATED TO LINE B
3437 W40 (N/C)
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 [illegible] .00 TOTAL LINE A: 0.00

34990 LOWER CONTROL ARMS/INTERMEDIAT [illegible] 1.1 ADD .5 .2
ADJ.TOE, .2 ROAD TEST OLH .6 REPLACED [illegible] ONTROL ARMS, CHECKED
ALIGNMENT (SET TOE) SEE ATTACHED [illegible] ACED INTERMEDIATE
SHAFT.
****

B CK FRONT END BOTTOMING HARD WORSTH WHEN DRIVING OVER BUMPS
CAUSE: E3537
106 E3537
3437 W40 (N/C)
1 158037[illegible] (N/C)
1 1580376[illegible] (N/C)
FC:
PART#: 15803768
COUNT: 2
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
****

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

X CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY

BAR #AL091731
EPA #CAD981685621

305501 53375

INVOICE

PAGE 2

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Ostrom CHEVROLET

310 West Whittier Blvd. Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ostromchevrolet.com

[redacted]
LOS ANGELES, CA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 3408 MARCO A TREJO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	05	CHEVROLET COBALT	1G1AZ54F757[redacted]	[redacted]	34990/34990	T2186

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN05 IS			17:00 26OCT07			CASH	29OCT07

R.O. OPENED	READY	OPTIONS: ENG:2.2_Liter_MFI_DOHC
09:03 26OCT07	11:54 29OCT07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

C CK RIGHT FRONT HEAD LAMP ASSY WITH WATER PETRUTION
CAUSE: B4281
SOP SPECIAL ORDER PART
3433 W40 (N/C)
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 [illegible] .00 TOTAL LINE C: 0.00

****

D CK DRIVER SIDE DOOR INNERDOOR HAND[illegible] CHROME [illegible]ING
CAUSE: B4280
110 B4281
3433 W40 (N/C)
1 22722753 BEZEL (N/C)
FC:
PART#: 2[illegible]53
COUNT:
CLAIM T[illegible]
AUTH COD[illegible]

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

34990 DOOR HANDLE PEELING B4281 0 3 REPLACED INSIDE HANDLE
****

E CK PASSANGER SIDE DOOR INNER DOOR HANDLE CHROME PEELING
CAUSE: B4280
110 B4280
3433 W40 (N/C)

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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CUSTOMER SIGNATURE

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY

BAR #AL091731
EPA #CAD981665621

305501 53375

37587

INVOICE

PAGE 3

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Ostrom CHEVROLET

310 West Whittier Blvd. Montebello, CA 90640-5324
Tel: (323) 726-9181
www.ostromchevrolet.com

[redacted]
LOS ANGELES, CA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 3408 MARCO A TREJO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	05	CHEVROLET COBALT	1G1AZ54F757[redacted]	[redacted]	34990/34990	T2186

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN05 IS			17:00 26OCT07			CASH	29OCT07

R.O. OPENED	READY	OPTIONS:
09:03 26OCT07	11:54 29OCT07	ENG:2.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

1 22722752 BEZEL (N/C)
FC:
PART#: 22722752
COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 [illegible] 00 TOTAL LINE E: 0.00

34990 DOOR HANDLE PEELING B4280 0.3 REPLACED INSIDE DOOR HANDLE

****

F RENTAL
CAUSE: Z7904
Z7904 4 DAY RENTAL
3433 W40 (N/C)
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

SUBL ENTERPRISE 335545 PO31509
W40 (N/C)
FC:
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

****

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

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CUSTOMER SIGNATURE

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY

BAR #AL091731
EPA #CAD981685621

305501 54508

INVOICE

PAGE 1

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310 West Whittier Blvd. Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ostromchevrolet.com

[redacted]
LOS ANGELES, CA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 3408 MARCO A TREJO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	05	CHEVROLET COBALT	1G1AZ54F757[redacted]	[redacted]	35461/35461	T2497

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN05 IS			WAIT 26NOV07			CASH	26NOV07

R.O. OPENED	READY	OPTIONS:
11:24 26NOV07	12:23 26NOV07	ENG:2.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A R/F HEAD LAMP WITH WATER PETRUTION
CAUSE: B7288
110 B7288
3433 W40 (N/C)
1 25784530 HEADLAMP (N/C)
PC:
PART#: 25784530
COUNT: 1
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

35461 SOP HEADLMAP HERE B7288 0.3 RE[illegible]GER SIDE HEADLAMP ASSEMBLY

****

B CK WINDING NOISE COMING FROM DRIVER SIDE WHEEL AT 30/35MPH
CAUSE: NPF
NPF NO PROB[illegible]
RECOMM[illegible]
4044 (N/C)
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C AIR FILTER
CAUSE: Z2173

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I-ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. (") HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS.")

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CUSTOMER SIGNATURE

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY

BAR #AL091731
EPA #CAD981685621

305501 54508

INVOICE

PAGE 2

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310 West Whittier Blvd. Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ostromchevrolet.com

[redacted]
LOS ANGELES, CA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 3408 MARCO A TREJO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	05	CHEVROLET COBALT	1G1AZ54F757[redacted]	[redacted]	35461/35461	T2497

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JAN05 IS			WAIT 26NOV07			CASH	26NOV07

R.O. OPENED	READY	OPTIONS:
11:24 26NOV07	12:23 26NOV07	ENG:2.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
22173 AIR FILTER			
3433 W40			(N/C)
1 21999324 ELEMENT			(N/C)
FC:			
PART#: 21999324			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D** PERFORM FREE VEHICLE MULTI-POINT INSPECTION
VIR PERFORM FREE VEHICLE MULTI-POINT INSPECTION
4044 CC 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

RECOMMENDING-3 [illegible]
SERVICE-FUEL S[illegible] RV [illegible]

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

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

X CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY

BAR #AL091731
EPA #CAD981685621

ALLEN GWYNN CHEVROLET

1400 S.BRAND BOULEVARD GLENDALE, CA 91204

Phone (818) 240-0000 • Fax (818) 240-1625

RO Number: 302891
Service Advisor: 404
Status: Tag Number: 5273
Ticket Date: 2/20/2008
Cash Out Date: 2/21/2008
Veh Sold Date:
Warranty Cash Out Date:

Proposed Date - Time Completed: 2/20/2008 5:00 PM

Customer Information Number: 164042
[redacted]
LOS ANGELES CA [redacted]
Home [redacted]
Cell [redacted]

Stock Number:
Yr: 05 Make: CHEVROLET Serial Numbers
Model COBALT VIN: 1G1AZ54F757[redacted]
Plate #
Color: RED Type: C

Mileage In 44384
Mileage Out

Internal

Mech. Number	Rpr Nbr	Requested Repair Description	Item Type
489	1	- CHECK AND ADVISE GMPP. CUSTOMER REPORTS VEHICLE SUSPENSION IS VERY BOUNCY AT FREEWAY SPEEDS CAUSE: TEST DROVE VEHICLE ON FREEWAY, SUSPENSION OPERATING AS DESIGN. CORRECTION: NO CORRECTION MADE.	O
489	2	- CHECK AND ADVISE GMPP. CUSTOMER REPORTS FRONT SUSPENSION FEELS LOOSE AND IS WEARING TIRES ON OUTSIDE EDGE CAUSE: PERFORM SYSTEMS CHECK. NO FAULT CODES FOUND AT THIS TIME. ROAD TEST VEHICLE, UNABLE TO VERIFY CUSTOMER CONCERN. CORRECTION: NO CORRECTION MADE AT THIS TIME.	O
489	3	- PERFORM GENERAL MOTORS MULTI- POINT INSPECTION CAUSE: RECOMMENDATIONS: BASIC MAINTNANCE, FRONT END ALIGNMENT. CUSTOMER ADVISED. CUSTOMER DECLINED. CORRECTION: FRONT BRAKE LOWEST MEASUREMENT __4__ MM REAR BRAKE LOWEST MEASUREMENT __4__ MM TREAD DEPTH IN 32NDS LEFT FRONT __4__ RIGHT FRONT __4__ LEFT REAR __4__ RIGHT REAR __4__.	O

PAID
FEB
Per VC

ALLEN GWYNN CHEVROLET

1400 S.BRAND BOULEVARD GLENDALE, CA 91204

Phone (818) 240-0000 • Fax (818) 240-1625

RO Number: 302891
Service Advisor: 404
Status:
Tag Number: 5273
Ticket Date: 2/20/2008
Cash Out Date: 2/21/2008
Veh Sold Date:
Warranty Cash Out Date:

Proposed Date - Time Completed: 2/20/2008 5:00 PM

Customer Information **Number:** 164042

[redacted]
LOS ANGELES CA [redacted]
Home [redacted]
Cell [redacted]

Stock Number:
Yr: 05 Make: CHEVROLET **Serial Numbers**
Model COBALT VIN: 1G1AZ54F757[redacted]
Plate #
Color: RED Type: C

Mileage In 44384
Mileage Out

Customer Pay Totals

Discount Amount:	$0.00	Freight Total:	$0.00	Sales Tax:	$0.00	Total Deduct:	$0.00
Parts Total:	$0.00	Sublet Total:	$0.00	Second Sales Tax:	$0.00		
Labor Total:	$0.00	** Other Charges:	$0.00	Deposit:	$0.00	Total:	$0.00

1: Cash $0.00 NG
2: $0.00
3: $0.00

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above, unforeseen complications not withstanding. If the automobile is returned to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended. YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST. SIGN.
X_____

B.A.R. # AB004535
E.P.A. # CAD028246569

Estimate

Emp #	Parts	Labor	Total
404	$0.00	$0.00	$100.00

Approved ROSA 2/20/2008 12:30:5
APPROVED

** Repair added after the customer copy printed..*
*** Oil & Grease included in Other Charges.*

General Motors Corporation
Business Resource Center
PO Box 53170
Detroit, MI 48232-5170

VIA FAX ONLY

March 6, 2008

William McGee, Esq.
Law Offices of William R McGee
16855 W Bernardo Dr Ste 380
San Diego, CA 92127-1626

RE: [redacted]
Service Request: 71-608753782
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AZ54F757[redacted]

Dear Mr. McGee:

This is to advise that General Motors is in receipt of the above referenced case dated March 6, 2008. 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
- ☐ Finance agreement
- ☐ Buyer's agreement

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

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

Form **W-9**
(Rev. January 2005)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
William R. McGee

Business name, if different from above
Law Offices of William R. McGee

Check appropriate box: [X] Individual/Sole proprietor ☐ Corporation ☐ Partnership ☐ Other ▶ ☐ Exempt from backup withholding

Address (number, street, and apt. or suite no.)
10655 W. Bernardo Dr. #380

Requester's name and address (optional)

City, state, and ZIP code
San Diego, CA 92127

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
| | | | | | | | | |

or

[redacted]

Part II Certification

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, and
3. I am a U.S. person (including a U.S. resident alien).

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 arrangement (IRA) [redacted] u are not required to sign the Certification, but you must provide your co[redacted]

Sign Here [redacted] Date ▶ 1/11/08

Purpose o[redacted]

A person who is required to file an information return with the IRS, must obtain 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.

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(a) for additional information.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.

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

VIA FAX ONLY

April 10, 2008

William McGee, Esq.
The Law Offices of William R McGee
16855 W Bernardo Dr Ste 380
San Diego, CA 92127-1626

RE: [redacted]
Service Request: 71-608753782
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AZ54F757[redacted]
Customer Relationship Specialist: Summer Benford

Dear Mr. McGee:

We regret that your client(s) is dissatisfied with her 2005 Chevrolet Cobalt and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $ 7750.00 inclusive.

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.

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.

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 53170
Detroit, MI 48232-5170

VIA FAX ONLY

March 7, 2008

Maria Hale
Camino Real Chevrolet
2401 S. Atlantic Blvd.
Monterrey Park, CA. 91754-6807

RE: [redacted]
Service Request: 71-608753782
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AZ54F757[redacted]
Legal Research Specialist: Cynthia Reyes

Dear Ms. Hale:

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 within 48 hours are:

- **All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, the Actual Cash Value statement of any trade and application of title.**

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

Please fax them to 1-866-363-8695. 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. 11153 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation

The Law Offices of

William R. McGee

Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9140, Fax: (858)485-9961
E-mail: LemonAtty@aol.com

FACSIMILE TRANSMISSION SHEET

PAGE 1 OF 3
(Including this cover sheet)

DATE: April 28, 2008

TO: Summer Benford, BRC Customer Relationship Manager

RE: [redacted]

FAX NO.: (866)485-8250

FROM: William R. McGee, Esq.

MESSAGE: Enclosed is the duly executed Release of Claim. It is my understanding that the settlement check will be forwarded directly to our office in the near future. Do not hesitate to contact me with any question or comment regarding the above. As always, thank you for your courteous consideration of my client's claim.

If all pages are not received, or there is an error in transmission, please contact sender at (858)485-9140.

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $3750.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees, from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Cobalt bearing Vehicle Identification Number 1G1AZ54F757[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have instituted any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 49,219 on the date of the signing of this release.

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

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

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

DATE SIGNED: APRIL 25, 2008

[redacted]

Claimant's Signature | Claimant's Signature

[redacted]

Address | Address

LOS ANGELES, CA [redacted]

City, State, Zip Code | City, State, Zip Code

STATE OF CALIFORNIA

COUNTY OF LOS ANGELES

Sworn to (or affirmed) and subscribed before me this 25th day of APRIL 20 08

by [redacted]

Bertha S. Horta
Signature of Notary Public

BERTHA S. HORTA
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification XXXXX

Type of identification CALIF. DRIVER'S LICENSE

My commission expires: 11/07/2010

CC: File

BERTHA S. HORTA
Commission # 1698884
Notary Public - California
Los Angeles County
My Comm. Expires Nov 7, 2010

HUMMER GMC

General Motors Business Resource Center

FAX

From

~~To:~~ **Maria Hale**
Company:
Fax: (323) 261-2356
Phone:

TO

~~From:~~ **Cynthia Reyes**
Fax: 866-363-8695
Phone: 866-790-5600 ext. 11153
E-mail:

cc:

NOTES:

RETAIL INSTALLMENT SALES CONTRACT - SIMPLE INTEREST FINANCE CHARGE

Dealer Number 13228 Contract Number 11258 R.O.S. Number _____ Stock Number 252115

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] LOS ANGELES CA [redacted] LOS ANGELES	CAMINO REAL CHEVROLET 2401 S. ATLANTIC BLVD MONTEREY PARK CA 91754

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2005	CHEVROLET COBALT	1427	1G1AZ54F757[redacted]	☐ personal, family or household ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 0.00 is
7.24 %	$ 4443.60(e)	$ 18548.80	$ 22992.40(e)	$ 22992.40(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71 Payments	319.34	Monthly, Beginning 12/20/2006
Payments	N/A	Monthly, Beginning
One Final Payment	319.34	DUE ON 11/20/2012

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. **Total Cash Price**
   A. Cash Price of Motor Vehicle and Accessories $ 11495.00(A)
      1. Cash Price Vehicle $ 11495.00
      2. Cash Price Accessories $ N/A
      3. Other (Nontaxable)
         Describe N/A $ N/A
         Describe N/A $ N/A
   B. Document Preparation Fee (not a governmental fee) $ 45.00(B)
   C. Smog Fee Paid to Seller $ N/A(C)
   D. Theft Deterrent Device $ N/A(D)
   E. Theft Deterrent Device $ N/A(E)
   F. Surface Protection Product $ N/A(F)
   G. Surface Protection Product $ N/A(G)
   H. Sales Tax (on taxable items in A through G) $ 952.05(H)
   I. Optional DMV Electronic Filing Fee* $ N/A(I)
   J. (Optional) Service Contract (to whom paid)* GMPF $ 1995.00(J)
   K. (Optional) Service Contract (to whom paid)* N/A $ N/A(K)
   L. Prior Credit or Lease Balance paid by Seller to JPMORGAN CHASE BK $ 3800.00(L)
      (see downpayment and trade-in calculation)
   M. (Optional) Gap Contract (to whom paid)* OWNER GUARD $ 455.00(M)
   N. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A(N)
   O. Other (to whom paid)* N/A $ N/A(O)
      For N/A
   Total Cash Price (A through O) $ 18382.05(1)
2. **Amounts Paid to Public Officials**
   A. License Fees ESTIMATED $ 75.00(A)

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. 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.

Vehicle Insurance

		Term	Premium
$ N/A	Ded. Comp., Fire & Theft	Mos.	$ N/A
$ N/A	Ded. Collision	Mos.	$ N/A
Bodily Injury	$ N/A limits	Mos.	$ N/A
Property Damage	$ N/A limits	Mos.	$ N/A
Medical N/A		N/A Mos.	$ N/A
		N/A Mos.	$ N/A
Total Vehicle Insurance Premiums			$ N/A

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X [redacted]
Co-Buyer X
Seller X

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.		$ N/A
Credit Disability	N/A Mos.		$ N/A
Total Credit Insurance Premiums			$ N/A

Insurance Company Name N/A
Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life 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 is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the 5th day

2. **Amounts Paid to Public Officials**
   A. License Fees ESTIMATED $ 75.00 (A)
   B. Registration/Transfer/Titling Fees $ 75.00 (B)
   C. California Tire Fees* $ 3.75 (C)
   D. Other N/A $ N/A (D)
   E. Other N/A $ N/A (E)
   Total Official Fees (A through E) $ 153.75 (2)
3. **Amount Paid to Insurance Companies**
   (Total premiums from Statement of Insurance column a + b)* $ N/A (3)
4. **Smog Certification or Exemption Fee Paid to State** $ 8.00 (4)
5. **Subtotal** (1 through 4) $ 18548.80 (5)
6. Total Downpayment
   A. Agreed Trade-In Value Yr 2005 Make CHEVROLET $ 5200.00 (A)
   Model AVEO Odom N/A
   VIN KL1TD526558 [redacted]
   B. Less Prior Credit or Lease Balance $ 10000.00 (B)
   C. Net Trade-In (A less B) (indicate if a negative number) $ -4800.00 (C)
   D. Deferred Downpayment $ N/A (D)
   E. Manufacturer's Rebate $ N/A (E)
   F. Other N/A $ N/A (F)
   G. Cash $ 1000.00 (G)
   Total Downpayment (C through G) $ 0.00 (6)
   (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1L above)
7. **Amount Financed** (5 less 6) $ 18548.80 (7)

*Seller may keep part of these amounts.

reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

Date — x N/A Buyer Signature — N/A Age
N/A Date — x N/A Co-Buyer Signature — N/A Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1M. See your gap contract for details on the protection it provides. It is a part of this contract.
Term 72 Mos OWNER GUARD Name of Gap Contract
You want [redacted]
Buyer X [redacted]

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1J and/or 1K above.
1J Company GHPP
Term 48 Mos. or 72000 Miles
1K Company N/A
Term N/A Mos. or N/A Miles
Buyer X [redacted]

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.
Proceeds of Loan From: N/A
Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable in N/A
installments of $ N/A $ N/A
from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
☐ **Name of autobroker receiving fee, if applicable:** N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding. [redacted]
Buyer Signs X
Co-Buyer Signs X

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.
X [redacted] Buyer — X Co-Buyer

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before N/A, Year N/A. SELLER'S INITIALS

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.
S/S X [redacted] X

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.
Buyer X [redacted] Co-Buyer X N/A

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.
Buyer Signature X [redacted] Co-Buyer Signature X

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

THERE IS NO COOLING OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE

C. Net trade-in (A less B) (indicate if a negative number) $ 10000.00 (B)
D. Deferred Downpayment $ 4800.00 (C)

Complaints concerning unfair or deceptive practices or methods by the seller may be reported to the Consumer Affairs Department of Motor Vehicles, or any combination thereof.

charge. If you choose to buy a gap contract, the charge is shown in Item 3M. See your gap contract for details on the protection it provides. It is a part of this contract.
Term [redacted]

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X [redacted] Co-Buyer Signature X _____

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

THERE IS NO COOLING OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than $40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a motorcycle or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted] Date 11/05/06 Co-Buyer Signature X _____ Date N/A

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____

Address _____ Address _____

Seller Signs CAMINO REAL CHEVROLET Date 11/05/06 By X _____ Title _____

DEALER COPY

SALES SUMMARY

410A

SALE No. 1128 BY: [redacted] 11/05/2006 UNIT: USED 2005 CHEVROLET COBALT STK.No.: 252115

1G1AZ54F757[redacted]

BUYER: [redacted]

SALESPERSON: ANTONIO AVILA SALESPERSON: ROBERTO PANAMENO MGR: CHARLES J SERAFIN

PRICE:	$ 11495.00	
COST:	$ 19140.41	
SUB TOTAL		$ -7645.41
OVER ALLOWANCE:		$ N/A
+ HB/		588.15
ADDITIONS:	$ 30 N/A	43
ADDITIONS:	$ 100 N/A	43
ADDITIONS:	$ N/A	
ADDITIONS:	$ 198 N/A	1
ADDITIONS: Buy DWN	$ N/A	
TOTAL ADDITIONS:		$ N/A
DLR INCENTIVES		1500.00
NET GROSS VEHICLE GROSS		$ -5557.26
BACK HOLDBACK/		$ 1088.15
GROSS GROSS PAYABLE		$ -6645.41
AFTR MKT	$ N/A	$ N/A
RESERVE:	$ 4443.68	$ 200.00
CREDIT LIFE:	$ N/A	$ N/A 45
A & H:	$ N/A	$ N/A
WARRANTY:	$ 1595.00	$ ~~1255.00~~
COMMISSION GAP	$ 495.00	$ ~~375.00~~ 150
TOTAL F & I:		$ 1830.00
		345
SUB TOTAL		$ -3727.26
TOTAL COMMISSION:		$ 2326.00
PROFIT TOTAL PROFIT		$ -6053.26

TRADE INFORMATION 15095T

YEAR: 2005 MAKE: CHEVROLET

MODEL: AVEO VIN: KL1TD52655B[redacted]

LIC. NO. ACV: 5200.00

NET PAYOFF: 10000.00 HIGH: LOW: 9,753.10

GOOD UNTIL: 12-9-06

PAYOFF TO: JPMORGAN CHASE BK

DOWN: CK#521: REC# 207272 210/1,000.0

LOAN INFORMATION

DOWN PAYMENT ADVANCE

TRADE 5200.00 CASH 1000.00 UNDER OVER

HOLD FOR ☐ SENT TO ☐ MONEY IN ☐ 1 PAY DUE

LEGAL TO BE: JPMORGAN CHASE BK
PO BX 901033
FORT WORTH TX 76101

FUNDED 11-8-06 $ 18,350.19

PAYMENT VOUCHER

☒ Pay **COMMISSION VOUCHER** Date Sold 11/5/06 ☐ Hold

Sales Rep. Roberto Panameno Stock No. 252115

Sales Rep. Type of Car

Customer Rosa DeSilva

Address

COMMISSION

Gross Commission Due ..... $ 750.00

Accessories ..... ( )

Other ..... ( )

Bonus ..... ( )

Net Commission Due ..... $ 750.00

PAY

Receipt No.

A. and R. in

Title or Reg. in

Other

Approved by Mgr.

HOLD FOR

Hold Check for $ Due

High Pay-off of $ Due

Outside Finance of $

Access. to be Removed per A. and R. No.

Title or Registration

Other

Salesman's Approval

Remarks: 1/2 gas w/ Antonio Avila

DATE 11/05/06

DATE 11/05/06

"0" 750 25275

06

Contract Registration

GMPP	XX MRP	Medium Duty	GM Cert	MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters): 1 G 1 A Z 5 4 F 7 5 7 [redacted]

AGREEMENT PURCHASE DATE: 11/05/06

YEAR	MAKE	MODEL	CURRENT ODOMETER	4 WHEEL DRIVE
2005	CHEVROLET	COBALT	1427	

Customer

FIRST NAME | M.I. | LAST NAME | FLEET | GM EMPLOYEE

[redacted]

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER: [redacted]

MAILING ADDRESS (must include apt. or suite #, if applicable): [redacted]

CITY: LOS ANGELES | STATE: CA | ZIP CODE: [redacted]

The Agreement provider is authorized to charge my account for the cost of the Agreement(s) and my share of any subsequent cancellation(s).

Dealer

DEALER NAME: CAMINO REAL CHEVROLET

DEALER CODE (Required): 20310

PROMOTION CODE:

ADDRESS: 2401 S. ATLANTIC BLVD | CITY: MONTEREY PARK | STATE: CA | ZIP CODE: 91754

Lienholder

GMAC OR SPP OR NAME

ADDRESS | CITY | STATE | ZIP CODE

Plan Coverage and Price

LEASE	RETAIL	MAJOR GUARD	VALUE GUARD	BASIC GUARD	SMART PROTECTION	MDT-PT+	MDT-E&T	MDT-E
	XX	XX						

MECHANICAL TERM

THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.

NEW — The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. **Your deductible is referenced below.**

USED XX — The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. **Your deductible is referenced below.**

VEHICLE IN SERVICE DATE (In-Warranty vehicles)	TERM-MO./MI. (IN 000'S)	DEDUCTIBLE (Required)	PRICE
11/05/06	60 / 60	$0 $50 $100 XX $200	1,595.00

MAINTENANCE TERM The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date.

SMART CARE	TERM-MO./MI. (IN 000'S)	GOODWRENCH CARE	# OF SERVICES	
	/			, .00

SURCHARGES (Select all that apply): BUSINESS | HUMMER | EMERGENCY | SNOWPLOW — , .00

By signing this, I agree to all the terms and conditions on this form. I acknowledge that purchase of this Agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, an Agreement will be mailed to the address indicated above.

CUSTOMER SIGNATURE: [redacted] DATE: 11/05/2006

SUBTOTAL	$ 1,595.00
TAX	$, .
TOTAL	$ 1,595.00

[redacted] 6855, Chicago, IL 60630-6855. In Arizona, the service company is GMAC Service [illegible] Corp. In Florida, the insurer is MIC Property and Casualty Insurance Corporation, P.O. Box 5074, Southfield, MI 48086; FL Lic. #9299.

Litho U.S.A. 10/05 701ALES

DEALER COPY

Sample Agreements are available online at www.gmprotectionplan.com/agreements.htm

NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 60 DAYS, CALL 1-800-631-5590

CHEVROLET PARTS

MIKE HERNANDEZ'
CAMINO REAL
CHEVROLET

2401 SO. ATLANTIC BLVD.
MONTEREY PARK, CA 91754

(323) 264-3050
AT POMONA FRWY.

GM QUALITY SERVICE PARTS

B.A.R. REG. NO. AM052719 E.P.A. NO. CAD981384852

SE HABLA ESPAÑOL

BASED ON CURRENT MILEAGE OF YOUR VEHICLE WE RECOMMEND THE FOLLOWING SERVICES BE PERFORMED NOW.

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/21/05	176948	3	989	117	W	20CVZ	PDI

SALESPERSON NO. 571 ANTONIO AVILA

S E R V I C E

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE

☐ SAVE

VEHICLE I.D. NO.: 1G1AZ54F757[redacted]

YEAR/MAKE/MODEL: 05/CHEVROLET/COBALT/4DR SDN LT

[redacted]

LOS ANGELES, CA [redacted]

PRODUCTION DATE	STOCK NO.	LICENSE NO	R.O. NO.
	252115		209473

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
252115		11/05/06	1,427		11/20/06

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
VICTORY RED/NEUT		11/05/10	73,427	6783

TURBO	MINC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
					2,556	558	MARVIN MONGE

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
12:22pm	11/20/06 06:00pm	1

APPOINTMENT YES NO

LABOR RATE 80.00

WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND R.O. NO.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within ____ days of the date shown above, unforseen complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any subletting repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

CUST. SIGN. X _____

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE TOTAL

[redacted]

1 W 02CVZ **SUSPENSION/STEERING**

CUSTOMER STATES THAT SHE GET'S A MESSAGE ON THE INSTRUMENT CLUSTER THAT STATES POWERSTEERING AND ONCE THAT MESSAGE APPEARS THE STEERING GET'S HARD. CUSTOMER STATES THAT SHE HAS TURNED THE VEHICLE OFF BEFORE WHEN IT HAS HAPPENED AND THEN WHEN SHE TURNS IT BACK ON THE MESSAGE WILL GO AWAY AND BEGIN TO WORK CORRECTLY CHECK AND ADVISE.

2+ W 30CVZSUB3 **WARR COURT RENTAL**

++++++++++++++++++ COURTESTY RENTAL ++++++++++++++++++

REQUIRES SERVICE MANAGER APPROVAL.....DATE....TIME.....

REVISED ESTIMATE	ADD'L COST	PERSON CONTACTED	BY WHOM
$	$		
TIME	DATE	☐ VIA PHONE ☐ IN PERSON	
PHONE	REASON		
REVISED ESTIMATE	ADD'L COST	PERSON CONTACTED	BY WHOM
$	$		
TIME	DATE	☐ VIA PHONE ☐ IN PERSON	
PHONE	REASON		

RECOMMENDATIONS

1324408
SOP 11/22/06
ABR 11/29/06
#282

RF RR LF LR

RATTLE WHERE MARKED ☐ DAMAGED WHERE MARKED ☐

CRC - LROHC (2-01) CMCDA FORM SOURCE • 1-800-559-3676 LL-LWO 003450

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CAUSE AND CORRECTION JOB 1 MW Customer States Power Steering Message present & Steering Assistance failed.
Cause: Intermittant Steering Column contact loss of Power & Steering Asist failure.

JOB 1 FLAG SHEET

OFF
ON

CAUSE AND CORRECTION JOB 2 Correction: Replaced Steering Column. Drove test vehicle and cleared all Continues DTC's.

JOB 2 FLAG SHEET

DEC 4 15.
OFF
DEC 4 8.
ON

CAUSE AND CORRECTION JOB 3

JOB 3 FLAG SHEET

OFF
ON

CAUSE AND CORRECTION JOB 4

JOB 4 FLAG SHEET

OFF
ON

CAUSE AND CORRECTION JOB 5

JOB 5 FLAG SHEET

OFF
ON

WARRANTY PARTS RETURNED	WARRANTY PARTS RETURNED JOB 2	WARRANTY PARTS RETURNED JOB 3	WARRANTY PARTS RETURNED JOB 4	WARRANTY PARTS RETURNED JOB 5
RECEIVED Column Exit Date 12/4/06 Rec. By: Tech 578	Date Rec. By:	Date Rec. By:	Date Rec. By:	Date Rec. By:

CO232653

CHEVROLET PARTS

MIKE HERNANDEZ'
CAMINO REAL
CHEVROLET

2401 SO. ATLANTIC BLVD.
MONTEREY PARK, CA 91754

(323) 264-3050
AT POMONA FRWY.

GM QUALITY SERVICE PARTS

B.A.R. REG. NO. AM052719

E.P.A. NO. CAD981384852

SE HABLA ESPAÑOL

BASED ON CURRENT MILEAGE OF YOUR VEHICLE WE RECOMMEND THE FOLLOWING SERVICES BE PERFORMED NOW.

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/20/06	209475	2556	558	678	W	02CVZ	SUSPENSION/STEERING
				327	W	30CVZSUB3	WARR COURT RENTAL
04/2 /05	176948	3	989	117	W	20CVZ	PDI

SALESPERSON NO. 571 ANTONIO AVILA

S E R V I C E

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE

☐ SAVE

VEHICLE I.D. NO. 1G1AZ54F757[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET/COBALT/4DR SDN LTZ

PRODUCTION DATE

STOCK NO. 252115

LICENSE NO.

R.O. NO. 226964

[redacted]

LOS ANGELES, CA[redacted]

CUSTOMER NO. 252115

SERVICE CONTRACT

DELIVERY DATE 11/05/06

DELIVERY MILES 1,427

SELLING DEALER NO.

R.O. DATE 10/22/07

COLOR VICTORY RED/NEUT

CONTRACT NO.

EXPIRATION DATE 11/05/10

EXPIRATION MILES 73,427

TAG NO. 8060

TURBO	M/MC	A.R.COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ	Y	Y		34,902	586	JERRY QUIROZ

[redacted]

TIME RECEIVED 07:45am DATE TO BE PROMISED 10/22/07 06:00pm

APPOINTMENT YES X NO

LABOR RATE

WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND R.O. NO.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car on/off streets, highways or elsewhere for the purpose of testing and/or inspection. In the event a teardown for inspection, I understand that my vehicle will be reassembled within days of the date shown above, unforeseen complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY SERVICES AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any road repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SKID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ YOUR [redacted] RECEIPT OF COPY HEREOF SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS REPAIR ORDER.

CUST. SIGN. X [redacted]

JOB LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X [redacted]

PO3741

1 W 04CVZ TUNE UP PO3740

CUSTOMER STATES CHECK ENGINE LIGHT WILL COME ON WHILE DRIVING CHECK AND ADVISE PO360 (602)

Done

2 W 02CVZ SUSPENSION/STEERING

CUSTOMER STATES VEHICLE WILL MAKE A GRINDING NOISE WHILE DRIVING CHECK AND ADVISE (163)

3 W 02CVZSSHOCKS CK SHOCKS

CUSTOMER STATES SHOCKS FEEL SOFT WHEN COMMING OVER BUMPS CHECK AND ADVISE (163)

4 Trans/ (163) 10

as per customer request [redacted] Done

Trans flush

5 W Customer states Passanger side door handle is peeling check/Advise 15/1 (602)

REVISED ESTIMATE $ 160.00 ADD'L COST $ PERSON CONTACTED Rosa BY WHOM Sergio

TIME 2:50 DATE 10/22/07 BY PHONE BY IN PERSON

[redacted] REASON Trans flush

REVISED ESTIMATE $ ADD'L COST $ PERSON CONTACTED BY WHOM

TIME DATE BY PHONE BY IN PERSON

PHONE REASON

RECOMMENDATIONS

Both front Hubs worn

Tires cupped could cause tire noise

addor customer added after work up

RF X LF LR

RATTLE WHERE MARKED ☐ DAMAGED WHERE MARKED ☐ 226964

PAGE 1 OF 1 SHOP COPY

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CRC - LROHC (2-01) CMCDA FORM SOURCE • 1-800 569-8676 LL-LWO 003498

CAUSE AND CORRECTION JOB 1

Vehicle has SES lighton P0300 is current misfire cylinder 3,4. Found Doc# 1986740 Cleaned fuel injectors and Added fuel additive corrected concern.

JOB 1 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 2

Tech 163

Cust, states grinding noise while driving, Check & Diagnose both front Hubs worn causing noise, Replace both front Hubs, Test drove tire noise still present.

JOB 2 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 3

EZZ7
1.0
0.3

JOB 3 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 4

TRANS Flush 1.0 163

JOB 4 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 5

JOB 5 FLAG SHEET

OFF

ON

WARRANTY PARTS RETURNED JOB 1	WARRANTY PARTS RETURNED JOB 2	WARRANTY PARTS RETURNED JOB 3	WARRANTY PARTS RETURNED JOB 4	WARRANTY PARTS RETURNED JOB 5
Date	Date 10/23/07	Date	Date	Date
Rec. By:	Rec. By: Tech 163	Rec. By:	Rec. By:	Rec. By:

RECEIVED

CC2328B0

General Motors Corporation
Business Resource Center
PO Box 53170
Detroit, MI 48232-5170

VIA FAX ONLY

March 7, 2008

Denny Valdez
Ostrom Chevrolet
310 Whittier Blvd.
Montebello, CA. 90640-5300

RE: [redacted]
Service Request: 71-608753782
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AZ54F757[redacted]
Legal Research Specialist: Cynthia Reyes

Dear Mr. Valdez:

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 within 48 hours are:

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

Please fax them to 1-866-363-8695. 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. 11153 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation

Form **W-9**
(Rev. January 2003)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
William R. McGee

Business name, if different from above
Law Offices of William R. McGee

Check appropriate box: ☒ Individual/Sole proprietor ☐ Corporation ☐ Partnership ☐ Other ▶

☐ Exempt from backup withholding

Address (number, street, and apt. or suite no.)
1685 E. W. Bernardo Dr. #280

Requester's name and address (optional)

City, state, and ZIP code
San Diego, CA 92127

List account number(s) here (optional)

Part I **Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN on page 3.

Note: If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
[redacted]
or

Part II **Certification**

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, and
3. I am a U.S. person (including a U.S. resident alien).

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 arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN.

Sign Here
Signature of U.S. person ▶ [redacted] Date ▶ 1/11/08

Purpose of Form

A person who is required to file an information return with the IRS, must obtain 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.

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7701 for additional information.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.

June 13, 2011

[redacted]
Kenbridge, VA [redacted]

Service Request: 71-609400597
Customer Relationship Specialist: Ryan Daizen

Dear [redacted]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

GM DealerWorld - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address [redacted] Go Links

Vehicle Identifier

Vehicle Category: GM, Used
Division: Chevrolet
VIN: 1G1AK52FX57[redacted]

Customer Information

Plan Customer: Individual
Customer Type: Owner

[redacted]
Kenbridge, Virginia, United States - [redacted]

Home Phone:
Primary Language: English
Secondary Language:

Sales Information

Dealer Code: 32888
Action: Add Protection Plan
Odometer: 45000
Delivery Date: 03/26/2008

Plan Lienholder

Lienholder Type: Other
Chevrolet
P.o. Box 33170
Detroit, Michigan - 48232

Protection Plans

Plan Purchase Date: 03/26/2008
In Service Date: 03/26/2008

Plan Type: Smart Care Retail
Term: 12
Mileage Limit: 12000
Deductible: 0
Rental Type: None
Plan Price: $ 0.00
Tax: $ 0.00
Total: $ 0.00

Done Internet

Start | Siebel Automotive - Micr... | GM DealerWorld - Mic... | Microsoft Excel - 3-27.xls | 71-573148293.doc - Micr... « 11:13 AM

GM DealerWorld - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address https Go Links

GM DealerWorld - Microsoft Internet Explorer

GM OrderWORKBENCH Close Window

Transaction Details

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

VIN: 1G1AK52FX57[redacted]
Dealer Code: 32888
Transaction Date: 03/26/2008
Transaction Type: GM Protection Plan
Transaction Message:
1097 - GMPP sent to MIC

Status: Pending
User ID: 1M855r
User Role: Central Office Administrator
Timestamp Date: 2008-03-28-11.13.58.480000

Done Internet

HOME ADD FEEDBACK

ORDERWorkb

PLAN & FORECA

Report Veh Information

Vehicle Identi

Vehicle Categ
GM, Used

Division*:
Chevrolet

VIN*:
Full VIN

Dealer Identifi

Division*:
Chevrolet

Sales Informat

Done Internet

Start | Siebel Automotive - Micr... | GM DealerWorld - Micros... | https://www.autopar... | Microsoft Excel - 3-27.xls | 71-573148293.doc - Micr... « 11:14 AM

[redacted]
Kenbridge, VA [redacted]

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

CERTIFIED MAIL™

7006 2760 0002 7037 7637

UNITED STATES POSTAL SERVICE

0000

48232

U.S. POSTAGE
PAID
SOUTH HILL, VA.
23970
FEB 28 '08
AMOUNT
$5.21
00018369-03

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

MAR 0 3 2008

RETURN RECEIPT REQUESTED

6823255170 B050

Thursday February 28, 2008

To whom it may concern:

My name is [redacted] I bought a 2005 Chevrolet Cobalt from Larry's Chevrolet in Blackstone, Virginia. It only had 3000 miles on it. I got the remainder of the factory warranty plus I bought an extended warranty.

I have had problems with this vehicle since December 2, 2007. Larry's Chevrolet has been working on it. They have had it a total of four times now for the same problems. They currently have it, which is the forth time. They still do not know how to fix it. The car has the same problems shortly after I get it back every time. I have enclosed a detailed history.

I feel that I have been more than patient. If this problem is not resolved this time either by fixing my vehicle or giving me a replacement, I feel that I will have no choice but to hire an attorney.

Thank you

[redacted]
Kenbridge, VA[redacted]

Sunday, December 2, 2007
I was coming from [redacted] to my home in Kenbridge around 12:00 PM. On I85, power steering came up on the information screen. Every time I hit the brakes to slow down or stop and when I started off the car would jerk. My brakes did not seem to be working properly. I called [redacted] at home and told him the problem. He came and picked up my vehicle at my home and brought me a loaner. I called him later to make sure he had made it back to Blackstone okay. He said he did not see anything wrong with my car but they would take a look at it on Monday, December 3. I called [redacted] on Monday and he connected me with Steve Thomas. I told him what the car had done. He said that they couldn't get the car to mess up, but they were going to keep it for a while and drive it some to see if it would mess up. I called back later that week and Steve said they had not had a chance to drive it. He called me back on Tuesday December 11 and told me that they could not get the car to mess up. He said if the car messed up again to let him know. I went and picked my car up.

Tuesday, December 25, 2007
I was leaving my parents home. When I started the car, power steering popped up on my information screen again. The car was jerking and the brakes were not working property. This was Christmas Day, so I waited until the following day to call. I called [redacted] on the morning of December 26. He transferred me to Steve Thomas. Steve sent someone to my work to pick up my vehicle and leave me a loaner vehicle. After further calls, Steve told me that they were checking on the codes from my computer. They kept my car approximately two weeks. Steve told me that they could not get the car to mess up but they put brackets in the computer for the power steering. He got someone to bring my car back. He did not send me a ticket.

Friday, January 18, 2008
I was going to work from [redacted] on I85. The power steering popped up in my information, again. The car was jerking and the brakes were not working properly. Also, this time my security light came on and my gauges were going back and forth rapidly. I called my job to tell them I would be late and then called Steve on the way to Blackstone. I told him that I was not going to cut my car off when I got there so they could see what it was doing. When I got there, the mechanic that had been working on my car, drove my car around the block. He saw what my car was doing. He hooked my car up to the computer before I left with a loaner. I had not heard anything from them on Wednesday January 23. I called and Steve said they were going to replace the valve body on the transmission and that would take care of the jerking. He said the part would be in on Friday, January 25. He said my car would probably be ready on Tuesday, January 29. Someone brought my car back to me at work on Tuesday, January 29. They did give me a ticket this time.

Friday, February 15, 2008
I was going to work from [redacted] on I85. The power steering popped up in my information, again. It went on and off four times. The car was jerking and the brakes

were not working properly. The security light came on and the gauges were going back and forth. I got to work and called Steve about 8:10 am. I told him my car was messed up again and I could not miss more work to bring it to him. He said he would send someone to get my car and bring me a loaner. He said he would call me back. I called Steve at 3:30 pm because I had not heard anything. I was told that he was on another line and he would call me right back. At 4:45 pm, I had still not heard or seen anyone. I called [redacted] and told him that Steve was supposed to send someone to get my car and he had not called me back. [redacted] got Steve on the phone and he apologized because he said he did not get a chance to send anyone. He asked me if I could bring it on Saturday morning and drop it off. I told him I would be out of town for the weekend if my car would make it. He told me that my car would not leave me on the side of the road because the codes had not showed any cranking or cutting off problems. I told him that I would bring the car to him on Monday, February 18th because I was off. On Sunday February 17th, I was leaving church. As soon as I put the car in gear, power steering came up in the information with the usual problems. There was also a loud clicking noise coming from the gear shift. I carried the car to Steve around 10:00 am Monday morning. I told him that the car had messed up again on Sunday and I told him about the clicking in the gear shift. He got my number at home and said he would call me. On Friday February 22nd, I had not heard from anyone. I called Steve that morning at 8:00 am and told him that I had not heard anything and wanted to know what was going on. He told me that the engineers from GM were supposed to have called him on Thursday and they had not called. He told me that he would call GM back at 9:00 on the dot and get back with me. He said that he thought a sensor had gone bad in my steering column and that could be causing all the problems. He wanted to talk with the engineers first. I also told him that my registration for the loaner would run out that day. At 5:15 pm Friday afternoon, I still had not heard back from him. I called [redacted] and told him that I was getting very aggravated because Steve still did not know what was wrong with my car, this was my 4th trip, and he did not call me back. I told him that my registration would run out that day on the loaner. He told me to change the dates to February 22nd through February 27th and he would call me back on Monday. On the afternoon of Monday, February 25th, Steve called. He did not mention the engineers that were suppose to call him back. He said that he was going to get an electronic specialist look at my car and that he was going to drive it home that night and hook a tech 4(?) machine to it. He said he would call me back the next day. As of today February 28th, I have not heard anything from them.

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

ADR File Checklist

SR Number:71-617601794 **BBB Case:** CHV0838218
Customer:[redacted] **VIN:1G1AK52F857**[redacted]
Make/Model/Year: Chevrolet/Cobalt/2005 **In Service**: 5/18/2005 **Mileage**: 53,140
Received Date: 4/14/08 **Day 15 Date:** 4/29/08 **Goes Active:**
Primary Concern: Steering Column

☒ **Case Scan / Acknowledgement** (24 hrs) **Completion Date/Time:** 4/15/2008 01:16PM

☐ **Initial Calls** (72 hrs):
- ☒ **Customer** **Completion Date/Time 4/16/2008** / **03:07PM**
- ☒ **Dealer Svc Mgr** **Completion Date/Time:** 4/15/2008 / 01:24PM
- ☐ **Dealer Finance Mgr** **Completion Date/Time:** /
- ☒ **AVM** **Completion Date/Time: 4/15/2008** / **03:41PM**

☐ **Repair Orders Requested:** 4/15/2008 **Received:** 4/16/08

☐ **Sales Documents:** **Received:**

☐ **BARS / Finance Sheet**

☒ **Case Assessment** (by Day 14)**: 4/16/2008**
- **Lemon Law Eligible:** **Yes** ☐ **No** ☒
- **Presumption:** **Yes** ☐ **No** ☒

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

☐ **Settlement / Goodwill Offered Date:**

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

☐ **Arbitration Date:**

☒ **Closing Activities:**
- **Settlement** **Completion Date/Time: 4/18/2008** / **04:21PM**
- **Executive Summary** **Completion Date/Time:** 4/18/2008 / 04:18PM
- **Close Siebel** **Completion Date/Time:** 4/18/2008 / 04:35 PM

AVM: Matt Kilgore **Node/Box:** 972443 3619
Service Dealer: Tom Taylor Chevrolet-PontiacGMC **Svc Mgr: Bud Goudey**
Selling Dealer: Sierra Motors (Independent) **Contact:**

NOTES:

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

April 15, 2008

Bud Goudey
Tom Taylor Chevrolet-Pontiac-Oldsmobile-GMC Truck, Inc.
11989 Hwy 22 East
Martin, TN 38237-1313

Re: [redacted]
Siebel Request: 71-617601794
2005 Chevrolet Cobalt
VIN # 1G1AK52F857[redacted]

Dear Mr. Goudey

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

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

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

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

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

Sincerely,

Rose Willimot

Rose Willimot
BRC Customer Relationship Manager
Ph# 800 231-1841, extension 21599
FAX# 866-281-0327

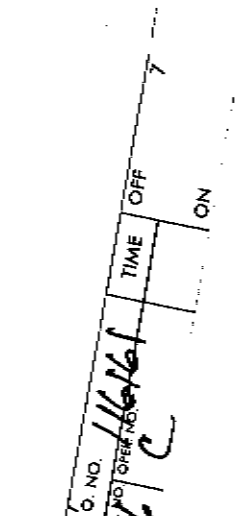
146 Int. loss of Pwr. Steering
SET C0475 - Pwr. Steering control / not the circuits - most likely cause is steering column.

35.50

(NIS) RENO 19200751 Steering Column. $549.00
195.00

85

C0475 001
V2105 00



[redacted]

GREENFIELD 38230

TAYLOR Automotive

P.O. Box 199 - 11989 Hwy. 22
Martin, TN 38237
(731) 587-9544 1-800-489-9544
Fax: (731) 587-9864
www.taylorautomotivegroup.com

*** REPRINT *** ACCOUNTING COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
04/07/08	05	CHEVROLET	COBALT	1G1AK52F857[redacted]	18999	53191	53191	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	04/07/08	59	00:00			02	04/07/08

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
116161		[redacted]		2*

========== REPAIR LINE 001 ==========

NO POWER STEERING
SCAN
MAY NEED STEERING COLUMN EST OF 857.36
Bill Code - C
99 46 M A .50 9.75 32.50
Total Labor 9.75 32.50
Total Line 9.75 32.50

SOURCE	ACCOUNT	CONTROL	COST	DEBIT	CREDIT
3	220V	116161		35.67	
3	324	116161			-3.17
3	460	116161	9.75		-32.50

Payment Type - 02 CREDIT CRD 35.67
Tech# 46 A:0.50 B: C: D: Total:0.50

C-C

LABOR		LABOR		LABOR		LABOR AMOUNT	32.50
PARTS		PARTS		PARTS		PARTS AMOUNT	
MISC. SALES		MISC. SALES		MISC. SALES		MISC. SALES	
MATERIALS		MATERIALS		MATERIALS		MATERIALS	
						TOTAL CHARGE	32.50
DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE		DEDUCTIBLE	
SALES TAX		SALES TAX		SALES TAX		SALES TAX	3.17
OTHER PAY						OTHER PAY	
INTERNAL		CONTRACTS		WARRANTY		CUSTOMER PAY	35.67

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

April 15, 2008

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Tom Taylor Chevrolet-Pontiac-Oldsmobile-GMC Truck, Inc.
11989 Hwy 22 East
Martin, TN 38237-1313

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Sincerely,

Rose Willimot

Rose Willimot
BRC Customer Relationship Manager
Ph 800-231-1841, extension 21599
FAX 866-281-0327

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Rose Willimot State: Tennessee

Customer Name: [redacted]

Service Request: 71-617601794

BBB Case No.: CHV0838218

Vehicle ID No.: 1G1AK52F857[redacted]

In Service Date: 5/18/2005

Vehicle is: Used

BAC Code: {Selling Dealer}

Year, Make ☐Model: 2005 Chevrolet Cobalt
Mileage at Time of BBB Filing 53,140

Vehicle Purchased Used on: 1/1/06
at odometer {odometer}

Lien holder: GMAC☐ Other☐: {Name}

Sale Type: Purchase ☐ Lease☐ Other☐ : {Type}

DVM Name: Matthew Kilgore
Phone/Cell Number: 972-443-3619

CAM Name: Larry Shields
Phone Number: 972-443-2901

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.

☐ Steering Column

Date:	**RO #:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

☐ {Symptom}

Date:	**RO #:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

☐ {Symptom}

Date:	**RO #:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

☐ {Symptom}

Date:	**RO #:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

☐ {Symptom}

Date:	**RO #:**	**Days Out:**	**Mileage:**	**Description of Complaint and Repair Performed:**

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 3
Time period Express Warranties / one year, whichever comes first
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs n/a
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	{☐ of Days}

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.

{TEXT}

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{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.**

BBB AUTO LINE
Customer Claim Form

Case number: CHV0838218
Contact Date: 04/14/08
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address: [redacted]

City: Greenfield State: TN Zip code: [redacted]

Day phone: [redacted] Evening phone: Cell phone:

Fax: E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Cobalt Year: 2005 Current mileage: 53140

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: Enterprise, , TN

Primary Servicing dealer/city/state: TOM TAYLOR CHEV-PONT-OLDS-GMC,

Acquired as ☐ new ☒ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 01/01/06 Mileage at purchase/lease:

First repair attempt date: 04/07/08 First repair attempt mileage: 53000

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Customer would like to have the vehicle Repaired.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Steering cloumn.		2		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

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

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

BBB AUTO LINE

April 14, 2008

ROSE WILIMOT
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Re:m01 CHV0838218:[redacted] vs Chevrolet Motor Division

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

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

Sincerely,

William Clopton at Extension 502

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- The arbitrator will decide whether the applicable lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- Claims alleging that an airbag failed to deploy or deployed when it should not have.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused bodily injury.
- Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- The customer must own or lease the vehicle throughout the entire arbitration process.
- If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on a defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- Repairs.
- Reimbursement for money the customer paid to repair the vehicle.
- Repurchase of the vehicle.
- Replacement of the vehicle if it was purchased or leased new.

Repairs/Reimbursement for Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase or Replacement

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

- **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- **Replacement of a vehicle purchased or leased new** – The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

  Important: Replacement is not an available remedy if the current customer purchased or leased a **used** vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

- The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

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

- The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- The award will not include debt from a previous transaction.
- The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

STANDARDS OF THE TENNESSEE LEMON LAW

The following is a brief explanation of most relevant provisions of the Tennessee lemon law. The complete text of the lemon law can be found at Tenn. Code Ann. 55-24-201 through 55-24-212.

VEHICLES COVERED

The Tennessee lemon law covers a passenger motor vehicle that is sold in Tennessee and is subject to registration and title in Tennessee or any other state.

The Tennessee lemon law does not cover motor homes used as a dwelling place, living abode or sleeping place; garden tractors; recreational vehicles or off-road vehicles; and vehicles over 10,000 pounds gross vehicle weight.

CONSUMERS COVERED

The lemon law covers the following "consumers":

1. The purchaser (other than for purposes of resale) or the lessee of a motor vehicle;
2. Any person to whom the motor vehicle is transferred during the duration of an express warranty for that vehicle; or
3. Any other person entitled by the terms of the warranty to enforce its obligations.

The lemon law covers a subsequent transferee, but does not cover any governmental entity or any business or commercial entity that registers three or more vehicles.

VEHICLE CONVERTERS

The lemon law does not apply to vehicle converters.

PROBLEMS COVERED

The lemon law covers any nonconformity to the warranty, defect or condition that substantially impairs the motor vehicle. This is referred to as a *nonconformity*.

"Substantially impair" is defined to mean to render a vehicle unreliable or unsafe for normal operation or to reduce its resale market value below the average resale value for comparable vehicles.

It is an affirmative defense if the manufacturer can show that the alleged nonconformity does not substantially impair the motor vehicle, or the nonconformity is the result of abuse, neglect or unauthorized modifications or alterations of the vehicle by a consumer.

TERM OF PROTECTION

The lemon law defines "term of protection" to mean the term of applicable express warranties or the period of one year following the date of the motor vehicle's original delivery to a consumer, whichever comes first.

MANUFACTURER'S DUTY TO REPAIR

If a new motor vehicle does not conform to all applicable express warranties, and the consumer reports the nonconformity to the manufacturer, its agent or authorized dealer during the term of protection, then the manufacturer, its agent or authorized dealer must correct the nonconformity. Repairs must be made even if the term of protection has expired.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer, its agent or authorized dealer is unable to conform the motor vehicle to any applicable express warranty by correcting a nonconformity after a *reasonable number of attempts*, then the manufacturer must replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Tennessee lemon law establishes a *presumption* that a reasonable number of repair attempts has been undertaken to conform the motor vehicle to the applicable express warranties if either of the following occurs:

1. The same nonconformity has been subject to repair three or more times by the manufacturer, its agents or authorized dealers during the term of protection, but the nonconformity continues to exist; or

2. The motor vehicle is out of service by reason of repair for a cumulative total of 30 or more calendar days during the term of protection.

The term of protection and the 30 day period are extended by any period during which repair services are not available because of war, invasion, strike or fire, flood or other natural disaster.

OPPORTUNITY TO REPAIR

The consumer or a representative must give written notification by certified mail directly to the manufacturer of the need for correction or repair of the nonconformity. If the manufacturer's address is not readily available in the owner's manual or manufacturer's warranty received by the consumer at the time of purchase, the consumer can mail the notification to an authorized dealer who will forward it to the manufacturer.

If the presumption of a reasonable number of repair attempts has been met at the time of the notice, the manufacturer must be given an additional opportunity, not to exceed 10 days, to correct or repair the nonconformity.

DISPUTE RESOLUTION

If the manufacturer has established or participates in an informal dispute settlement procedure that complies with 16 C.F.R. Part 703 and with the provisions of the lemon law, and the manufacturer causes the consumer to be notified of the procedure, then the provisions requiring refund or replacement do not apply unless the consumer has first resorted to the informal dispute settlement procedure. The Tennessee Attorney General must, upon application, issue a determination whether the informal dispute settlement procedure qualifies under the lemon law.

TIME PERIOD FOR FILING CLAIMS

An action must be commenced within six months following the *later* of (1) expiration of the express warranty term, or (2) one year following the date of the vehicle's original delivery to a consumer. The statute of limitations does not run for the period beginning on the date when the consumer submits a dispute to an informal dispute settlement procedure and ending on the date of the procedure's decision or the date before which the manufacturer is required by the decision to fulfill its terms, whichever is later.

REMEDIES UNDER THE TENNESSEE LEMON LAW

REPURCHASE OF OWNED VEHICLES

The Tennessee lemon law provides that a manufacturer must pay the following amounts when it repurchases an owned vehicle under the lemon law:

1. *Full purchase price*, meaning the actual cost paid by the consumer; and
2. All *collateral charges*, meaning manufacturer-installed or agent-installed items or service charges, credit life and disability insurance charges, sales taxes, title charges, license fees, registration fees, any similar governmental charges and other reasonable expenses incurred for the purchase of the motor vehicle;
3. Less a reasonable allowance for use.

Refunds must be made to the consumer and lienholder, if any, as their interests appear.

The *reasonable allowance for use* means that amount directly attributable to use by a consumer prior to the first report of the nonconformity to the manufacturer, agent or dealer, and during any subsequent period when the vehicle is not out of service by reason of repair; plus a reasonable amount for any damage not attributable to normal wear.

A reasonable allowance for use cannot exceed one-half the amount allowed per mile by the Internal Revenue Service (Section 162 of the Internal Revenue Code), for use of a personal vehicle for business purposes, plus an amount to account for any loss to the fair market value of the vehicle resulting from damage beyond normal wear and tear unless the damage resulted from nonconformity to an express warranty.

REPURCHASE OF LEASED VEHICLES

The Tennessee lemon law states that a manufacturer must pay the following amounts when it repurchases a leased vehicle under the lemon law:

To the lessee

1. Aggregate deposit and rental payments previously paid to the lessor for the leased vehicle;
2. Less "service fees".

"Service fees" are the portion of any lease payment attributable to a) an amount for earned interest calculated on the rental payments previously paid to the lessor for the leased vehicle at an annual rate equal to two points above the prime rate in effect on the date the lease was executed; and b) any insurance or other costs expended by the lessor for the benefit of the lessee.

To the lessor

1. Actual purchase cost of the vehicle;
2. Freight (if applicable);
3. Accessories (if applicable);
4. Any fee paid to another to obtain the lease; and
5. 5% of the lease price;
6. Less the aggregate deposit and rental payments previously paid to the lessor for the leased vehicle.

REPLACEMENT

When replacing a vehicle under the Tennessee lemon law, the manufacturer must provide a "comparable motor vehicle", meaning a new motor vehicle of comparable worth to the same make and model with all options and accessories, with appropriate adjustments being allowed for any model year differences. The reasonable allowance for use appears not to apply to a replacement.

The provisions relating to replacement do not affect the interests of a lienholder. Unless the lienholder consents to the replacement of the lien with a corresponding lien on the replacement vehicle, the lienholder must be paid in full the amount due on the lien, including interest and other charges, before an exchange of motor vehicles or a refund to the consumer is made.

If the nonconforming motor vehicle was financed by the manufacturer or its subsidiary or agent, the manufacturer, subsidiary or agent must not require the consumer to enter into any refinancing agreement that would create any financial obligations beyond those imposed by the original financing agreement.

Revised 4/18/08

Privileged and Confidential Information

CASE ASSESSMENT

By: Rose Willimot State: Tennessee

Customer Name: [redacted]

Service Request: 71-617601794

BBB Case No.: CHV0838218

Vehicle ID No.: 1G1AK52F857[redacted]

In Service Date: 5/18/2005

Vehicle is: Used

BAC Code: n/a Sierra Motors (local used car dlr.)

Year, Make ☐Model: 2005 Chevrolet Cobalt
Mileage at Time of BBB Filing 53,140

Vehicle Purchased Used on: 1/1/06 at odometer 8000 (approximately)

Lien holder: GMAC☐ Other☐: {Name}

Sale Type: Purchase ☐ Lease☐ Other☐ : {Type}

DVM Name: Matthew Kilgore
Phone/Cell Number: 972-443-3619

CAM Name: Larry Shields
Phone Number: 972-443-2901

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.

☐ Steering Column

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/7/07	116161	1	53,191	No Power steering. Scan May need steering column. Est of $857.36.

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 3
Time period Express Warranties / one year, whichever comes first
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs n/a
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	1

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.

Crs sts: Wouild like to assure you that I have fully researched your case, but due to the age □mileage, the fact that the veh was purchased used □the GM dlr has no history of the veh to be able to verify previous concerns, GM will be unable to assist you with this repair. I know that this is not the resolution you were seeking □I□m sorry for your disappointment, but this is GM□s final decision.

Dlr sts: Dlr sts: There are 2 RO□s. He had it in once before where I couldn□t duplicate the concern, □then the second where I could. Needed a steering column. Cust refused repairs unless GM will pay. Is this concern related to age and mileage? Electrical part that failed. It will happen w/ all electronics at some point.

DVM □Matthew Kilgore. No input. Has not returned crs□s call.

CRS FINAL OFFER:	Denied:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: no goodwill offered		**Attorney Fees (if applicable): $**{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 BUSINESS RESOURCE CENTER

VIA FAX ONLY

April 15, 2008

Bud Goudey
Tom Taylor Chevrolet-Pontiac-Oldsmobile-GMC Truck, Inc.
11989 Hwy 22 East
Martin, TN 38237-1313

Re: [redacted]
Siebel Request: 71-617601794
2005 Chevrolet Cobalt
VIN # 1G1AK52F857[redacted]

Dear Mr. Goudey

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

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

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

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

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

Sincerely,

Rose Willimot

Rose Willimot
BRC Customer Relationship Manager
Ph# 800-231-1841, extension 21599
FAX# 866-281-0327

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

GM

CHECK **No.** [redacted]

50-937
213

DATE 05/15/08

**************266 DOLLARS ****27 CENTS

AMOUNT **************266.27

PAY TO THE ORDER OF [redacted] SOUTH PITTSBURG TN [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000050 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 05/15/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1AK52F957[redacted]	05/14/08	VM 1-ADEX4K 71-620664518.1-ADEX4K	00.0000	266.27	.00	266.27
			TOTAL	266.27	.00	266.27

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

M3

APS5X

June 13, 2011

[redacted]

South Pittsburg, TN [redacted]

Service Request: 71-620664518
Customer Relationship Specialist: Rose Willimot

Dear [redacted]

We sincerely regret that you experienced a concern with your 2005 Chevrolet Cobalt, which resulted in the inconvenience of being without your vehicle while it was being repaired.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $266.27. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. 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.

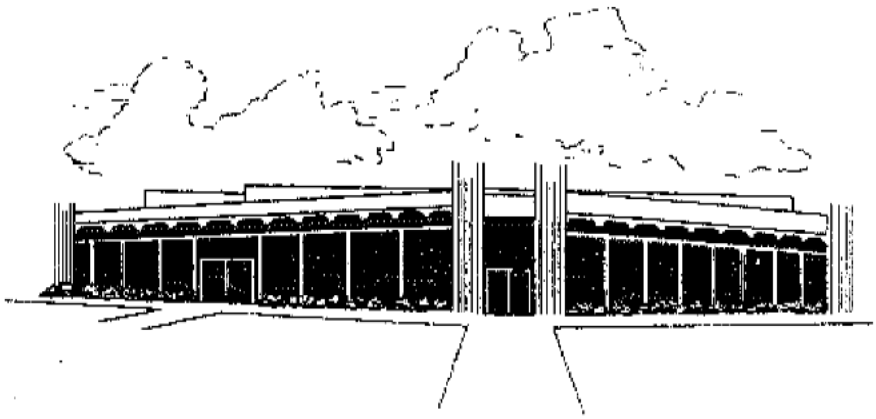
Sincerely,

Chevrolet Customer Assistance Center

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

HERB ADCOX CHEVROLET

5721 LEE HIGHWAY
CHATTANOOGA, TN 37421
423-892-8310



HERB ADCOX CHEVROLET FAX COVER SHEET

To: Rose Willimot

Date: 4-21-08

From: Mike Rittenhouse

Company: GM Business Resource Center

Total No. Of Pages: (including cover) 14

Fax Number:

Sender's Reference #:
71-620664518

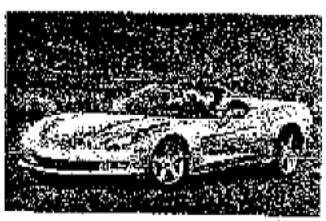
Phone Number:

RE:
[redacted]
05 Cobalt

Your reference number:

Notes:

THE Heartbeat OF CHATTANOOGA™



CVCS278625

HERB ADCOX CHEVROLET

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CHATTANOOGA, TENNESSEE 37421
Telephone: (423) 892-8310
www.herbadcox.com

Goodwrench

Collision Center

CVCS278625

58338

CUSTOMER NO. [redacted]	MIKE	JOB NO.	INVOICE DATE 04/21/08
[redacted]	LABOR DATE [redacted]	MILEAGE 31,538	INVOICE 05505
SOUTH PITTSBURGH, T[redacted]	07/CHEVROLET/COBALT/4DR	DELIVERY 05/11/05	DELIVERY MILES 4
	VIN 1G1AK52F957[redacted]	SELLING DEALER NO.	PRODUCTION DATE
[redacted]		P.O. NO.	03/28/08

LABOR
J# 1 10CVZ DRIVEABILITY HOURS 3.10 TECH(S) 111 WARRANTY
CHECK FOR ENGINE STARTS CUTTING OUT AND JERKING AND THEN
VEHICLE LOSES STEERING ASSIST. CUSTOMER STATED THAT A
POWER STEERING LIGHT COMES ON
STEERING COLUMN SHORTING OUT
INTERMITTANT U2100 - U2105 - U2107
TECHNICAL ASSISTANCE CASE # 10221568 (TOM MARTIN)
CHECKED AND REPLACED STEERING COLUMN ASSEMBLY
LABOR OP # E7680 FAILED PART # 25831501 CC/OL - FC/6D
REQUEST OLH OF 2.0 FOR ORIGINALLY CHK. WIRING AND CHK AND
TIGHTEN PIN CONNECTORS. REFERRED TO SI DOCUMENT# 1530314
1682773 - 1491952
TECHNICAL ASSISTANCE CASE #10221568

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	25831501	COL KIT 6.518		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2+45CVZZ0 STEERING CONCERN HOURS 1.30 TECH(S) 111 WARRANTY
CHECK FOR LOSS OF POWER ASSIST IN STEERING
INTERMITTANT SHORT IN BODY CONTROL MODULE
INTERMITTANT U2100
TECHNICAL ASSISTANCE CASE # 10221568
CHECKED AND REPLACED BODY CONTROL MODULE
LABOR OP # N4800 FAILED PART # 15247501 CC/OL - FC/6D
REFERRED TO SI DOCUMENT # 1551090 -
CHECKED CIRCUIT 2500 AND 2501
TECHNICAL ASSISTANCE CASE # 10221568
WARRANTY CLAIM CODE - FE874

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	15247501	BCM 2.560		WARRANTY
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3+30CVZH AUTO TRANSMISSION HOURS 1.00 TECH(S) 111 WARRANTY
CHECK FOR JERKING CONDITION AND LOSS OF POWER ASSIST IN
STEERING
INTERMITTANT SHORT IN TRANSMISSION CONTROL MODULE
INTERMITTANT U2100
TECHNICAL ASSISTNACE CASE # 10221568

[CONTINUED ON NEXT PAGE]

HERB ADCOX CHEVROLET

CVCS278625

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CHATTANOOGA, TENNESSEE 37421
Telephone: (423) 892-8310
www.herbadcox.com

CHEVROLET

GM Goodwrench

GM Parts

Collision Center

CVCS278625

CUSTOMER NO. 58338	MIKE	105	04/14/08	CVCS278625
[redacted]	LABOR RATE [redacted]	MILEAGE 31,538	BLUE/	05505
SOUTH PITTSBURGH, TN [redacted]	VEHICLE 05/CHEVROLET/COBALT/4DR		05/11/05	4
	VIN 1 G 1 A K 5 2 F 9 5 7 [redacted]			
[redacted]			03/28/08	

CHECKED AND REPLACED TRANSMISSION CONTROL MODULE AND PROGRAM
LABOR OP # K5365
FAILED PART # 24226863 CC/0L - FC/6D
REFERRED TO SI DOCUMENT # 1505612 - 1551085
WARRANTY CLAIM CODE : 18837
TECHNICAL ASSISTNACE CASE # 10221560

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	24226863	MODULE 4.056		WARRANTY
			TOTAL - PARTS		0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

COMMENTS
KEY# 38 (CALL 837-0981)
DELETED OPERATION(S)
[illegible] RENTAL

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

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

THANK YOU FOR YOUR BUSINESS!!
PARTS DESIGNATED WITH ASTRIX (*) INDICATES LIFETIME GUARANTY APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

DUPLICATE INVOICE

SERVICE FILE COPY

[END OF INVOICE] 09:43am

HERB ADCOX CHEVROLET

CVCS278019

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CHATTANOOGA, TENNESSEE 37421
Telephone: (423) 892-8310
www.herbadcox.com

CHEVROLET

GM Goodwrench

CHEVROLET

GM Parts

Collision Center

CVCS278019

58338	TIMOTHY MCGILL 440	02/28/08	CVCS278019
[redacted]	[redacted] 30,092	BLUE/	05505
SOUTH PITTSBURGH, TN [redacted]	05/CHEVROLET/COBALT/4DR	05/11/05	4
	1G1AK52F957[redacted]		
[redacted]		02/27/08	

LABOR
JOB# 1 JOB#2 DRIVEABILITY HOURS 0.30 TECH#: 206 WARRANTY
CUSTOMER STATES WHEN VEHICLE IS IN REVERSE IT WILL GO
FORWARD. WHEN VEHICLE DOES GO FORWARD IT STARTS SHUTTER.
TEST DROVE VEHICLE. VEHICLE DRIVING PROPERLY AT THIS TIME.
CHECKED FOR CODES, NO DRIVEABILITY CODES FOUND.
CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.
CC.MJ FC.9Z LO.J9991

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
JOB# 2 JOB#2 STEERING/SUSPENSION HOURS 0.30 TECH#: 111 WARRANTY
CUSTOMER STATES POWER STEERING LIGHT CAME ON, AT NEXT TURN
ON LIGHT WAS OFF BUT COULD NOT TURN THE WHEEL
TEST DROVE VEHICLE NO PROBLEMS FOUND AT THIS TIME. CHECKED
AND FOUND MULTIPLE U CODESFOR STEERING.
RESET CODES PER GM BULLETIN 07-02-32-007. NO OTHER REPAIR AT
THIS TIME. CC.OJ FC.9Z LO.N9006

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS
KEY 35

TOTALS

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

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

THANK YOU FOR YOUR BUSINESS!!
PARTS DESIGNATED WITH ASTRIX '*' INDICATES LIFETIME
GUARRANTY APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

DUPLICATE INVOICE

PAGE 1 OF 1 INSIDE FILE COPY [END OF INVOICE 10:44am

CVCS271563

HERB ADCOX CHEVROLET

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CHATTANOOGA, TENNESSEE 37421
Telephone: (423) 892-8310
www.herbadcox.com

CHEVROLET

GM Goodwrench

CHEVROLET

GM Parts

Collision Center

CVCS271563

CUSTOMER NO. 58338	DENNY 541	ING NO.	INVOICE DATE 05/07/07	INVOICE NO. CVCS271563
[redacted]	LABOR DATE [redacted]	MILEAGE 16,131	COLOR BLUE/	S 05505
SOUTH PITTSBURGH, TN [redacted]	05/CHEVROLET/COBALT/4DR		DATE OF SALE 05/11/05	DELIVERY MILES 4
	VIN 1G1AK52F957 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	T.T.L. NO.		05/04/07	
	COMMENTS			

LABOR

JOB# 1 DRIVEABILITY HOURS 1.00 TECHNICS 127 69.71

CUSTOMER STATES THAT WILL DIE WHILE DRIVING
CHECKED FOR CODES AND UPDATES NONE FOUND AT THIS TIME
CHECKED FOR BAD WIRES NONE FOUND DID FIND WATER IN
AIR INLET AND BREATHER BOX AND ON FILTER NEED TO REPLACE AIR
FILTER
REPLACE AIR FILTER AND CLEANED OUT WATER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	21999324	ELEMENT 3.410	14.36	14.36
			TOTAL - PARTS		14.36

JOB# 1 TOTALS

LABOR	69.71
PARTS	14.36
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL	84.07

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		1.15
		TOTAL - MISC		1.15

COMMENTS
KEY 6

TOTALS

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

TOTAL LABOR	69.71
TOTAL PARTS	14.36
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	1.15
TOTAL MISC DISC	0.00
TOTAL TAX	7.89
TOTAL INVOICE $	**93.11**

THANK YOU FOR YOUR BUSINESS!!
PARTS DESIGNATED WITH ASTRIX (*) INDICATES LIFETIME
GUARANTY APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

DUPLICATE INVOICE

CVCS262006

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GM Goodwrench

CHEVROLET

GM Parts

Collision Center

CVCS262006

CUSTOMER NO. 58338	DENNY [redacted]	541 DMS NO.	INV. DATE 02/20/06	INVOICE CVCS262006
[redacted]	[redacted]	MI IN/OUT 6,637	BUYER	GROUP 05505
SOUTH PITTSBURGH, TN [redacted]	05 CHEVROLET/COBALT/4DR		DELIVERY DATE 05/11/05	DELIVERY MILES 4
	VIN 1G1AK52F957 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.	F.W.O. 02/17/06	

JOB# 1 CHARGES

LABOR
J# 1 [illegible] STEERING CONCERN HOURS TECH(S) 364 WARRANTY
CUSTOMER STATED THAT STEERING LOCKED UP
CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 [illegible] LUBE OIL & FILTER HOURS TECH(S) 198 6.65
CUSTOMER REQUESTS LOF
MAINTENANCE
COMPLETED LOF
ANTIFREEZE GOOD TIL -40

PARTS	QTY	PART NUMBER	DESCRIPTION	UNIT PRICE	
	1.0	12579143	FILTER 1.836	7.48	7.48
				TOTAL - PARTS	7.48

G.O.G. & SUPPLIES

1.0	GOODWRENCH BULK OIL	@ 8.100 /UNIT		8.10
			TOTAL - GOG	8.10

JOB# 2 TOTALS

LABOR	6.65
PARTS	7.48
G.O.G.	8.10

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 22.23

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB #2	SS	SHOP SUPPLIES		0.60
			TOTAL - MISC	0.60

COMMENTS
JOB 957 KEY 2

 SERVICE/INVOICE COPY [CONTINUED ON NEXT PAGE] 09:44am

CVCS262006

HERB ADCOX CHEVROLET

"YOUR SERVICE SUPREMACY DEALER"

5721 LEE HIGHWAY
CHATTANOOGA, TENNESSEE 37421
Telephone: (423) 892-8310
www.herbadcox.com

CHEVROLET

GM Goodwrench

CHEVROLET

GM Parts

Collision Center

CVCS262006

CUSTOMER NO. 58338	DENNY 541 TAG NO.	02/20/06	INVOICE CVCS262006
[redacted]	LABOR RATE [redacted] MILEAGE 6,637	BLUE/	STOCK 05505
SOUTH PITTSBURGH, TN [redacted]	05/CHEVROLET/COBALT/4DR	05/11/05	DELIVERY MILES 4
	VEHICLE NO. 1G1AK52F957[redacted]	SELL AND DEALER NO.	PRODUCTION DATE
	A.T.E. NO. R.O. NO.	02/17/06	
[redacted]	COMMENTS		
TOTALS			

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

TOTAL LABOR....	6.65
TOTAL PARTS....	7.48
TOTAL SUBLET....	0.00
TOTAL G.O.G....	8.10
TOTAL MISC CHG.	0.60
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.11
TOTAL INVOICE $	**24.94**

THANK YOU FOR YOUR BUSINESS!!
PARTS DESIGNATED WITH ASTRIX ,*, INDICATES LIFETIME GUARRANTY APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

DUPLICATE INVOICE

SERVICE FILE COPY

[END OF INVOICE] 09:44am

CVCS260886

HERB ADCOX CHEVROLET

"YOUR SERVICE SUPREMACY DEALER"

5721 LEE HIGHWAY
CHATTANOOGA, TENNESSEE 37421
Telephone: (423) 892-8310
www.herbadcox.com

CHEVROLET

GM Goodwrench

CHEVROLET

GM Parts

Collision Center

CVCS260886

58338

[redacted]
SOUTH PITTSBURGH, TN [redacted]
[redacted]

[redacted]

541 | 01/02/06 | INV CVCS260886
DELIVERY DATE | [redacted] | MILEAGE 5,373 | BLUE/ | RO 05505
05/CHEVROLET/COBALT/4DR | 05/11/05 | DELIVERY MILEAGE 4
1G1AK52F957[redacted] | SELLING DEALER NO. | PRODUCTION DATE
R.T.E. NO. | P.O. NO. | 12/28/05

COMMENTS

JOB# 1 CHARGES

LABOR
J# 1 99CNT CAMPAIGN HOURS 0.20 TECH(S):151 WARRANTY
CAMPAIGN 05094
A/C WIRING
RECALL
INSTALL JUMPER FOR AC CO-MA FC-96 LO-V1362
FP-15785514

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15785514	HARNESS 1.055		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 10CNT PROBABILITY HOURS TECH(S):151 WARRANTY
CUSTOMER STATES ACCELERATOR HUNG UP
CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 60CNTR WIND NOISE HOURS TECH(S):151 WARRANTY
WIND NOISE RR DOOR
RESEAL OTER GLASS

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

COMMENTS
JOB 997 KEY 7

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 09:44am

CVCS260886

HERB ADCOX CHEVROLET

"YOUR SERVICE SUPREMACY DEALER"

5721 LEE HIGHWAY
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www.herbadcox.com

CHEVROLET

GM Goodwrench

CHEVROLET

GM Parts

Collision Center

CVCS260886

CUSTOMER NO. 58338	DENNY 541 TAG NO.	01/02/06	CVCS260886
[redacted]	LABOR RATE [redacted] MILEAGE 5,373	BEUE/	05505
SOUTH PITTSBURGH, TN [redacted]	05/CHEVROLET/COBALT/4DR	05/11/05	DELIVERY MILES 4
	VEHICLE I.D. NO. 1G1AK52F957 [redacted]	SELLING DEALER NO.	PRODUCTION DATE
	P.T.C. NO. P.O. NO.	12/28/05	
[redacted]			

****
* NEXT RECOMMENDED SERVICE: *
* 01/25/2006 / 6000 MI 01CVZ006 6000 MILE SERVICE *
****

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

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

THANK YOU FOR YOUR BUSINESS!!
PARTS DESIGNATED WITH ASTRIX ,*, INDICATES LIFETIME
GUARRANTY APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

SERVICE FILE COPY

[END OF INVOICE] 09:14am

HERB ADCOX CHEVROLET

CVCS259007

"YOUR SERVICE SUPREMACY DEALER"

5721 LEE HIGHWAY
CHATTANOOGA, TENNESSEE 37421
Telephone: (423) 892-8310
www.herbadcox.com

CHEVROLET

GM Goodwrench

CHEVROLET

GM Parts

Collision Center

CVCS259007

CUSTOMER NO. 58338	DEPT.	541 TAG NO.	INVOICE DATE 09/30/05	INVOICE NO. CVCS259007
[redacted]	[redacted]	MILEAGE 3,149	COLOR BLUE/	STOCK NO. 05505
SOUTH PITTSBURGH, TN [redacted]	05/CHEVROLET/COBALT/4DR		DELIVERY DATE 09/11/05	DELIVERY MILES 4
	VIN 1G1AK52F957 [redacted]		BILLING DEALER NO.	PRODUCTION DATE
	C.T.L. NO.	P.O. NO.	09/30/05	
[redacted]	COMMENTS			

JOB# 1 CHARGES

LABOR

J#	OPCODE	DESCRIPTION	HOURS	TECH		
1	OOCVLOR	LUBE,OIL & FILTER		139		INTERNAL

CUSTOMER REQUESTS LOF
MAINTENANCE
COMPLETED LOF
ANTIFREEZE GOOD TILL-40

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	12579143	FILTER 1.836		INTERNAL
				TOTAL - PARTS	0.00

G.O.G. & SUPPLIES

1.0	GOG	@	/UNIT	INTERNAL
			TOTAL - GOG	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

COMMENTS
JOB WASH

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	**0.00**

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

THANK YOU FOR YOUR BUSINESS!!
PARTS DESIGNATED WITH ASTRIX *, INDICATES LIFETIME GUARANTY APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

DUPLICATE INVOICE

PAGE 1 OF 1 SERVICE FILE COPY [END OF INVOICE] 09:44am

HERB ADCOX CHEVROLET

52044

Phone 892-8310 5721 Lee Highway

CHATTANOOGA, TENN. 37421 DEAL# 16233 CONTROL NO.

SALESMAN TIMOTHY J SMITH STOCK

SOLD TO

MFR'S IDENTIFICATION NUMBER 1G1AK52F957[redacted]

MAKE	YEAR	MODEL	BODY TYPE
CHEVROLET	2005	C0934 T	4DR

FIRST NAME: BMAC C/O JONES D. | MIDDLE INITIAL | LAST NAME: WELLS TN | DATE PURCHASED: 05/11/05

STREET ADDRESS OR R.F.D.: P.O. BOX 8102 | NEW | YEAR | COUNTY

CITY: COCKEYSVILLE | ZIP CODE: TENN. 21030 | MOBILE HOME: MEN | LGTH: | WIDTH:

(423) 837-0931

1ST LIENHOLDER: BMAC | KIND | DATE

STREET ADDRESS: P.O. BOX 8102 | CITY: COCKEYSVILLE | STATE: MD | ZIP CODE: 21030

[redacted] | SALES OR USE TAX PAID | COUNTY

SOUTH PITTSBURGH TN [redacted] | FORMER TITLE NO. | STATE

11 MAY 05

[redacted] | DATE

WITNESS 11 MAY 05

PRES. HERB ADCOX CHEVROLET

PRICE OF CAR	17280.00
	N/A
	N/A
	N/A
	N/A
	N/A
LICENSE & TITLE	N/A
STATE SALES TAX	17.42
LOCAL SALES TAX	N/A
GENERAL FUND TAX	51.84
BUS. TAX	
TOTAL CASH PRICE	17349.26
INSURANCE CHARGE	
A. & H. INS.	N/A
CREDIT LIFE	N/A
FINANCE CHARGE	N/A
TOTAL TIME PRICE	17349.26
SETTLEMENT:	
DEPOSIT	N/A
CASH ON DELIVERY	N/A
USED CAR REBATE	1500.00
	N/A
DUE FROM BMAC	15842.95
	N/A
DUE FROM CUST.	N/A
TOTAL	17349.26

THE UNDERSIGNED DEALER HAS THIS DAY SOLD UNDER CONDITIONAL SALES CONTRACT TO THE ABOVE NAMED PURCHASER, THE HEREIN ABOVE DESCRIBED MOTOR VEHICLE, WARRANTS AND COVENANTS THAT THE UNDERSIGNED DEALER IS THE LAWFUL OWNER THEREOF WITH A GOOD RIGHT TO SELL SAME, THAT THERE IS NO LIEN OR ENCUMBRANCE THEREON EXCEPT CONDITIONAL SALES CONTRACT OR CHATTEL MORTGAGE SIGNED BY ABOVE PURCHASER AND TO BE ASSIGNED TO ABOVE LIENHOLDER, AND UNDERSIGNED WILL WARRANT AND DEFEND TITLE AGAINST ALL PERSONS EXCEPT ABOVE LIENHOLDERS.

HERB ADCOX CHEVROLET

BY [redacted]

OWNER(S) PRESIDENT VICE PRES. SECTY.-TREAS.

FILE COPY

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

CUSTOMER NAME: [redacted]
VIN: 1G1BK52F95/[redacted] (or see attached list*)

CUSTOMER INCENTIVE(S)

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

Incentive Program Reference	Amount	GM Incentive Code
05-3307	$ 1000.00	TTC
05-3380-5	$ 500.00	RNE
	$ N/A	
	$ N/A	
	$ N/A	
Total Incentive Amount Received	$ 1500.00	

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

a. I elect to receive _____
in lieu of _____

or

b. I elect to receive _____

----- CUSTOMER AND DEALER ACKNOWLEDGMENT ----

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 05/11/05 I acknowledge receipt of incentive(s) as described in item #__1and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature [redacted] Date 05 11 2005

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item #_1 have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: _____ Date 05 11 2005
Dealership Name: HERB ADCOX CHEVROLET Dealer Code: 08001

* List must include VIN, Delivery Date and Program Reference

ealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File
Copy #1 - Dealer Copy Copy #2 - Customer 99GMACK2/GM-3795 (9/99)

j. Monthly sales/use tax (estimated) + $ N/A

k. + $

l. Total monthly payment = $ 556.27

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

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for miles in excess of 12000 miles per year at the rate of $ 0.20 per mile.
9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for $ 7917.20 plus official fees and taxes.
10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options, and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	$ 17200.00
b. GMAC administrative fee	$ 595.00
c. License/registration/title fees	$ N/A
d. Sales tax	$ 162.55
e. Other tax (describe) N/A	$ N/A
f. Optional service contract	$ N/A
g. Optional maintenance contract	$ N/A
h. Optional life insurance	$ N/A
i. Optional disability insurance	$ N/A
j. N/A	$ N/A
k. N/A	$ N/A
l. Gross Capitalized Cost	= $ 18037.55

12. THE VEHICLE YOU ARE TRADING N/A (year) (make) (model)

Gross trade-in value	$ N/A
Payoff	− $ N/A
Net trade-in value	= $ N/A

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

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE $ 599.11

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Titling fees	$ N/A
b. Registration fees/taxes	$ N/A
c. License fees/taxes	$ N/A
d. Sales/use taxes (including tax on capitalized cost reduction)	$ 599.11
e. Excise taxes	$ N/A
f. Property taxes	$ N/A
g. Other (describe) N/A	$ N/A
h. Other (describe) N/A	$ N/A
i. Other (describe) N/A	$ N/A

14. MILEAGE.

Base Mileage Allowance. ☐ 11,000 miles/year ☒ Low mileage 12,000 miles/year.
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

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

Total Allowed Mileage on the Odometer at Lease End is 48994 **miles.**

Starting odometer reading		4 miles
Base mileage allowance	+	48990 miles
Purchased extra miles	+	N/A miles

Excess Mileage Charge. The excess mileage charge is $ 0.20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. LATE CHARGE. If you do not pay a monthly payment in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

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

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 05/10/2007 (month) (day) (year). You are scheduled to return the vehicle on this date.

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

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

Insurance company name: N/A State Farm
Insurance agency name: N/A N/A
Agency address: N/A 10 Jackson N. Dearborn
Agency phone no.: 423-894-4241
Agent's name: N/A
Policy no.: N/A ☒ Liability ☒ Physical damage
Deductibles: Collision $ Comprehensive $

Insurance company name:
Insurance agency name:
Agency address:
Agency phone no.:
Agent's name:
Policy no.: ☒ Physical damage
Deductibles: Collision $ Comprehensive $

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

Insurer name: N/A
Address: N/A

☐ Life insurance (☐ Lessee ☐ Co-Lessee (Both)) Premium $ N/A
Coverage limit $ N/A

☐ Disability insurance (Lessee only) Premium $ N/A
Monthly coverage limit $ N/A

☐ LESSEE SIGNATURE X N/A Age
N/A

☐ CO-LESSEE SIGNATURE X Age

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

☒ Standard manufacturer's warranty
N/A

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

THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name N/A Term N/A months N/A miles
Name N/A Term N/A months N/A miles

If you are buying a service or maintenance contract now, you may pay for it at lease signing, or you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms [redacted]

LESSEE: [redacted] BY LESSEE X

We may delay or refrain from enforcing any of our rights in this lease without losing them.

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

recapped or a snow tire, or not less than 1/8 inch of tread left at the shallowest point; (i) a

5738

GMAC SmartLease® Agreement — Monthly Payment

LESSEE (and **CO-LESSEE**) ("You") name and address, including county
[redacted]
SOUTH PITTSBURGH TN [redacted]

Garaging address (if different)
N/A

Principal driver (if business use)
N/A

LESSOR (Retailer)
HERB ADCOX CHEVROLET
5721 LEE HWY.
CHATTANOOGA TN 37421

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

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

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

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

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

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2005	CHEVROLET COBALT N/A	4DR	1G1AK52F957[redacted]	4	☐ Personal, Family, or Household ☐ Commercial, Business, or Agricultural ☐ Public Conveyance

Dealer Installed Options: N/A

GVW (if truck)

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)
$ 1502.60

2. Monthly Payments
You pay a monthly payment of $ 266.27 is due on 11/17/05, followed by 44 payments of $ 266.27 due on the 17th of each month.
The total of your monthly payments is $ 12766.55

3. Other Charges (not part of your monthly payment)
Disposition fee (if you do not purchase the vehicle) N/A $ N/A
N/A $ N/A
Total: $

4. Total of Payments
(The amount you will have paid by the end of the lease.)
$ 13739.53

Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	$ 958.73
b. First monthly payment	$ 266.27
c. Refundable security deposit	$ N/A
d. Title fees	$ N/A
e. Registration fees TN $15.00 TRANS 19X	$ N/A
f. Sales/use tax N/A	$ N/A
g. N/A	$ N/A
h. N/A	$ N/A
i.	$ 1500.00
j. Total	$

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

a. Net trade-in allowance	$ N/A
b. Rebates and noncash credits	$ 1500.00
c. Amount to be paid in cash	$ N/A
d. Total	$ 1500.00

7. Your monthly payment is determined as shown below:

a. **Gross capitalized cost.** The agreed upon value of the vehicle ($ [redacted]) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	$ 16837.55
b. **Capitalized cost reduction.** The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	− $ 958.73
c. **Adjusted capitalized cost.** The amount used in calculating your base monthly payment	= $ 15878.82
d. **Residual value.** The value of the vehicle at the end of the lease used in calculating your base monthly payment	− $ 7577.20
e. **Depreciation and any amortized amounts.** The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= $ 8302.62
f. **Rent charge.** The amount charged in addition to the depreciation and any amortized amounts	+ $ 2832.76
g. **Total of base monthly payments.** The depreciation and any amortized amounts plus the rent charge	= $ 11135.38
h. **Lease payments.** The number of payments in your lease	÷ 48
i. **Base monthly payment**	= $ 266.25
j. **Monthly sales/use tax** (estimated)	$ 17.62

BBB AUTO LINE

April 17, 2008

ROSE WILIMOT
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Re:m01 CHV0838480: [redacted] vs Chevrolet Motor Division

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

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

Sincerely,

William Clopton at Extension 502

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

BBB AUTO LINE
Customer Claim Form

Case number: CHV0838480
Contact Date: 04/17/08
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address: [redacted]

City: South Pittsburg State: TN Zip code: [redacted]

Day phone: [redacted] Evening phone: [redacted] Cell phone: [redacted]

Fax: E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Cobalt Year: 2005 Current mileage: 28000

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: , ,

Primary Servicing dealer/city/state: Herb Adcox Chevrolet,

Acquired as ☐ new ☐ used ☐ demo ☒ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 05/24/05 Mileage at purchase/lease:

First repair attempt date: 02/27/08 First repair attempt mileage: 0

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☐ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

We want them to take the car back and we have offered to buy another new car. They admitted that they are not for sure what is wrong with the car and they will not guarantee that the problem is fixed. This scares us, we or someone else may be killed by this car.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Not for sure		2		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

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

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- The arbitrator will decide whether the applicable lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- Claims alleging that an airbag failed to deploy or deployed when it should not have.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused bodily injury.
- Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- The customer must own or lease the vehicle throughout the entire arbitration process.
- If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on a defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- Repairs.
- Reimbursement for money the customer paid to repair the vehicle.
- Repurchase of the vehicle.
- Replacement of the vehicle if it was purchased or leased new.

Repairs/Reimbursement for Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase or Replacement

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

- **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- **Replacement of a vehicle purchased or leased new** – The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

  Important: Replacement is not an available remedy if the current customer purchased or leased a **used** vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

- The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

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

- The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- The award will not include debt from a previous transaction.
- The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

STANDARDS OF THE TENNESSEE LEMON LAW

The following is a brief explanation of most relevant provisions of the Tennessee lemon law. The complete text of the lemon law can be found at Tenn. Code Ann. 55-24-201 through 55-24-212.

VEHICLES COVERED

The Tennessee lemon law covers a passenger motor vehicle that is sold in Tennessee and is subject to registration and title in Tennessee or any other state.

The Tennessee lemon law does not cover motor homes used as a dwelling place, living abode or sleeping place; garden tractors; recreational vehicles or off-road vehicles; and vehicles over 10,000 pounds gross vehicle weight.

CONSUMERS COVERED

The lemon law covers the following "consumers":

1. The purchaser (other than for purposes of resale) or the lessee of a motor vehicle;
2. Any person to whom the motor vehicle is transferred during the duration of an express warranty for that vehicle; or
3. Any other person entitled by the terms of the warranty to enforce its obligations.

The lemon law covers a subsequent transferee, but does not cover any governmental entity or any business or commercial entity that registers three or more vehicles.

VEHICLE CONVERTERS

The lemon law does not apply to vehicle converters.

PROBLEMS COVERED

The lemon law covers any nonconformity to the warranty, defect or condition that substantially impairs the motor vehicle. This is referred to as a *nonconformity*.

"Substantially impair" is defined to mean to render a vehicle unreliable or unsafe for normal operation or to reduce its resale market value below the average resale value for comparable vehicles.

It is an affirmative defense if the manufacturer can show that the alleged nonconformity does not substantially impair the motor vehicle, or the nonconformity is the result of abuse, neglect or unauthorized modifications or alterations of the vehicle by a consumer.

TERM OF PROTECTION

The lemon law defines "term of protection" to mean the term of applicable express warranties or the period of one year following the date of the motor vehicle's original delivery to a consumer, whichever comes first.

MANUFACTURER'S DUTY TO REPAIR

If a new motor vehicle does not conform to all applicable express warranties, and the consumer reports the nonconformity to the manufacturer, its agent or authorized dealer during the term of protection, then the manufacturer, its agent or authorized dealer must correct the nonconformity. Repairs must be made even if the term of protection has expired.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer, its agent or authorized dealer is unable to conform the motor vehicle to any applicable express warranty by correcting a nonconformity after a *reasonable number of attempts*, then the manufacturer must replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Tennessee lemon law establishes a *presumption* that a reasonable number of repair attempts has been undertaken to conform the motor vehicle to the applicable express warranties if either of the following occurs:

1. The same nonconformity has been subject to repair three or more times by the manufacturer, its agents or authorized dealers during the term of protection, but the nonconformity continues to exist; or

2. The motor vehicle is out of service by reason of repair for a cumulative total of 30 or more calendar days during the term of protection.

The term of protection and the 30 day period are extended by any period during which repair services are not available because of war, invasion, strike or fire, flood or other natural disaster.

OPPORTUNITY TO REPAIR

The consumer or a representative must give written notification by certified mail directly to the manufacturer of the need for correction or repair of the nonconformity. If the manufacturer's address is not readily available in the owner's manual or manufacturer's warranty received by the consumer at the time of purchase, the consumer can mail the notification to an authorized dealer who will forward it to the manufacturer.

If the presumption of a reasonable number of repair attempts has been met at the time of the notice, the manufacturer must be given an additional opportunity, not to exceed 10 days, to correct or repair the nonconformity.

DISPUTE RESOLUTION

If the manufacturer has established or participates in an informal dispute settlement procedure that complies with 16 C.F.R. Part 703 and with the provisions of the lemon law, and the manufacturer causes the consumer to be notified of the procedure, then the provisions requiring refund or replacement do not apply unless the consumer has first resorted to the informal dispute settlement procedure. The Tennessee Attorney General must, upon application, issue a determination whether the informal dispute settlement procedure qualifies under the lemon law.

TIME PERIOD FOR FILING CLAIMS

An action must be commenced within six months following the *later* of (1) expiration of the express warranty term, or (2) one year following the date of the vehicle's original delivery to a consumer. The statute of limitations does not run for the period beginning on the date when the consumer submits a dispute to an informal dispute settlement procedure and ending on the date of the procedure's decision or the date before which the manufacturer is required by the decision to fulfill its terms, whichever is later.

REMEDIES UNDER THE TENNESSEE LEMON LAW

REPURCHASE OF OWNED VEHICLES

The Tennessee lemon law provides that a manufacturer must pay the following amounts when it repurchases an owned vehicle under the lemon law:

1. *Full purchase price*, meaning the actual cost paid by the consumer; and
2. All *collateral charges*, meaning manufacturer-installed or agent-installed items or service charges, credit life and disability insurance charges, sales taxes, title charges, license fees, registration fees, any similar governmental charges and other reasonable expenses incurred for the purchase of the motor vehicle;
3. Less a reasonable allowance for use.

Refunds must be made to the consumer and lienholder, if any, as their interests appear.

The *reasonable allowance for use* means that amount directly attributable to use by a consumer prior to the first report of the nonconformity to the manufacturer, agent or dealer, and during any subsequent period when the vehicle is not out of service by reason of repair; plus a reasonable amount for any damage not attributable to normal wear.

A reasonable allowance for use cannot exceed one-half the amount allowed per mile by the Internal Revenue Service (Section 162 of the Internal Revenue Code), for use of a personal vehicle for business purposes, plus an amount to account for any loss to the fair market value of the vehicle resulting from damage beyond normal wear and tear unless the damage resulted from nonconformity to an express warranty.

REPURCHASE OF LEASED VEHICLES

The Tennessee lemon law states that a manufacturer must pay the following amounts when it repurchases a leased vehicle under the lemon law:

To the lessee

1. Aggregate deposit and rental payments previously paid to the lessor for the leased vehicle;
2. Less "service fees".

"Service fees" are the portion of any lease payment attributable to a) an amount for earned interest calculated on the rental payments previously paid to the lessor for the leased vehicle at an annual rate equal to two points above the prime rate in effect on the date the lease was executed; and b) any insurance or other costs expended by the lessor for the benefit of the lessee.

To the lessor

1. Actual purchase cost of the vehicle;
2. Freight (if applicable);
3. Accessories (if applicable);
4. Any fee paid to another to obtain the lease; and
5. 5% of the lease price;
6. Less the aggregate deposit and rental payments previously paid to the lessor for the leased vehicle.

REPLACEMENT

When replacing a vehicle under the Tennessee lemon law, the manufacturer must provide a "comparable motor vehicle", meaning a new motor vehicle of comparable worth to the same make and model with all options and accessories, with appropriate adjustments being allowed for any model year differences. The reasonable allowance for use appears not to apply to a replacement.

The provisions relating to replacement do not affect the interests of a lienholder. Unless the lienholder consents to the replacement of the lien with a corresponding lien on the replacement vehicle, the lienholder must be paid in full the amount due on the lien, including interest and other charges, before an exchange of motor vehicles or a refund to the consumer is made.

If the nonconforming motor vehicle was financed by the manufacturer or its subsidiary or agent, the manufacturer, subsidiary or agent must not require the consumer to enter into any refinancing agreement that would create any financial obligations beyond those imposed by the original financing agreement.

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

April 21, 20087

Mike Rittenhouse
Herb Adcox Chevrolet Company
5721 Lee Hwy
Chattanooga, TN 37421-3542

Re: [redacted]
Siebel Request: 71-620664518
2005 Chevrolet Cobalt
VIN # 1G1AK52F957[redacted]

Dear Mr. Rittenhouse:

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

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

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

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

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

Sincerely,

Rose Willimot

Rose Willimot
BRC Customer Relationship Manager
Ph# 800-231-1841, extension 21599
FAX# 866-281-0327

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Sincerely,

Rose Willimot

Rose Willimot
BRC Customer Relationship Manager
Ph# 800-231-1841, extension 21599
FAX# 866-281-0327

ALTAMONT
Highway 56
P.O. Box 196
Altamont, TN 37301
(931) 692-3221

DUNLAP
37 Rankin Ave. North
P.O. Box 697
Dunlap, TN 37327
(423) 949-2173

JASPER
4765 Main Street
Jasper, TN 37347
(423) 942-1990

MONTEAGLE
14 College St.
P.O. Box 399
Monteagle, TN 37356
(931) 592-2741

PALMER
Highway 108
P.O. Box 130
Palmer, TN 37365
(931) 779-3288

PIKEVILLE
318 North Main St.
P.O. Box 409
Pikeville, TN 37367
(423) 447-2107

SIGNAL MOUNTAIN
1306 Taft Highway
Signal Mountain, TN 37377
(423) 886-2868

SOUTH PITTSBURG
402 N. Cedar Ave.
South Pittsburg, TN 37380
(423) 837-8643

TRACY CITY
416 Railroad Ave.
P.O. Box 10
Tracy City, TN 37387
(931) 592-2741

TRACY CITY
Oak & Poplar St.
P.O. Box 637
Tracy City, TN 37387
(931) 592-9221

WHITWELL
14087 Highway 28
P.O. Box 939
Whitwell, TN 37397
(423) 658-5890

Citizens Tri-County Bank

DATE: 5-12-08

TO: Rose Willimont

FIRM NAME: _____

FAX # 866-281-0327

FROM: Tonya Wells
SOUTH PITTSBURG OFFICE

PHONE #423-837-8645 FAX #423-837-1461

OF PAGES 3 INCLUDING COVER

COMMENTS: Thanks

* SEE INSERT FOR *
* COUNTY FEE *

CERTIFICATE OF VEHICLE REGISTRATION RENEWAL

721202356

LICENSE NO.	VALIDATION NO.	DATE OF ISSUE	WHEN VALIDATED REGISTRATION EXPIRES
[redacted]	3568318	05/29/2007	05/31/2008

CLASS CODE	BASE YEAR	COLOR	COMPANY VEHICLE NO.	PREVIOUS LICENSE NO.	REGISTERED WT/SEATS	REG. WT/SEATS CHANGE	RENEWAL FEE	COUNTY FEE
1000	2006	B			0		24.00	.00

VIN	TITLE NO.	MAKE	YEAR	BODY	MODEL	DONOR	TOTAL
1G1AK52F957[redacted]	72120235	CHEV	2005	4D	CBT		.00 24.00

ZONE	COUNTY STICKER NO.

PRIMARY DRIVER'S LIC. NO.

Port: 01
Cash: 24.00
Check: .00
Check#:
Credit: .00
Change: .00

ADDRESS TYPE:

TO ORDER BY MAIL SEND ADDITIONAL $1.00

[redacted]
S PITTSBURG TN [redacted]

TENNESSEE DEPARTMENT OF REVENUE

INDICATE CHANGE OF ADDRESS BELOW:

IS THIS THE SAME ADDRESS AS THE VEHICLE OWNER'S DRIVER LICENSE ADDRESS? YES ☐ NO ☐

STREET OR RFD BOX NO.

FOR PRIVATE PASSENGER VEHICLE OWNERS ONLY
I CERTIFY THAT I AM A RESIDENT OF MARION COUNTY

REGISTRANT SIGN HERE

CITY | STATE | ZIP CODE

COUNTY CLERK DWIGHT MINTER DM ACCT. NO. 58

58 MARION 721202356

* SEE INSERT FOR *
* COUNTY FEE *

CERTIFICATE OF VEHICLE REGISTRATION RENEWAL

721202356

LICENSE NO.	VALIDATION NO.	DATE OF ISSUE	WHEN VALIDATED REGISTRATION EXPIRES
[redacted]	[redacted]	05/29/2007	05/31/2008

CLASS CODE	BASE YEAR	COLOR	COMPANY VEHICLE NO.	PREVIOUS LICENSE NO.	REGISTERED WT/SEATS	REG. WT/SEATS CHANGE	RENEWAL FEE	COUNTY FEE
1000	2006	B			0		24.00	.00

VIN	TITLE NO.	MAKE	YEAR	BODY	MODEL	DONOR	TOTAL
1G1AK52F957[redacted]	[redacted]	CHEV	2005	4D	CBT		.00 24.00

ZONE	COUNTY STICKER NO.

PRIMARY DRIVER'S LIC. NO.

Port: 01
Cash: 24.00
Check: .00
Check#:
Credit: .00
Change: .00

ADDRESS TYPE:

TO ORDER BY MAIL SEND ADDITIONAL $1.00

[redacted]
S PITTSBURG TN [redacted]

TENNESSEE DEPARTMENT OF REVENUE

INDICATE CHANGE OF ADDRESS BELOW:

IS THIS THE SAME ADDRESS AS THE VEHICLE OWNER'S DRIVER LICENSE ADDRESS? YES ☐ NO ☐

STREET OR RFD BOX NO

FOR PRIVATE PASSENGER VEHICLE OWNERS ONLY
I CERTIFY THAT I AM A RESIDENT OF MARION COUNTY

REGISTRANT SIGN HERE

CITY | STATE | ZIP CODE

COUNTY CLERK DWIGHT MINTER DM ACCT. NO. 58

CUSTOMER COPY

58 MARION 721202356

* SEE INSERT FOR *
CERTIFICATE OF VEHICLE REGISTRATION RENEWAL

[redacted]

SOUTH PITTSBURG, TN [redacted]

87-207/641

4-28-08 DATE

PAY TO THE ORDER OF GMAC $ 266.27

Two Hundred Sixty-Six Dollars & 27/100 DOLLARS

CITIZENS TRI-COUNTY BANK
P.O. Box 657 - Dunlap, TN 37327

CITIZENS CLUB

FOR [redacted]

[redacted]

Revised 5/14/2008

Privileged and Confidential Information

CASE ASSESSMENT

By: Rose Willimot State: Tennessee

Customer Name: [redacted]

Service Request: 71-620664518

BBB Case No.: CHV0838480

Vehicle ID No.: 1G1AK52F957[redacted]

In Service Date: 5/11/2005

Vehicle is: New

BAC Code: 112460

Year, Make ☐Model: 2005 Chevrolet Cobalt
Mileage at Time of BBB Filing 28,000

Vehicle Purchased Used on: {n/a or mm/dd/yy}
at odometer {odometer}

Lien holder: GMAC X Other☐: {Name}

Sale Type: Purchase ☐ Lease X Other☐
Lease Ends May 9, 2009

DVM Name: Jeffery Sullivan
Phone/Cell Number: 423-847-8544

CAM Name: Aubrey Washington
Phone Number: 678-240-9832

VEHICLE REPAIR HISTORY

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

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

X Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/17/06	262006	4	6,637	C/S that steering locked up. Cannot duplicate customer concern at this time.
2/27/08	278019	☐	30,092	C/S power steering light came on. At next turn on light was off, but could not turn the wheel. Test drove vehicle. No problems found at this time. Checked and found multiple codes for steering. Reset codes per GM bulletin 07-02-32-007. No other repair at this time.
3/28/08	278625	☐	31,538	Check for loss of power ass in steering. Intermittent short in body control module. Intermittent 02100. Technical Assistance Case ☐10221568. Checked and replaced body control module. Labor op ☐N4800. Failed part ☐15247501 CC/OL ☐FC/6D. Referred to SI document ☐1551090. Checked circuit 2500 and 2501. Technical Assistance case ☐10221568 Warranty claim code FEB74.

X Driveability

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/4/07	271563	4	16,131	C/S that will die while driving. Checked for codes and updates. None found at this time. Checked for bad wires. None found. Did find water in air inlet and breather box and on filter. Need to replace air filter. Replace air filter and cleaned out water.
2/27/08	278019	2	30,092	C/S when vehicle is in reverse it will go forward. When vehicle does go forward it starts shutter. Test drove vehicle. Vehicle driving properly at this time. Checked for codes. No drivability codes found. Cannot duplicate customer concern at this time.
3/28/08	278625	18	31,538	Check for engine starts cutting out and jerking and then vehicle loses steering assist. C/S that a power steering light comes on. Steering

column shorting out. Intermittent U2100 ☐U21105 ☐U2107
Technical Assistance Case ☐10221568 (Tom Martin)
Checked and replaced steering column assembly. Labor op ☐E7680.
Failed part ☐25831501 CC/OL ☐FC/60. Request OLH of 2.0 for originally chk wiring and chk and tighten pin connectors. Referred to SI Document ☐1530314 1682773 ☐1491952. Technical Assistance Case ☐10221568.

X Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/28/08	278625	☐	31,538	Check for jerking condition and loss of power assist in steering. Intermittent short in transmission control module. Intermittent 02100. Technical Assistance Case ☐10221568. Checked and replaced transmission control module and program. Labor op ☐K5365. Failed part ☐24226863 CC/OL ☐FC/6D. Referred to SI document ☐150612 ☐ 15510865. Warranty claim code ☐18837. Technical Assistance Case ☐ 10221568.

☐ Accelerator (Not related to concern)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/05	260886	X	5,373	C/S accelerator hung up. Cannot duplicate customer concern at this time.

☐ Wind Noise (Not related to concern)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/05	260886	X	5373	Wind Noise RR Door. Reseal outer glass.

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/05	260886	6	5373	Campaign 05034 A/C Wiring. Recall Install Jumper for A/C

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 3
Time period express warranty / 12 months, whichever comes first.
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs n/a
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period: 1
Total days out of service during the presumption period: 4
Total days out of service during customer's ownership: 34

Vehicle Meets Presumption of Lemon Law NO

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) 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.

Crs sts: if that were to happen again and anything happened, that would be a product allegation at that point, and we would have to take it from there □look into it. But we have found the cause of the problem, □the veh is repaired, □ we□re confident that there won□t□be a next time. But we realize that you have had many problems with the veh, and we would like to compensate for the frustration that you□ve had by reimbursing you one month□s veh payment.

Dlr sts: N/A. Service Manager involved w/ cust was on vacation.

DVM sts: I was involved in this on the last repair Terry Jones called me □got me involved in this. We discussed the case and it basically had a communications problem with 3 modules that was setting a U code (which is a no communication code) in 3 separate modules so what we did was replaced all those modules, we checked all the wiring to those modules □we□re pretty confident that it is fixed. As far as compensation on this, I would agree with 1 lease payment, but that□s about it.

CRS FINAL OFFER:	Veh payment reim:	**DATE: 4/25/2008**	**CUST Accepted**
Goodwill: Veh Payment reim of $266.27		**Attorney Fees (if applicable):** n/a	

TEAM LEAD APPROVING:	Steve Lambert	Date: 5/13/2008

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.**

2005 COBALT 4-DOOR SEDAN
91U ARRIVAL BLUE METALLIC /L4G
14B GRAY
ORDER NO. HXJX1Z/TRE STOCK NO.
VIN 1G1 AK52 F9 57[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD60165114

**********13*08004S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AK69 COBALT 4-DOOR SEDAN	13625.00	12739.38	INVOICE 02/21/05
AU3 POWER DOOR LOCK SYSTEM	410.00	369.00	SHIPPED 02/20/05
B34 FLOOR MATS	80.00	72.00	EXP I/T 03/02/05
DT4 ASHTRAY AND LIGHTER	15.00	13.50	INT COM 03/02/05
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 02/20/05
K34 CRUISE CONTROL	275.00	247.50	KEYS G0932 G0932
L61 2.2L DOHC 4 CYL ENGINE	0.00	0.00	WFP-F QTR OPT-1
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	765.00	BANK: GMAC - 340
T43 REAR DECK-LID SPOILER	275.00	247.50	CHG-TO 08-004
UN0 AM/FM STEREO W/CD PLAYER	185.00	166.50	
			SHIP WT: 2790
			HP: 18.4
			GMS: 14788.93
			SUPPLR: 15451.06
			MRM: 16280.00
			MEMO 710.75

TOTAL MODEL & OPTIONS	15715.00	14620.38	ACT 231	14713.93
DESTINATION CHARGE	565.00	565.00	H/B 261	471.45
LAM DEALER CONTRIBUTION		157.15	ADV 261	157.15
LAM GROUP CONTRIBUTION		78.58	EXP 65A	78.58
TOTAL	16280.00	15421.11	PAY 310	15421.11

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 14745.28

****

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

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

HERB ADCOX CHEVROLET COMPANY

REMIT TO GMAC NO. 340
VIN 1G1AK52F957[redacted]
$ 15421.11 INV 1AD60165114
DUE 03/02/05 DEALER 08-004

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

Customer: [redacted]	**SR #:** 71-620664518	**BBB#:** CHV0838480

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 (from Bill of Sale, before tax, tag, title, etc.)	17280.00
MSRP (from BARS Invoice screen)	- 16280.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= 1000.00

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

Section 3

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

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	17280.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 1500.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 15780.00

Revised 06/04/07

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

ADR File Checklist

SR Number:71-620664518 **BBB Case:** CHV0838480
Customer [redacted] **VIN:1G1AK52F957**[redacted]
Make/Model/Year: Chevrolet/Cobalt/2005 **In Service**: 5/11/2005 **Mileage**: 28,000
Received Date: 4/17/2008 **Day 15 Date:** 5/2/2008 **Goes Active:** n/a
Primary Concern: Steering/driveablity/transmission/electrical (all related)

☒ **Case Scan / Acknowledgement** (24 hrs) **Completion Date/Time:** 4/18/2008 11:13AM

☐ **Initial Calls** (72 hrs):
- ☒ **Customer** **Completion Date/Time:** 4/18/2008 / 02:14PM
- ☒ **Dealer Svc Mgr** **Completion Date/Time:** 4/18/2008 / 11:23AM
- ☐ **Dealer Finance Mgr** **Completion Date/Time:** /
- ☒ **AVM** **Completion Date/Time: 4/18/2008** / **11:38AM**

☐ **Repair Orders Requested:** 4/21/2008 10:31AM **Received:** 4/21/2008 04:24PM

☐ **Sales Documents:** **Received:** 4/21/2008 04:24:54 PM

X BARS / Finance Sheet

☒ **Case Assessment** (by Day 14)**:**
- **Lemon Law Eligible:** **Yes** ☐ **No** ☒
- **Presumption:** **Yes** ☐ **No** ☒

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

☐ **Settlement / Goodwill Offered Date: 4/25/2008**

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

☐ **Arbitration Date: n/a**

☒ **Closing Activities:**
- **Settlement** **Completion Date/Time: 5/14/2008** / **11:29AM**
- **Executive Summary** **Completion Date/Time:** 5/14/2008 / 11:21AM
- **Close Siebel** **Completion Date/Time:** 5/14/2008 / 12:40 PM

AVM: Jeffery Sullivan **Node/Box:** 404082 8388
Service Dealer: Herb Adcox Chevrolet Company **Svc Mgr: Terry Jones**
Selling Dealer: HERB ADCOX CHEVROLET COMPANY **Contact: Mike Rittenhouse**

NOTES:

AH MR GARCIA
FROM DAVE HIRRCOST

CJ'S TOWING UNLIMITED, INC.

REMIT TO:

73 Maple St.	350 Pasco Rd.	740 High St.
E. Longmeadow, MA 01028	Springfield, MA 01151	Holyoke, MA 01040
413-525-0069	**413-543-9100**	**413-535-2035**

DATE: 4-22-08 | TIME: 1:00 A.M. ~~P.M.~~ | REQUESTED BY: Medeiros Williams

LOCATION OF VEHICLE: 273 Bennett Rd Hampden

NAME | PHONE

ADDRESS | ZIP

MILEAGE		SERVICE TIME		EXTRA PERSON	
FINISH	51	FINISH		FINISH	
START	39	START		START	
TOTAL	12	TOTAL		TOTAL	

YEAR: 05 | MAKE / MODEL / COLOR: Chevy Cobalt Red | DRIVER: Joe

STATE: MA | [redacted] | VEHICLE I.D. NO.: 1G1AK12F457 | [redacted]

- [ ] SLING/HOIST TOW
- [ ] WHEEL LIFT
- [x] FLAT BED/RAMP
- [ ] START
- [ ] LOCK OUT
- [ ] FLAT TIRE
- [ ] OUT OF GAS
- [ ] WRECK
- [ ] RECOVERY
- [x] Acc

SPECIAL EQUIPMENT
- [ ] SINGLE LINE WINCHING
- [ ] DUAL LINE WINCHING
- [ ] SNATCH BLOCKS
- [ ] SCOTCH BLOCKS
- [ ] DOLLY
- [ ]

VEHICLE TOWED TO: Medeiros Williams 2045 Post Rd

REMARKS: Front Side Damage
Po# 2746
Ro# 15262

If you dispute this bill, written complaints may be submitted to the City of Springfield's Chief Procurement Officer and/or the Massachusetts Department of Public Utilities.

MILEAGE CHARGE	48
TOWING CHARGE	45-
~~LABOR CHARGE~~	
STORAGE CHARGE	
CITY FEE	
TOTAL	93-

OPERATOR'S SIGNATURE

AUTHORIZED SIGNATURE

187667

road service

Enterprise

2045 BOSTON ROAD
SPRINGFIELD MA 01119-1339

Bill To:
0001542-00001/00002-T-4822710310
MEDEIROS WILLIAMS CHEVROLET
ATTN: HERSCHE*DAVE*
2045 BOSTON ROAD
WILBRAHAM MA 01095

RENTAL INFORMATION

Date Out 4/26/08 10:06AM
Date In 5/19/08 8:10A
Renter DANIEL KRSTYEN

Additional Driver
Name KRYSTEN* NICOLE*

BILLING DETAIL

Description		Rate	Amount
23 DAYS	@	28.54	656.42
PKGSCHG			.60
SALESTX	%	5.00	32.86

2481

no 15262

AMOUNT DUE ▶ 690.00

RENTAL VEHICLES

Color 155 GRAY
Model 07 SENT

CLAIM INFORMATION

License No. [redacted]
Unit # [redacted]
Claim #/Policy #/P.O. #
Insured
Date of Loss
Type of Loss
Type of Car CHEVROLET
Repair Shop MEDEIROS WIL
Vin # 3N1AB61E97L6[redacted]

IMPORTANT INFORMATION

Billing Inquiries Call 418-783-8900
Fed Tax ID # 06-1299052
Billing Information 8775

Thank You For Choosing Enterprise

WE OFFER GREAT WEEKEND SPECIALS!
GIVE US A CALL AT 800-RENTACAR

AMOUNT DUE ▶ 690.

Please Return This Portion with Remittance

Remit to:
ENTERPRISE RENT-A-CAR
ATTN: ACCTS RECEIVABLE
8 ELLA GRASSO TURNPIKE
WINDSOR LOCKS CT 06096-1015

Paid by:
MEDEIROS WILLIAMS CHEVROLET
ATTN: HERSCHE*DAVE*
2045 BOSTON ROAD
WILBRAHAM MA 01095

Customer#	Rental Agreement	Amount	GPBR
T10318	D821454	690.00	4822

05/21

facsimile transmittal

To:	David Hiersche	**Fax:**	(413) 543-8176
From:	Joe Garcia	**Date:**	June 6, 2008
Re:	1G1AK12F457[redacted] – 71-622375126 – Daniel Krysten	**Pages:**	
CC:			

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

Notes:

When submitting the claim please verify that the information attached is correct. Please make sure that it is the correct customer, VIN and mileage. Also check your dealership information for accuracy – dealer division, dealer code, RO #, RO close date and dollar amount. If any of the information isn't correct do not submit the claim and contact the CRS handling the file as soon as possible to correct.

If everything is correct please submit this claim in the GMWA system. We have entered a pre-authorization so you do not need to H route this claim. If you do that it will be rejected and hold up your payment process. Please do not use any authorization codes or any labor hours or costs. Please submit the claim as a net line under the labor op Z1242. Please submit this claim on or after Tuesday June 10, 2008. If this claim rejects, please contact the CRS handling this file and we will push it through to your credit memo.

CVWS15262

MEDEIROS WILLIAMS CHEVROLET, INC.

2045 BOSTON ROAD
WILBRAHAM, MASSACHUSETTS 01095
TELEPHONE (413) 543-3571
DIRECT SERVICE (413) 543-3124

CVWS15262

0101ICVWS15262

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
9556	DAVID HIERSCHE 26110		05/29/08	CVWS15262

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
72.28		38,362	RED/	P20584

[redacted]
HAMPDEN, MA [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVR ET/COBALT/2 DOOR COUPE	06/30/07	25,420

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 A 1 2 F 4 5 7 [redacted]		

F.T.E. NO.	R.O. NO.	R.O. DATE
		04/22/08

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 38390

LABOR & PARTS----------
J# 1 11CVZ STEERING DIAG: HOURS: 6.10 TECH(S):9650 440.91
CUSTOMER STATES
CHECK ENGINE LIGHT CAME ON THEN POWERSTEERING CUT OUT ADVISE
BCM FAILURE RESULTED IN POWER STEERING LOCK UP
WHICH RESULTED IN VEHICLE TO CRASH
DIAGNOSE AND REPLACE THE BCM, SUBLET TO BODY SHOP FOR
REPAIR. PUT CUSTOMER IN COURTESY TRANSPORTATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15247501	BCM 2.560	188.13	188.13	263.38	263.38
			JOB # 1 COST TOTAL		188.13		
			JOB # 1 TOTAL PARTS				263.38
			JOB # 1 TOTAL LABOR & PARTS				704.29

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	8746	187667	04/22/08	TOW	93.00
JOB # 1	8775	D821454	05/29/08	RENTAL	690.00
JOB # 1	8861	31409	05/16/08	REPAIR LH SIDE PER EST	4861.74
				TOTAL - SUBLET	5644.74

COMMENTS----------
PULL HISTORY

R/O TAX	0.00
R/O TOTALS	6349.03

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
[redacted]	6349.03
CLAIM TOTALS	6349.03

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------
DCS DATA FILE: GNGMWF.627
05/29/2008 WARRANTY NEW CLAIM
1533

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
015262	04/22/2008	1G1AK12F457[redacted]	3	32469	38362	[redacted]

CUSTOMER NAME: FIRST: [redacted] MIDDLE:
LAST: [redacted] PHONE;WORK: HOME [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		0G				98	Z1242			6349.03	

LN-TOT: 6349.03 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 6349.03

Thank You
We Appreciate
Your Business

Service Hours
8:00 a.m. - 12:00 p.m.
1:00 p.m. - 5:00 p.m.
Monday - Friday

"Where people make the difference"

SERVICE FILE COPY-W
[END OF INVOICE] 03:33pm

MEDEIROS WILLIAMS CHEVROLET, INC.
2045 Boston Road Wilbraham, MA 01095

CHEVROLET
Direct Parts Line
(413) 543-6812
National Toll Free
1-800-243-8939

Direct Parts Fax Line
(413) 543-8176
Direct Service Line
(413) 543-3024
WE STOCK A FULL LINE OF
GENUINE GM & MECHANICAL PTS.

TO

4938

NUMBER 8861 **DUPLICATE**
WRITTEN BY LUIS VAZQUEZ JR.
DEPARTMENT PARTS
DATE 05/08/08 P. O. AMOUNT 4861.74

AUTO BODY
PASCO ROAD
SPRINGFIELD MA 01119

SHIP TO

MEDEIROS-WILLIAMS
2045 BOSTON ROAD
WILBRAHAM MA 01095

BILL TO

MEDEIROS-WILLIAMS
2045 BOSTON ROAD
WILBRAHAM MA 01095

TAX EXEMPT #

QTY.	DESCRIPTION	PRICE	AMOUNT
	15262 REPAIR LH SIDE PER EST	4861.74	

ACCT.	AMOUNT	CONTROL NUMBER	ACCT.	AMOUNT	CONTROL NUMBER
246 SUBLET INVENTORY	4861.74	15262			

SIGNATURE

PAGE 1 OF 1

PURCHASE ORDER

C 12	Add for Clear Coat [DOOR]			-0.4 R	
C 13	R&I LT Belt w'strip [DOOR]			0.4 R	
C 14	Repl LT Body side mldg red (74U) [DOOR]		0.3 B		
C 15	Repl LT Applique [DOOR]	54.00 D	0.3 B	0.3 R	
C 16	R&I LT Door glass GM	25.85 D	0.2 B		
C 17	R&I LT Handle, outside [DOOR]		0.6 B		
C 18	R&I LT R&I trim panel [DOOR]		0.4 B		
C 19	ROCKER		0.5 B		
C 20	Blend LT rocker			0.5 R	
C 21	Repr LT Quarter panel		6.0 B	2.3 R	
C 22	Overlap Major Adj. Panel [QUARTER PANEL]			-0.4 R	
C 23	Add for Clear Coat [QUARTER PANEL]			0.4 R	
C 24	R&I LT Wheelhouse liner base, LS, LT [QUARTER PANEL]		0.3 B		
C 25	Repl LT Body side mldg red (74U) [QUARTER PANEL]	27.80 D	0.3 B	0.3 R	
C 26	Repl LT Liner retainer (3) [QUARTER PANEL]	0.45 D			
C 27	R&I LT Quarter glass GM [QUARTER PANEL]		1.4 B		
C 28	R&I LT Upper qtr trim w/o side air bag [QUARTER PANEL]		0.2 B		
C 29	Overhaul O/H bumper assy [REAR LAMPS]		3.0 B		
C 30	R&I LT Tail lamp assy [REAR LAMPS]				
C 31	Repr Bumper cover base, LS & LT [REAR BUMPER]		1.0 B	3.0 R	
C 32	Add for Clear Coat [REAR BUMPER]			1.2 R	
C 33	Repl LT Strut FE1, FE3 suspension [FRONT SUSPENSION]	148.08 D	1.5 M		

ICK'S AUTO BODY, INC.

375 PASCO ROAD
SPRINGFIELD, MA 01119
(413) 796-3368 Fax: (413) 796-3344

RO #031409

Totals		Total $
Parts, Aftermarket (A)		114.50
Parts, Domestic (D)		1,526.06
Parts Total		1,640.56
Labor, Body (B)	42.5 @ $36.00	1,530.00
Labor, Mechanical (M)	8.6 @ $60.00	516.00
Labor, Refinish (R)	17.4 @ $36.00	626.40
Labor Total		2,672.40
Materials, Paint (P)	17.4 @ $0.00+435.00	435.00
Misc.(Untaxed) (M)		10.00
Other Total		445.00
Subtotal		4,757.96
SALES TAX	(Rate =5.000%)	103.78
Total		4,861.74
Customer Due		4,861.74

hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate vehicle r purposes of testing, inspection or delivery at my own risk. An express mechanic's lien is acknowledged on vehicle to secure the nount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, eft, accident or any other cause beyond your control.

GNED X_____ DATE _____

..ICK'S AUTO BODY, INC.

375 PASCO ROAD
SPRINGFIELD, MA 01119
(413) 796-3368 Fax: (413) 796-3344

RO #031409

	Line Items	Price	Labor	Paint	Other
..4	Align four wheels [FRONT SUSPENSION]		2.3 M		
C 35	Repl LT Knuckle [FRONT SUSPENSION]	185.37 D	1.5 M		
C 36	Deduct for Overlap [FRONT SUSPENSION]		-0.4 M		
C 37	Repl LT Hub assy w/o SS w/o ABS [FRONT SUSPENSION]	199.85 D			
C 38	Repl LT Outer tie rod [STEERING GEAR & LINKAGE]	53.04 D	0.6 M		
C 39	Deduct for Overlap [STEERING GEAR & LINKAGE]		-0.3 M		
C 40	Repl LT/Front Wheel cover 15" [WHEELS]	29.87 D			
C 41	Repl LT/Rear Wheel cover 15" [WHEELS]	29.87 D			
C 42	Repl LT/Front Wheel, steel 15" [WHEELS]	94.08 D	0.3 M		
C 43	Repl LT/Rear Wheel, steel 15" [WHEELS]	94.08 D	0.3 M		
C 44	Repl RT/Front Wheel, steel 15" [WHEELS]	94.08 D	0.3 M		
C 45	Repl RT/Rear Wheel, steel 15" [WHEELS]	94.08 D	0.3 M		
C 46	Repr PRE-SCAN TO DETERMINE SUSPENSION DAMAGE		1.0 M		
C 47	Repl BALANCE TIRES (4)	32.00 A	1.2 M		
C 48	Repl VALVE STEM (4)	8.00 A			
C 49	Repl FLEX ADDITIVE	12.00 A			
C 50	Repl FLEX PRIMER	10.00 A	0.3 B		
C 51	Repl COVER CAR FOR PRIMER OVERSPRAY		0.3 B		5.00M
C 52	Repl COVER CAR FOR REFINISHING		0.3 B		5.00M
C 53	Repl ANTI-CORROSION PRIMER	10.00 A	0.5 B		
C 54	Refin TINT & TEST PANEL			0.5 R	
C 55	Repl COLOR SAND & BUFF	10.00 A	2.5 B		
C 56	Repr DETAIL MASK FOR PRIMER		0.8 B		
C 57	Repr DETAIL MASK JAMBS		0.7 B		
C 58	Repr DETAIL FOR DELIVERY		1.0 B		
C 59	Repl RUSTPROOFING	12.00 A	0.5 B		
C 60	Repl RESEAL VAPOR BARRIERS	0.50 A	0.3 B		
C 61	Repr REMOVE ADHESIVE FROM PANEL		0.3 B		
62	Repl ADHESION PROMOTERS	20.00 A	0.3 B		
63	Refin REFINISH UPPER UNISIDE			1.0 R	
64	Repr DETAIL MASK WINDSHIELD		0.5 B		
65	Repr DETAIL MASK BACK GLASS		0.5 B		
66	Repr COVER INTERIOR FOR REPAIRS		0.3 B		
67	Paint Materials				435.00 P

RICK'S AUTO BODY, INC.

375 PASCO ROAD
SPRINGFIELD, MA 01119
(413) 796-3368 Fax: (413) 796-3344

RO #031409

Date: 5/16/2008
Time: 9:05:52AM

Medeiros Williams MEDEIROS WILLIAMS 2045 Boston Road Wilbrahm, MA 01095 Home: [redacted] Work: [redacted] Est.: CHUCK LAPRADE	Make: 2005 Chevrolet Model: Cobalt Style: 2 Dr Cpe License: Color: RED VIN: 1G1AK12F457[redacted] Mileage: 38,408 Hat No.: 23262 Unit No.:	DIRECT BILL - Adjuster: Ins. Co. Phone (413) - x Claim #: P/O# 8861 Date of Loss: Source:

*** **Thank you for your patronage** ***

Line	Line Items	Price	Labor	Paint	Other
C 1	Overhaul O/H bumper assy [FRONT LAMPS]		2.6 B		
C 2	R&I LT Headlamp assy 2.2L [FRONT LAMPS]				
C 3	Repl Aim headlamps [FRONT LAMPS]		0.5 B		
C 4	Repl Bumper cover [FRONT BUMPER]	362.57 D		2.6 R	
C 5	Add for Clear Coat [FRONT BUMPER]			1.0 R	
C 6	Repr LT Fender		5.0 B	1.8 R	
C 7	Add for Clear Coat [FENDER]			0.7 R	
C 8	Repl LT Fender liner 2.2L	32.99 D	0.4 B		
C 9	R&I LT Roof molding		0.4 B		
C 10	Repr LT Outer panel [DOOR]		10.0 B	2.2 R	
C 11	Overlap Major Adj. Panel [DOOR]			-0.4 R	
C 12	Add for Clear Coat [DOOR]			0.4 R	
C 13	R&I LT Belt w'strip [DOOR]		0.3 B		
C 14	Repl LT Body side mldg red (74U) [DOOR]	54.00 D	0.3 B	0.3 R	
C 15	Repl LT Applique [DOOR]	25.85 D	0.2 B		
C 16	R&I LT Door glass GM		0.6 B		
C 17	R&I LT Handle, outside [DOOR]		0.4 B		
C 18	R&I LT R&I trim panel [DOOR]		0.5 B		
C 19	ROCKER				
C 20	Blend LT rocker			0.5 R	
C 21	Repr LT Quarter panel		6.0 B	2.3 R	
C 22	Overlap Major Adj. Panel [QUARTER PANEL]			-0.4 R	
C 23	Add for Clear Coat [QUARTER PANEL]			0.4 R	
C 24	R&I LT Wheelhouse liner base, LS, LT [QUARTER PANEL]		0.3 B		
C 25	Repl LT Body side mldg red (74U) [QUARTER PANEL]	27.80 D	0.3 B	0.3 R	
C 26	Repl LT Liner retainer (3) [QUARTER PANEL]	0.45 D			
C 27	R&I LT Quarter glass GM [QUARTER PANEL]		1.4 B		
C 28	R&I LT Upper qtr trim w/o side air bag [QUARTER PANEL]		0.2 B		
C 29	Overhaul O/H bumper assy [REAR LAMPS]		3.0 B		
C 30	R&I LT Tail lamp assy [REAR LAMPS]				
C 31	Repr Bumper cover base, LS & LT [REAR BUMPER]		1.0 B	3.0 R	
C 32	Add for Clear Coat [REAR BUMPER]			1.2 R	
C 33	Repl LT Strut FE1, FE3 suspension [FRONT SUSPENSION]	148.08 D	1.5 M		

U2107 Loss comm w BCM
U2100 Controller Area Network Bus comm
U2105 Loss w BCM
U2111 " comm w/ P/S system
Bulletin 07-02-32-007

HAVE NO Tech 2 communication w ECM BCM
codes above. vehicle RUNS.
Power steering works

test drive vehicle for 12 miles -
HAD lost communication codes P/S U2107 BCM
P/S U2105 ECM
HAD removed radio, inspected BCM U2111 PS
HARNESS for chafing - none found.
AS quick AS the LOSS CAME/went AWAY
vehicle never STALLED

5-1-08 replace BCM and configure
Perform theft learn as per
4800 Technical Assistance conversation
1.0 on 4-30-08. if not able to
.3 diag duplicate communication loss and all
terminal diags are good - replace BCM

Test drive vehicle after BCM repl.
Approx 16 miles - NO LAUTHS

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF 9
	.5	15262 EMP. NO. 9650 OPER. NO. Roadtest		ON
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF 6
	1.0	15262 EMP. NO. 9650 OPER. NO. BCM		ON
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF 1
	2.6	15262 EMP. NO. 9650 OPER. NO.		ON
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF 7
	1.4	15262 EMP. NO. 9650 OPER. NO.		ON

Diag - Tech. 44 min

21241
FAX Berdoz

Document ID: 2004240

15262

2005 Chevrolet Cobalt | Co

MS

2045 BOSTON ROAD
WILBRAHAM, MASSACHUSETTS 01095
TELEPHONE (413) 543-6670

15262

#07-02-32-
Inoper
Ste

TOTAL	OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL

MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
					FACTORY RECALL
34936	186	9650	W	99CVZ	STEERING DIAG.
29292	186	24750	I	11CVZ	DIAG DRIVEABILITY
		24750	I	05CVZ0DB	STEERING DIAG.
26014	186	22647	I	11CVZ	CLEAN FOR DELIVERY
25470	14	21381	I	26CVZCFD	USED CAR PREP
		186	I	26CVZUCP	

07/17/0
07/02/07

SALESPERSON NO. 24 CHRISTIAN C VINCELET

S E R V I C E

STATE REG# 2

VEHICLE I.D. NO. 1G1AK12F45 [redacted]	YEAR/MAKE/MODEL 05/CHEVROLET/COBALT/2 DOOR COUPE	PRODUCTION DATE	STOCK NO. P20584	LICENSE NO.	R.O. NO. 15262
CUSTOMER NO. 9556	SERVICE CONTRACT	DELIVERY DATE 06/30/07	DELIVERY MILES 25,420	SELLING DEALER NO.	H.O. DATE 04/22/08
COLOR RED/	CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO.
TURBO / M/MC / AIR COND. / P.S. / TRANS / MILEAGE			ADVISOR NO. 26110	ADVISOR DAVID HIERSCHE	

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ PRIOR APPROVAL ☐ RENTAL ☐

[redacted]

HAMPDEN, MA [redacted]

COURTESY TRANS. ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED 11:15am DATE/TIME PROMISED 04/22/08 06:00pm PRIORITY

LABOR RATE 78.00

APPOINTMENT ☐ Yes ☒ No

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, by fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X Fax 1A Vins P20586

308

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

COMMENTS : PULL HISTORY

C 11CVZ STEERING DIAG.

CUSTOMER STATES
CHECK ENGINE LIGHT CAME ON THEN POWERSTEERING CUT OUT ADVISE

38,362 GM
38374
38,390 - Road test
After BOM

Fax 866 270 0017
866 790 5200 1191
EAT
15247501
BOM

customer to call

DVM
RAC

Product Allegation Group

Release #

I understand that I have the right to know before authorizing any repairs what the repairs to my car will be and what their cost will be. You need not obtain approval from me for repairs or inform me prior to performing repairs what the repairs are or their cost, if the total amount for repairs does not exceed $ _____

SPOKE TO: 1800-222-1640
TIME CALLED:
REPAIRS:
AMOUNT:
BY: Release #

Thank You

We Appreciate Your Business

Service Hours
8:00 a.m. - 5:00 p.m.

$6349.03

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	6/3/08	**Service Request #**	**71-622375126**
Customer Name	[redacted]		
VIN	1G1AK12F457[redacted]		
In-Service Date	3/17/05	**Service Contract?**	No
Current Mileage	38362	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	2

Dealer and Claim Information			
Dealer Name	Medeiros/Williams Chevrolet, Inc.		
Dealer Svc Mgr	David Hiersche	**Dlr Warranty Admin:**	Steve - warranty
Dealer Phone	(915) 834-6800	**Dealer Fax**	413-543-8176
Dealer BAC	114923		
Dealer Division and Code	13-Chevy-32469		
Repair Order Number	015262		
Repair Order Close Date	5/29/08		
Labor Op. Code Z1242	Dollar Amt:	6349.03	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	6349.03

DO NOT H ROUTE THIS CLAIM

Authorization Code:	DO NOT PUT IN AN AUTH CODE
Additional Comments for Dealer:	n/a

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 270--0217

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint:
Power steering lock-up caused veh to be in accident

Cause:
Faulty BCM

Correction:
Replace BCM and repair body damage

Justification: Faulty BCM caused power steering lock-up and contributed to accident

PAR CRS: Joe Garcia

Additional Comments: n/a

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

June 13, 2011

[redacted]
Del Valle, TX[redacted]

Dear [redacted]

Chevrolet is pleased to provide service coverage for the steering – gear housing and all internal parts; rack and pinion; power steering pump; steering shaft on your 2005 Chevrolet Cobalt, Vehicle Identification Number 1G1AK52F757[redacted] This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 5, 2010, or 100,025 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Cobalt. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

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

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-625536543

ATTENTION: DEALERSHIP SERVICE MANAGER
Please H-route the claim to your Area Service Manager. Retain a copy of this letter in the customer's file and return the original to the customer.

June 13, 2011

[redacted]
Mccomb, MS [redacted]

Service Request: 71-625536543
Customer Relationship Specialist: Melissa Barrett

Dear [redacted]

Chevrolet is pleased to provide service coverage for the steering – gear housing and all internal parts; rack and pinion; power steering pump; steering shaft on your 2005 Chevrolet Cobalt, Vehicle Identification Number 1G1AK52F757[redacted]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 5, 2010, or 100,025 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

June 13, 2011

[redacted]

Redford, MI [redacted]

Service Request: 71-627859207
Customer Relationship Specialist: Allison Fike

Dear [redacted]:

We would like to discuss your request for assistance regarding your 2006 Chevrolet Cobalt, but we have been unsuccessful in our attempts to contact you.

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

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

Sincerely,

Chevrolet Customer Assistance Center

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Jessica Stewart State: MI

Customer Name: [redacted]

Service Request: 71-627859207

BBB Case No.: CHV0842403

Vehicle ID No.: 1G1AK15F567[redacted]

In Service Date: 3/13/2006

Vehicle is: NEW

BAC Code: 115102

Year, Make □Model: 2006, Chevrolet, Cobalt
Mileage at Time of BBB Filing (34500)

Vehicle Purchased Used on: NA

Lien holder: GMAC□ Other□: {Name}

Sale Type: Purchase ☒ Lease□ Other□ : 351.43

DVM Name: Snowden Eugene

CAM Name: Rob Johnson

630092 8227
Phone/Cell Number: 248-410-7069

Phone Number: 630961 6817

Svc Mgr Name: Matt Shoeloff

Sales Manager 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.

□ {{Power steering failed}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/06/07	92631	1?	19087	c/s vehicle keeps loosing power steering, if the vehicle is shut off and restarts the power steering will return but only lasts for about 30 feet of driving □code C0475 stored □replaced steering column assembly for steering loss □all ok now

□ {Leaking sunroof}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/10/07	94430	1?	20887	C/s sunroof leaking water, headliner gets wet □sublet to auto one □but what was done?????
05/12/08	16796	□	32946	C/s water is leaking into vehicle through sunroof □□□□installed by semac □after market sunroof. □what was done???
06/05/08	18074	1?	34237	c/s that the vehicle is leaking near the □A□pillar from above the headliner

☐water tested 2 hours ☐no leaks ☐car wash and hose directly on sun roof and did not leak

☐ {Power train control module failed}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/12/08	16796	1?	32946	C/s that there is a hesitation when accelerating ☐power train control module programming ☐was it replaced or just reprogrammed?

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/06/07	92631	☐	19087	Recall ☐06217 ☐head impact protection ☐installed absorbers

Verified with customer if the vehicle has ever been involved in an accident? N
If yes, are the RO's attached? N

Are there modifications to the Vehicle: customer states no, dealer states yes
List: after market sunroof

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/10/07	94430	☐	20887	c/s passenger rear turn signal is inop ☐customer has replaced bulb but keeps burning out ☐verified concern ☐replaced bulb c/s chrome on passenger door inside handle is peeling off ☐part on order
05/12/08	16796	☐	32946	C/s vehicle is hard to start at times ☐what was done??????? c/s chrome on passenger side inside door handle is peeling off ☐reordered part

What is customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement:

Lemon Law Repurchase/Replacement:

GM Program Summary Repairs/Reimbursement for past repairs:

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 4 plus FRA
Time period 24 month / na
Does Lemon Law state nonconformity must continue to exist? yes

If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	{☐ of repair attempts}
Total days out of service during the presumption period:	{☐ of Days}
Total days out of service during customer's ownership:	{☐ of Days}

Vehicle Meets Presumption of Lemon Law YES or NO

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) 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:

DVM sts:

SVM sts:

CRS Rationale:

CRS's opinion regarding the 3 main Strengths of the case

_____

_____

_____

CRS's opinion regarding the 3 mains weaknesses of the Case

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

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.**

=== COVER PAGE ===

TO: _____

FROM: GORDON CHEVROLET

FAX: 17345131100

TEL: 17344276200

COMMENT:

GORDON CHEVROLET

FACSIMILE TRANSMITTAL SHEET

TO: Jessica Stewart	FROM: Rick Thornsberry
COMPANY: GM BRC	DATE: 6/18/2008
FAX NUMBER: 866-476-8244	TOTAL NO. OF PAGES, INCLUDING COVER: 3
PHONE NUMBER:	SENDER'S REFERENCE NUMBER: Repair order # 17223
RE:	YOUR REFERENCE NUMBER:

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

Jessica,

Attached is the missing repair order for Jennifer James # 17223.

Thanks,

Rick Thornsberry

Gordon Chevrolet

[redacted]

Chevrolet

31850 FORD ROAD
GARDEN CITY, MI 48135
DEALER REGISTRATION NO. F-125783

Chevrolet

SERVICE HOURS:
MON, THU 7:00 AM - 9:00 PM
TUE, WED, FRI 7:00 AM - 6:00 PM

SERVICE: (734) 427-6200
PARTS DIRECT LINE: (734) 458-5260

PARTS HOURS:
MON 7:30 AM - 9:00 PM
TUE-FRI 7:30 AM - 6:00 PM

Email 16796 5-12-08

RBS on file

Adv: 359 NICHOLAS A BREMER	Tag: 0608	License: [redacted]	1G1AK15F5 67[redacted]	Page: 1	Invoice: W17223

Invoice to	Driver/Owner Information
[redacted]	[redacted]
REDFORD, MI [redacted]	REDFORD, MI [redacted]
Cell: [redacted] Work: [redacted]	Cell: [redacted]

For Office Use			Vehicle Information		
Odometer in: 33345 Out:		Dist: 1G1 WAR W final	06 CHEVROLET COBALT LS 2DR CPE SILVER		
	MFG: 412001		Stock#: 0030066T		Chassis: 2-DR
Begin: 05/19/08	Done: 05/29/08	Invoiced: 06/04/08 11:44 DK	Inservice: 03/13/06		

Customer Concern

Concern 51	CUSTOMER STATES THE VEHICLE IS LEAKING WHERE THE IMPACT RECALL WAS PERFORMED ON THE PASSANGER SIDE, NEAR THE "A" FRAME.	Operation	Tech	Units	Amount
Cause	LEAKING	NC	819	0.0	0.00
Correction	SUBLET REPAIRS TO SEMAC (SUNROOF INSTALLED THROUGH SEMAC) Tech 819 THORNSBERRY, RI Cert#: M161910 FAIL CODE : 2P Part Auth: MS 05/28/08 07:59	Subtotal			
Type: W		TOTAL CHARGE FOR CONCERN			0.00

Concern 52	RENTAL	Operation	Tech	Units	Amount
Cause	RENTAL	Z7904	819	0.0	0.00
Correction	4 DAYS				
Parts	Part Number / POH / Note / Description 000 NPNRENTAL 153322 ********** Tech 819 THORNSBERRY, RI Cert#: M161910 FAIL CODE : 98	Qty 1 B		Sell 100.00	100.00
		Subtotal			
Type: W		SUBLET REPAIRS			100.00
		TOTAL CHARGE FOR CONCERN			100.00

Concern +53	CUSTOMER STATES THE CHROME ON THE INSIDE OF THE PASS DOOR HANDLE PEELING - SOP IN.	Operation	Tech	Units	Amount
Cause	PEELING	B4280	323	0.3	25.20
Correction	HANDLE, FRONT DOOR INSIDE OPENING - RIGHT - REPLACE				

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

SHOP MATERIAL - A TOKEN CHARGE OF LABOR UP TO 20% WITH A MAXIMUM OF $26.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

X

CUSTOMER SIGNATURE

UCS02004

WARRANTY

gordon

Chevrolet

31850 FORD ROAD
GARDEN CITY, MI 48135
DEALER REGISTRATION NO. F-125783

Chevrolet

SERVICE HOURS:
MON, THU 7:00 AM - 9:00 PM
TUE, WED, FRI 7:00 AM - 6:00 PM

SERVICE: (734) 427-6200
PARTS DIRECT LINE: (734) 458-5260

PARTS HOURS:
MON 7:30 AM - 9:00 PM
TUE-FRI 7:30 AM - 6:00 PM

Adv: 359 NICHOLAS A BREMER	Tag: 0608	License: [redacted]	1G1AK15F5 67[redacted]	Page: 2	Invoice: W17223

Invoice to: JAMES, JENNIFER
Invoiced: 06/04/08 11:44:33 DK

Owner/Owner: JAMES, JENNIFER
06 CHEVROLET COBALT LS 2DR CPE SILVER

Parts	Part Number	PO#	Note	Description	Qty	Sell	
	000 022722746		NSTK	BEZEL	1	10.70	10.70
	Parts: Count 1.00	Allowance:		4.26			
	Tech 323 FLORES, JOSEPH			Cert#: M211247			
				FAIL CODE : 5W			
Type: W							

Subtotal	
PARTS	14.98
LAB-MECHANICAL	25.20
TOTAL CHARGE FOR CONCERN	40.18

Summary of charges for Invoice W17223	
PARTS	14.98
SUBLET REPAIRS	100.00
LAB-MECHANICAL	25.20
TOTAL CHARGE	140.18
Estimate 0.01	

Payment Distribution for Invoice W17223	
TOTAL CHARGE	140.18
FAC WARRANTY	**140.18**

ALL REPAIRS PROPERLY COMPLETED AND CHECKED BY

Last Page

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

CUSTOMER SIGNATURE

FAX COVER SHEET

FROM

John Dimech

Gordon Chevrolet, Inc.
31850 Ford Road
Garden City, MI 48135

Phone: (734)458-5222
Fax: (734)427-1240

Total Pages: 2

Attention: Jessica Stewart

Comments: [redacted]

CUSTOMER PROFILE DATE: 3-13-6 SP: 3D

New ☐ Pre-Owned ☐ 1st Visit ☐ Return Visit ☐ Appointment ☐

NAME [redacted] CITY:

ADDRESS:

STATE: ZIP: EMAIL:

WK PH: FAX: HM PH:

MODEL PREFERENCE Yr: Make: Model:

1. Can we give you: (Price) - (Down Payment) - (Monthly Payment) - (Figures on your Car?)
2. Must have Equipment: (AC) - (PW/PL) - (Auto/5-spd) - (Cass/CD) - (S/R) - (LTR) - (ABS)
3. Select Alternative: WYC Would save you: And reduce payments.

STOCK #	VIN #	MSRP	MILES

PRESENT VEHICLE Purchase Date: Price:

Next payment due: Amount: Low?:

Keeping ☐ Selling ☐ Both ways? Y N

APPRAISAL Registered Name:

YEAR	MAKE	MODEL	BODY / TRIM	4x2 ☐ 4x4 ☐	COLOR	ENGINE
03	Chevrolet	Sebring	2D			

N = 1992 P = 1993 R = 1994 S = 1995 T = 1996 V = 1997 W = 1998 X = 1999 Y = 2000 1 = 2001 2 = 2002 3 = 2003 4 = 2004 5 = 2005 6 = 2006

1G3EL46X7 (4) M3 [redacted]

EQUIPMENT	✓	RECONDITIONING EXPENSE	YES ☐	NO ☐
AUTOMATIC		ACCIDENT DECLARATION		
AM/FM_CASS_CD		PAINT / BODY / GLASS		
AIR CONDITIONING		INTERIOR		
PWR WDWS / LOCKS		AIR CONDITIONING:		
POWER SEATS		TIRES: FRONT REAR		
CRUISE / TILT WHL		ENGINE		
ALLOY WHEELS		TRANSMISSION		
SUNROOF		BRAKES		
LEATHER		EXHAUST		
ANTI-LOCK		MILEAGE ADJUSTMENT		
OTHER:		MARKET ADJUSTMENT		
EXT WARRANTY		MARKET VALUE		
RETAIL		TOTAL RECONDITIONING COST		
AUCTION		PURCHASE VALUE (AS IS)	5500	

MANAGER

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Jessica Stewart State: MI

Customer Name: [redacted]

Service Request: 71-627859207

BBB Case No.: CHV0842403

Vehicle ID No.: 1G1AK15F567[redacted]

In Service Date: 3/13/2006

Vehicle is: NEW

BAC Code: 115102

Year, Make □Model: 2006, Chevrolet, Cobalt
Mileage at Time of BBB Filing (34500)

Vehicle Purchased Used on: NA

Lien holder: GMAC□ Other□: {Name}

Sale Type: Purchase ☒ Lease□ Other□ : 351.43

DVM Name: Snowden Eugene

CAM Name: Rob Johnson

630092 8227
Phone/Cell Number: 248-410-7069

Phone Number: 630961 6817

Svc Mgr Name: Matt Shoeloff

Sales Manager 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.

□ {{Power steering failed}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/06/07	92631	1	19087	c/s vehicle keeps loosing power steering, if the vehicle is shut off and restarts the power steering will return but only lasts for about 30 feet of driving □code C0475 stored □replaced steering column assembly for steering loss □all ok now

□ {Leaking sunroof}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/10/07	94430	1	20887	C/s sunroof leaking water, headliner gets wet □sublet to auto one
05/12/08	16796	□	32946	C/s water is leaking into vehicle through sunroof □□□□installed by SEMAC□after market sunroof.
05/19/08	17223	4	33345	c/s that the vehicle is leaking where the impact recall was performed on the passenger side near the □A□frame □found leak □sublet repairs to SEMAC (sunroof installed through SEMAC)
06/05/08	18074	4	34237	c/s that the vehicle is leaking near the □A□pillar from above the headliner

☐water tested 2 hours ☐no leaks ☐car wash and hose directly on sun roof and did not leak

☐ {Power train control module failed}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/12/08	16796	1	32946	C/s that there is a hesitation when accelerating ☐power train control module re-programming

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/06/07	92631	☐	19087	Recall ☐06217 ☐head impact protection ☐installed absorbers

Verified with customer if the vehicle has ever been involved in an accident? N
If yes, are the RO's attached? N

Are there modifications to the Vehicle: customer states no, dealer states yes
List: after market sunroof

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/10/07	94430	☐	20887	c/s passenger rear turn signal is inop ☐customer has replaced bulb but keeps burning out ☐verified concern ☐replaced bulb c/s chrome on passenger door inside handle is peeling off ☐part on order
05/12/08	16796	☐	32946	C/s vehicle is hard to start at times - power train control module re-programming c/s chrome on passenger side inside door handle is peeling off ☐reordered part
05/19/08	17223	☐	33345	c/s the chrome on the inside of the passenger door handle peeling ☐ replaced right front inside door handle

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: repairs

Lemon Law Repurchase/Replacement: none

GM Program Summary Repairs/Reimbursement for past repairs: repairs

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 4 plus FRA
Time period 24 month / na
Does Lemon Law state nonconformity must continue to exist? yes

If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	1 power steering 4 leak - 3 aftermarket - 1 utd 1 pcm
Total days out of service during the presumption period:	11
Total days out of service during customer's ownership:	11

Vehicle Meets Presumption of Lemon Law NO

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) 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 vehicle.

DVM sts: NA

SVM sts: Rick Thornsberry
The thing with the sunroof its by semac to our understanding this was going to be covered for 3/36, were finding out that its not to be covered under warranty. There was another company called ideal. They have stepped up and they are covering this.

it was fixed the last time it was here. We had called her a couple of days after to check up and she stated that it wasn t leaking. Then I guess her step father got involved and stated that it was leaking. He stated that she had every right to go forth with a repurchase. I was trying to drive her away from that

I spoke with my area manager and he stated that once the vehicle was out of warranty we could give her 1500.00 trade assistance

Right now though the sales manager was trying to get in contact with her and he has not returned any of the calls. He is finding it hard to get financing for a new vehicle.

There was a vehicle she was interested in at a different dealership. As well they were trying to get the father to finance the new vehicle for her.

In my opinion I think that we should verify if the sunroof is still leaking.

CRS Rationale: the sunroof leak needs to be verified. Customer did not want to bring the vehicle back into the dealership for this to be done. This dealership is the only one that would be able to send this off to semac to get repaired due to the fact that they were the ones who had this installed and it was on the vehicle when purchased. Customer did not agree to bring the vehicle in. BBB case was closed as a referral

CRS's opinion regarding the 3 main Strengths of the case

CRS's opinion regarding the 3 mains weaknesses of the Case

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

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.**

2006 COBALT 2-DOOR LS COUPE
95U ULTRA SILVER METALLIC /L4G
14B GRAY
ORDER NO. JGZCP1/TRE STOCK NO.
VIN 1G1 AK15 F5 67[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1OD80241499

**********13*28524S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AK37 COBALT 2-DOOR LS COUPE	13900.00	12996.50	INVOICE 07/25/05
B84 BODY COLOR BODYSIDE MOLDINGS	100.00	88.00	SHIPPED 07/25/05
FE9 FEDERAL EMISSIONS	N/C	N/C	EXP I/T 07/27/05
K34 CRUISE CONTROL	275.00	242.00	INT COM 07/28/05
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C	PRC EFF 07/25/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	748.00	KEYS G2816 G2816
T43 REAR DECK-LID SPOILER	275.00	242.00	WFP-S QTR OPT-1
			BANK: FIFTH THIRD
			CHG-TO 28-524
			SHIP WT: 2719
			HP: 18.4
			GMS: 14519.50
			SUPPLR: 15169.50
			MRM: 15990.00
			MEMO 695.00

TOTAL MODEL & OPTIONS	15400.00	14316.50	ACT 231	14444.50
DESTINATION CHARGE	590.00	590.00	H/B 261	462.00
LAM DEALER CONTRIBUTION		154.00	ADV 261	154.00
LAM GROUP CONTRIBUTION		77.00	EXP 65A	77.00
TOTAL	15990.00	15137.50	PAY 310	15137.50

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 14467.00

****

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

ED SCHMIDT CHEVROLET

06/16/2008 11:25

=== COVER PAGE ===

TO: _____

FROM: GORDON CHEVROLET

FAX: 17345131100

TEL: 17344276200

COMMENT:

31850 FORD ROAD
GARDEN CITY, MICHIGAN 48135
PHONE 734/427-6200
FAX 734/513-1100

gordon

PERSONAL AND CONFIDENTIAL

Fax

To: Jessica Stewart	From: Gordon Chevrolet
Fax: 1-866-476-~~7844~~ 8244	Pages: (including cover) ~~45~~ 25
Phone:	Date: 6-16-08

faxed - 2:30 6-16-08
confirmed - w/

2nd Part of 49
Below at Gadon

gordon

Date 3/13/2006

Sales Guide John Dimech

Multi Payment

GUEST INFORMATION

Guest Name [redacted]

Address

, MI

Home Telephone No. [redacted]

Work Telephone No. [redacted]

E-Mail

Driver's License No.

VEHICLE DESCRIPTION

Make/Model Description: CHEVROLET COBALT

Year: ~~2006~~

Color: ~~RED~~

Miles: 000005

Stock No.: 30134

VIN No.: 1G1AL18FX67 [redacted]

Option 'A' - Base Retail Payments* Includes Rebate of $ 0

Down Payment	0	1,000	2,000
48 Months/9.50**	463.76	438.56	413.36
60 Months/9.50**	387.63	366.57	345.50
72 Months/9.50**	337.25	318.92	300.60

** Based on an Avg. A.P.R., 45 Days to 1st Pmt.

Option 'B' - Base Lease Payments* Lease Cash of $ 0

Down Payment	0	1,000	2,000
24 Months	410.48	363.29	316.11
27 Months	379.70	337.40	295.10
30 Months	360.13	321.73	283.34

mileage Allowed per Year: 12,000

Retail Value	15,990.00
Savings	2,031.50
Sale Price	13,958.50
Dealer Handling Fee	75.00
Taxable Fees	1,000.00
Total Purchase Price	15,033.50
Trade Value	5,500.00
Trade Difference	9,533.50
Sales Tax	1,040.21
Non Taxable Fees	0.00
Trade Balance	7,803.39
Tag Fee (est.)	23.00
Net Sales Price	18,400.10
Down Payment	0.00
Factory Rebate	0.00
Balance Remaining	18,400.10

Guest Approval

Management Approval

*With Lender Approval

3/13/2006

Payments are estimates and the final terms of your loan may differ depending on the actual terms of the financial institutions acceptance and are negotiable. *

RouteOne

TBD9 OPM 7960793 [redacted] CA-19627 NORTHRIDGE DR/NORTHVILLE
MI [redacted] VERIFY-Y2;CHECK;V-07//1.0;RR-BOTH;RM-V;M-[redacted] PARSED;

PAGE 1 DATE 3-02-2006 TIME 14:23:35 V501 TMI1

[redacted]
NORTHVILLE MI [redacted]
RPTD: 9-05 TO 10-05 U 2X
LAST SUB: 0300750

SS: ***
DOB: [redacted]

E: QUICKEN LOANS
RPTD: 8-05 TO 9-05 I

E: LACHMAN AND COMPANY
RPTD: 11-00 I

*18703 LENNANE
REDFORD MI 482401786
RPTD: 12-01 TO 8-05 U

*15429 CENTRALIA
REDFORD MI 482393807
RPTD: 9-00 TO 5-05 U

---------- FRAUD SHIELD SUMMARY ----------

INPUT SSN ISSUED 1985-1987
FROM 12-01-05 INQ COUNT FOR SSN=7
FROM 12-01-05 INQ COUNT FOR ADDRESS=7

FILE: RETAIL TRADE BUSINESS:
JOHNS PERSONAL COMPUTERS
15429 CENTRALIA
REDFORD MI 48239
313.537.1161

---------- PROFILE SUMMARY ----------

			CNT 03/05/12/23
PUBLIC RECORDS-------0	PAST DUE AMT------$368	INQUIRIES--18	SATIS ACCTS---4
INSTALL BAL-----$1,455	SCH/EST PAY--------$81	INQS/6 MO---9	NOW DEL/DRG---4
R ESTATE BAL-------N/A	R ESTATE PAY-------N/A	TRADELINE---9	WAS DEL/DRG---1
TOT REV BAL-------$973	TOT REV AVAIL-------0%	PAID ACCT---2	OLD TRADE--9-00

---------- SCORE SUMMARY ----------

EXP/FAIR ISAAC AUTO SCORE 2 = 573 SCORE FACTORS: 38, 10, 14, 20

---------- TRADES ----------

SUBSCRIBER SUB# KOB TYP TRM ECOA ACCOUNT #	OPEN BALDATE LAST PD	AMT-TYP1 BALANCE MONTH PAY	AMT-TYP2 ACCTCOND PYMT LEVEL MOS REV PAST DUE MAXIMUM	PYMT STATUS PYMT HISTORY BY MONTH
*DISCOVER FIN SVS LLC 3276502 BC CRC REV 1	6-01 4-02-04 11-02	$1,500-L	$2,298-C CHARGOFF 11-02 (36)	DELINQ 180 LLLLLLLLLLLL LLLLL6654343
SOLD TO: UNIFUND 1-888-384-8134 ** PURCHASED BY ANOTHER LENDER **				
*DIVERSIFIED ADJUSTMENT 2980585 YC COL 1 1 6498751	8-05 10-19-05	$245-O $245	10-05 (1) G $245	COLLACCT
ORIGINAL CREDITOR: NEXTEL COMMUNICATIONS				

++++++ MORE
TBD9 OPM 7960793 [redacted] CA-[redacted] NORTHRIDGE DR/NORTHVILLE

PAGE 2 DATE 3-02-2006 TIME 14:23:35 V501 TMI1

SUBSCRIBER SUB# KOB TYP TRM ECOA ACCOUNT #	OPEN BALDATE LAST PD	AMT-TYP1 BALANCE MONTH PAY	AMT-TYP2 PYMT LEVEL PAST DUE	ACCTCOND MOS REV MAXIMUM	PYMT STATUS PYMT HISTORY BY MONTH
*UNIQUE NATIONAL COLLEC	1-03	$182-O			COLLACCT
1980981 YC COL UNK 1	6-25-03	$35	6-03	(1) G	
2103373	3-03		$35		
ORIGINAL CREDITOR: REDFORD TOWNSHIP DISTRICT LIBR					
*CENTRAL MERCANTILE COL	9-02	UNK			COLLACCT
6980071 YC COL 0 1	9-09-02		9-02	(1) G	
44640			$88		
ORIGINAL CREDITOR: CITIZENS INS CO OF AMERICA					
*CAP ONE BK	6-01	$591-H	$591-C	SETTLED	CHARGOFF
1270246 BC CRC REV 1	7-31-02		7-02	(14)	9--L-654321CC C
** ACCOUNT LEGALLY PAID IN FULL FOR LESS THAN THE FULL BALANCE **					
*DISCOVER FIN SVS LLC	9-00	$1,000-L		PAID	CURR ACCT
3276502 BC CRC REV 1	11-15-02		11-02	(26)	B000000000000 000000000000
** ACCOUNT CLOSED AT CONSUMER'S REQUEST **					
BALLY TOTAL FITNESS	3-05	$1,692-O		OPEN	CURR ACCT
0300750 PH ISC 36 1	2-28-06	$1,175	2-06	(11)	CCCCCCCCCCC
2602578645005	2-06	$47			
ASPIRE/CB&T	6-05	$400-L	$437-H	OPEN	CURR ACCT
2217020 BC CRC REV 1	2-24-06	$422	2-06	(9)	CCCCCCCCC
	2-06	$20			
HSBC NV	8-05	$500-L	$566-H	OPEN	CURR ACCT
3240877 BC CRC REV 1	1-31-06	$551	1-06	(5)	CCCCC
	1-06	$14			

---------- INQUIRIES ----------

WFNNB/LANE BRYANT	2-18-06	2342926 CS	
CAPITAL ONE BANK	2-15-06	1220580 BC	
HSBC/TAX	1-25-06	4119800 BB	
FACTUAL DATA/0600	1-18-06	3900614 ZB	UNK R/E
WFNNB/LANE BRYANT	11-19-05	2342926 CS	
APPLIED CARD BANK	11-12-05	1211430 BC	
CITI	11-10-05	1260323 BC	
MBNA DE NA	9-27-05	1167860 BB	
HSBC NV	9-26-05	1234020 BC	

[redacted] **GMAC FINANCIAL SERVICES** [redacted]

Business Type: ○ Corp ○ Part ○ LLC ○ Prop

BRANCH NUMBER: 541 | CSG NUMBER: 693 | DEALER NUMBER:

APPLICANT COMPLETES THIS SECTION

LAST NAME OR BUSINESS NAME: [redacted] | DATE OF BIRTH (MMDDYY): 5 / 10 / 58

[redacted] | MI: | SOCIAL SECURITY NUMBER or (TAX ID #): [redacted]

PO BOX NUMBER: | CURRENT STREET NUMBER: [redacted] | CURRENT STREET NAME (MAILING ADDRESS): [redacted]

CITY: Redford | STATE: MI | ZIP CODE: [redacted]

(AREA CODE) HOME PHONE: [redacted] | ● Own ○ Rent ○ Other ○ Family | MTG PAYMENT OR RENT: 700 | TIME AT ADDRESS: 20 YRS

EMPLOYED BY or TYPE OF BUSINESS (if business application): York International | OCCUPATION: Supervisor

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

(AREA CODE) BUSINESS PHONE: [redacted] - [redacted] - [redacted] | GROSS ANNUAL INCOME (ALL SOURCES): 60,000 | TIME EMPLOYED: 3 YRS

○ Car ○ Light Truck ○ Med. Duty Truck ○ Conversion Van

○ Demo ○ Off-Lease

○ College Grad Plan ○ Lease Loyalty ○ Single Pmt. Lease ○ SmartBeginnings ○ Custom Pmt. Plan ○ Lease to Retail

○ Finance ○ SmartLease ○ SmartBuy ○ ComTRAC | ○ New ○ Used ○ Certified Used ○ Auction

PRODUCT USE: ○ Personal ○ Commercial | ○ Credit Line

CASH SELLING PRICE | MSRP | TERM | EST. PAYMENT | SEC DEP

NET TRADE | (yr) TRADE-IN (make) | MILEAGE (thousands) | UPFIT COST

CASH/CAP RED/REBATE | VEHICLE YR | MAKE | CYL | # of UNITS | COST OF CHASSIS

CAP COST OR UNPAID BAL | MODEL CODE | MODEL DESCRIPTION

USED VEHICLE OPTIONS: ○ W/O Air ○ Sunroof ○ Tape/Disc ○ Cruise ○ Pwr Windows ○ Pwr Seats ○ Leather Seats ○ 4 WD ○ Manual Trans ○ Alum/Wire Wheels ○ TTops ○ Third Door

LAST NAME OR BUSINESS NAME: [redacted] | DATE OF BIRTH (MMDDYY): [redacted]

[redacted] | MI: | SOCIAL SECURITY NUMBER or (TAX ID #): [redacted]

PO BOX NUMBER: [redacted] | CURRENT STREET NAME (MAILING ADDRESS): Northridge

CITY: Northville | STATE: MI | ZIP CODE: [redacted]

(AREA CODE) HOME PHONE: [redacted] - [redacted] - [redacted] | ○ Own ● Rent ○ Other ○ Family | MTG PAYMENT OR RENT: 500 | TIME AT ADDRESS: 6 MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application): Quicken Loans | OCCUPATION: Analyst

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

(AREA CODE) BUSINESS PHONE: [redacted] - [redacted] - [redacted] | GROSS ANNUAL INCOME (ALL SOURCES): 27,000 | TIME EMPLOYED: 1 YRS 3 MOS

This application will be submitted to GMAC (GMAC North America for Ohio Dealers), GMAC Automotive Bank, and C.O.B. Trust (if this is a lease application), all at P.O. Box 5182, Southfield, MI 48086, and (if this is a purchase application) to Nuvell Credit Corp. (a GMAC affiliate) at P.O. Box 242510, Little Rock, AR 72223, so that they may decide whether or not to purchase the transaction.

Your Opt-Out Right: If you want GMAC's and GMAC Automotive Bank's vehicle financing operations not to share non-public personal information about you related to this application with *affiliates* and *non-affiliated third parties*, you **may opt out of information sharing**, that is, you may direct us not to share information (other than as permitted by law). See the GMAC Privacy Notice for more information.

○ To opt-out now -- Fill in this circle to *opt out* of information sharing related to this application with affiliates and nonaffiliated third parties (other than sharing permitted by law). This opt-out covers applicant and any co-applicant.

We intend to apply for joint credit. Applicant_____ Co-Applicant_____

See the other side for important notices. By signing below, I certify that (1) I have read and agree[redacted] other side, and (2) I have [redacted]

Date 2/12/06 [redacted] Date_____ [redacted]

Applicant's Signature | Co-Applicant's Signature

Southeastern Michigan Accessory Center
1755-E Maplelawn Drive, Troy, Michigan 48084
248-519-9848
Fax 248-519-9849
www.semac.us

ADI

GM AUTHORIZED Accessories Distributor Installer

CUSTOMER NO. 1042387	ADVISOR JOSEPH BURBO 1940	TAG NO. 9025		INVOICE DATE 09/21/05	INVOICE NO. GMCS890836
GORDON CHEVROLET INC. 31850 FORD RD GARDEN CITY, MI 48135	LABOR RATE	LICENSE NO.	MILEAGE 0	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/2 DOOR COUPE			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1AK15F567[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. A38-2463934	P.O. NO.		P.O. DATE 09/20/05	
RESIDENCE PHONE [redacted]	[redacted]	COMMENTS		REPAIRS PROPERLY COMPLETED & CHECKED BY X	MILEAGE OUT

LABOR / PARTS

TOTAL INVOICE

ATTENTION

CUSTOMER SIGNATURE X

PAGE 1 OF 1

CUSTOMER COPY

END OF INVOICE

30 0 66A

84-291-2834 (12/01) MI

TERMINATION STATEMENT

ACCOUNT NO. [redacted]

CHRYSLER FINANCIAL

I hereby certify that the security interest on the vehicle described below has been terminated.

YEAR	MAKE	VIN	FILING DATE
2002	CHRYSLER	1C3EL46X72N[redacted]	03/27/2006

TITLE NO.

IN THE NAME OF

OWNER [redacted]

STREET ADDRESS [redacted]

CITY REDFORD | STATE MI | ZIP [redacted]

ATTACH THIS TO YOUR CERTIFICATE OF TITLE

SIGNATU[redacted] | TITLE Title Clerk | DATE MAR 27 2008

SECURED PARTY

DAIMLERCHRYSLER SERVICES NORTH AMERICA LLC

P.O. Box 8065, Royal Oak, MI 48068

/AS

APPROX WHOLESALE FINANCE CREDIT 14467.00

****

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

ED SCHMIDT CHEVROLET

JAMES, RICHARD 19,158.64 0030066T
[redacted] N/A 00390490
[redacted] 18,663.64 42197326
MAR 13 06
CREDIT LIFE N/A [redacted]
CREDIT A&H N/A
EXT SERVICE N/A GORDON CHEVROLET INC. 1G1AK15F567[redacted] 19,158.64
GAP INSURANCE 495.00 GARDEN CITY MI
N/A *** NINETEEN THOUSAND ONE HUNDRED FIFTY-EIGHT AND 64/100
N/A
N/A GARDEN CITY MI GORDON CHEVROLET INC.
N/A
19,158.64 AGENT

MAR 16 2006

STATE OF MICHIGAN

CERTIFICATE OF TITLE

**FULL RIGHTS TO SURVIVOR*

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER
2002	CHRYSLER	SEBRING	1C3EL46X72N[redacted]

BODY STYLE	WEIGHT/FEE CATEGORY	ODOMETER	ISSUE DATE	TITLE NUMBER
FOUR DOOR	17	028145	09/24/2004	117R2670171 T

ACTUAL MILEAGE

OWNER(S) NAME AND ADDRESS

[redacted]

REDFORD TWP MI [redacted]

STATE OF MICHIGAN — SECRETARY OF STATE

First Secured Party	Filing Date
DC SERVICES NA LLC 400 HORSHAM RD HORSHAM PA 19044	09-23-2004

Release of First Lien:

X _____ Signature of Agent _____ Date

Title Assignment by Seller

State and federal laws require the seller(s) to indicate mileage when ownership is transferred. Failure to complete or providing false information may result in civil liability, fines and/or imprisonment. ANY ALTERATION, ERASURE, FALSE STATEMENT, FORGERY OR FRAUD VOIDS THIS TITLE AND IS A CRIME.

Completed by Seller

I warrant that the ownership of the vehicle described on Certificate of Title has been transferred to the following purchaser(s) and is free of all previous liens:

Printed Name of Purchaser(s)	Date of Sale	Selling Price
Gordon Chevrolet	3-13-06	

Purchaser's Street Address	City	State	Zip
31850 Ford Rd	Garden City	MI	48135

I (we) certify that the odometer reading is: X 53071 X (No Tenths) and that to the best of my knowledge the odometer mileage is:

☒ actual mileage ☐ not actual mileage - WARNING ODOMETER DISCREPANCY ☐ exceeds mechanical limits of odometer (odometer has rolled over)

Signature of Seller(s)	Printed Name of Seller(s)
Jennifer Lynn James	Jennifer Lynn James Richard James

Seller's Street Address	City	State	Zip

Completed by Buyer

A $15.00 Late Fee is Due for Failure to Apply for Title Within 15 Calendar Days of Date of Assignment

"I am aware of the above odometer certification made by the seller(s)"

Signature of Purchaser(s)	Printed Name of Purchaser(s)
X Lisa Mancini	LISA MANCINI

NEW LIENHOLDER INFORMATION: The information below must be on an application for title and presented to the Michigan Department of State.

Secured Party:	Address:

The State of Michigan, Michigan Department of State certifies that this certificate of title is issued in compliance with the laws of Michigan and constitutes prima facie proof of ownership. Further, on the date of title issuance, the described vehicle was subject to the security interest(s) listed above.

MAILING ADDRESS

[redacted]

REDFORD TWP MI [redacted]

G51814076

** NOTICE TO SELLERS**
Sellers should keep a receipt or photocopy of the reassigned title for their records.

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS

7344271240

CERTIFICATE OF INSURANCE CARDS

STATE FARM INSURANCE COMPANIES

SECRETARY OF STATE'S COPY
This certificate shall be filed with your application for vehicle registration.

CERTIFICATE OF NO FAULT INSURANCE • STATE OF MICHIGAN
An authorized Michigan insurer, certifies that it has issued a policy complying with Act 294, P.A. 1972, as amended for the described motor vehicle.

POLICY NUMB[redacted]

INSURED
[redacted]
NORTHVILLE, MI [redacted]

EFFECTIVE DATE MAR-13-2006
EXPIRATION DATE * SEP-09-2006

CAR-YEAR/MAKE/VEHICLE IDENTIFICATION NUMBER
2006 CHEVROLET COBALT "LS" 2D C
1G1AK15F567[redacted]
State Farm Mutual Automobile Insurance Company

AGENT HEISE, LISA K, CPCU
1069-A NOVI ROAD
NORTHVILLE,MICHIGAN 48167
PHONE# 248-344-9533

SEE INFORMATION ON PENALTY FOR OPERATION WITHOUT INSURANCE ON REVERSE SIDE

** SEE REVERSE SIDE FOR EXPIRATION DATE INFORMATION*

KEEP THIS CERTIFICATE IN YOUR VEHICLE

CERTIFICATE OF NO FAULT INSURANCE • STATE OF MICHIGAN
An authorized Michigan insurer, certifies that it has issued a policy complying with Act 294, P.A. 1972, as amended for the described motor vehicle.

POLICY NUMBER [redacted]

INSURED
[redacted]
NORTHVILLE, MI [redacted]

FOLD

EFFECTIVE DATE MAR-13-2006
EXPIRATION DATE * SEP-09-2006

CAR-YEAR/MAKE/VEHICLE IDENTIFICATION NUMBER
2006 CHEVROLET COBALT "LS" 2D C
1G1AK15F567[redacted]
State Farm Mutual Automobile Insurance Company

AGENT HEISE, LISA K, CPCU
1069-A NOVI ROAD
NORTHVILLE,MICHIGAN 48167
PHONE# 248-344-9533

SEE INFORMATION ON PENALTY FOR OPERATION WITHOUT INSURANCE ON REVERSE SIDE

** SEE REVERSE SIDE FOR EXPIRATION DATE INFORMATION*

FOLD

KEEP THIS CERTIFICATE IN YOUR VEHICLE AT ALL TIMES. If you fail to produce it upon a police officer's request, you will be responsible for a civil infraction.

130-4180 Mle.3
Printed in U.S.A.

Attn: John Dumech

CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

To provide protection against serious financial loss should an accident or damage occur, I understand that my instalment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision. Accordingly, I have arranged for the required insurance through the insurance company shown below and have requested that the policy contain a loss payable endorsement in favor of the holder of my contract located at:

P.O. Box 5378
Timonium, MD 21094-5378

BR # _____

NAMED INSURED:	FIRST [redacted]	MIDDLE	LAST	GMAC ACCOUNT NUMBER
ADDRESS	NUMBER STREET [redacted]	CITY [redacted]	STATE	ZIP CODE [redacted]
TEL. NO.	[redacted]	DRIVERS LICENSE # [redacted]		
NAMED PURCHASER	FIRST [redacted]	MIDDLE	LAST	
ADDRESS	[redacted]	CITY	STATE	ZIP CODE [redacted]
TEL. NO.	[redacted]			

VEHICLE INSURED:

YEAR		BODY	MODEL	VEHICLE IDENTIFICATION NUMBER
	[redacted]			[redacted]

VEHICLE USE: ☐ Private Passenger, ☐ Commercial Auto and Trailer

INSURANCE AGENT

NAME			
MAILING ADDRESS			
CITY		STATE	ZIP CODE
AGENT'S TELEPHONE NUMBER	( )		

AGENTS COMMENT

INSURANCE CARRIER

NAME			
POLICY NUMBER	[redacted]		
DATE THIS VEHICLE COVERED	FROM:	TO:	
	COVERAGE		

☐ Collision $ _____ Deductible

Type: ☐ BROAD FORM OR STANDARD
☐ LIMITED (NOT ACCEPTABLE)

☐ Comprehensive $ _____ Deductible

☐ Fire-Theft

NAMED INSURED SIGNS [redacted] _____

_____ DATE

Consumer Information

Back to Manifest Search Results

VIN	1G1AK15F567[redacted]
Vehicle Description	COBALT 2-DOOR LS COUPE
Zip Code	, 99999-9999
	--
	--
DNC Home State	
DNC Work State	
DNC Home Fed	
DNC Work Fed	

Promotion Name	Promotion Code	Start Date	End Date	Dealer Cash Adjustment	Info 1 Column	Info 1 Value	Info 2 Column	Info 2 Value
Dealer Cash Adjustments	4001462	01/10/06	12/31/06	1211.00	Old Total MSRP	15990.00	New Total MSRP	14490.00

Once customer and vehicle eligibility are confirmed, simply print this page and place the copy in the deal jacket. This will serve as your replacement certificate.

Gordon Chevrolet

- FINANCIAL SERVICES OVERVIEW -

Customer: _____

Vehicle _____

Fin. Ser. Mgr _____

Price / Cost _____

Trade-In Value _____

Pay off (Estimated) _____

Cash Down/Rebate(s) _____

_____ P&I Payments of _____ At _____% APR

✓ Preferred Option	✓ Standard Option	✓ Basic Option	Alternative Option
Guaranteed Auto Protection With "Theft Gard"** Pays difference between actual cash value and loan balance if your vehicle is declared a total loss due to theft or collision. * Pays up to 3000.00	**Guaranteed Auto Protection With "Theft Gard"**** Pays difference between actual cash value and loan balance if your vehicle is declared a total loss due to theft or collision. * Pays up to 3000.00	**Guaranteed Auto Protection With "Theft Gard"**** Pays difference between actual cash value and loan balance if your vehicle is declared a total loss due to theft or collision. * Pays up to 3000.00	☐ **Guaranteed Auto Protection With "Theft Gard"**** Pays difference between actual cash value and loan balance if your vehicle is declared a total loss due to theft or collision. * Pays up to 3000.00
General Motors Protection Package Pays cost of parts and labor on covered repairs for 72 months or 72 thousand miles, with a $ 100 deductible.	**General Motors Protection Package** Pays cost of parts and labor on covered repairs for 72 months or 72 thousand miles, with a $ 100 deductible.	**General Motors Protection Package** Pays cost of parts and labor on covered repairs for 72 months or 72 thousand miles, with a $ 0 deductible.	☐ **General Motors Protection Package** Pays cost of parts and labor on covered repairs for _____ months or _____ thousand miles, with a $_____ deductible.
Smart Care Takes care of all your scheduled maintenance for _____ months and _____ thousand miles.	**Smart Care** Takes care of all your scheduled maintenance for _____ months and _____ thousand miles.	JW	☐ **Smart Care** Takes care of all your scheduled maintenance for _____ months and _____ thousand miles.
Protected Payment (Life) Pays all remaining vehicle payments in the event of death.	**Protected Payment (Life)** Pays all remaining vehicle payments in the event of death.		☐ **Protected Payment (Life)** Pays all remaining vehicle payments in the event death.
Accident & Health Pays the vehicle payments when you can't due to a covered accident or illness.			☐ **Accident & Health** Pays the vehicle payments when you can't due to a covered accident or illness.
☐ 72 Payments of $ 448	☐ 72 Payments of $ 404	☐ 72 Payments of $ 374	☐ 72 Payments of $ 351

45 days to first payment ☑ _____

*All terms, conditions, and APR subject to lender approval.

**Theft Guard can be purchased separately

The options listed above have been fully explained to me, and I have selected the payment and option(s) indicated. I understand the purchase of any options will not influence my interest [redacted] obtain financing, and that specific details and coverage are outlined in their respective product agreement.

Customer Signatur[redacted] _____ Customer Signature [redacted] Date _____

In connection with your transaction, GORDON CHEVROLET, may obtain information about you as described in this notice, which we handle as stated in this notice.

1. We collect nonpublic personal information about you from the following sources:
   - Information we receive from your application or other forms;
   - Information about your transactions with us, our affiliates or others; and
   - Information we receive from a consumer reporting agency.
2. We may disclose all of the information we collect, as described above, to companies that perform marketing services on our behalf or to other financial institutions with whom we have joint marketing agreements. We may make such disclosures about you as a consumer, customer, or former customer.
3. We may also disclose nonpublic personal information about you as a consumer, customer, or former customer, to non-affiliated third parties as permitted by law.
4. We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical , electronic and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.

CUSTOMER ACKNOWLEDGEMENT: I (we) acknowledge that I (we) received a copy of this notice on the date indicated below.

[redacted]
Customer's Signature

3/13/06
Date

[redacted]
Customer's Name (printed)

[redacted]
Co-Customer's Signature

3/13/06
Date

[redacted]
Co-Customer's Name (printed)

Protected Payment Plan Waiver

I/We have been advised and understand that in the event of my/our death Survivor/Estate benefits would pay in full the balance of my/our installment contract and any unpaid interest will be paid directly to the Estate. Notwithstanding I/We decline and waive such benefit and have been advised of our options and understand that the bank has the full "rights as survivor" until this vehicle is paid in full.

Options:

- Pay off the entire loan, the lender requires this before either the next payment is due, or within 30 days (this is the lender's right as it states on every contract), even though no funds from the Estate can be used or life insurance proceeds have not been issued.
- Continue to make the payments; the lender will require the loan to be rewritten without the deceased (liability & insurance reasons). The obligation must still be fully paid (see above), or the estate can have the spouse assume the loan with proper credit approval, or they can solicit another party (an assumption fee may apply).
- Return the vehicle to the lender, the lender sells the vehicle through an auction, if the auction price does not payoff the loan then your Estate can be debited (all creditors have the same right).

☐ ***I want to apply for Survivor/Estate Protection***
☐ ***I decline Survivor/Estate Protection***
☐ ***I am not eligible for Su***

[redacted] 3/13/06 [redacted] 3/13/06

Signature of First Responsible Party — Date — Signature of Second Responsible Party — Date

I/We have been advised and understand that in the event of my/our inability to work due to illness or injury the Accident & Health benefits would make payments on my/our installment contract. Notwithstanding I/We decline & waive such benefit and have been advised of our options. Furthermore I understand that the above options for Estate/Survivor also apply if I/We were unable to work because of an illness or injury, with the possible risk of this vehicle being repossessed.

☐ ***I want to apply for Accident & Health Protection***
☐ ***I decline Accident & Health Protection***
☐ ***I am not eligible for A***

[redacted] 3/13/06 [redacted] 3/13/06

Signature of First Responsible Party — Date — Signature of Second Responsible Party — Date

Declination of Service Contract

☐ I do not choose the Service Contract that includes: Rental, Enhanced Towing & Roadside Assistance.
[redacted]ediate Rental *Road Hazard T[redacted]on

[redacted] 3/13/06 [redacted] 3/13/06

Signature of First Responsible Party — Date — Signature of Second Responsible Party — Date

Declination of GAP

☐ I/We hereby acknowledge that I/We have been offered the GAP Protection and that I/We have declined this offer. I/We further state that I/We agree to hold both the selling dealership and the financing institution harmless from any loss that I/We may incur that would have been paid by this benefit.

- I understand that my Automobile Insurance Company may not pay off my entire balance and I will owe the balance directly to the lending institution

Signature of First Responsible Party — Date — Signature of Second Responsible Party — Date

Declination of Theft Protection

☐ I/We hereby acknowledge that I/We have been offered the Theft Protection and that I/We have declined this offer. I/We further state that I/We agree to hold both the selling dealership and the financing institution harmless from any theft that I/We may incur that would have been paid by this benefit.

Signature of First Responsible Party — Date — Signature of Second Responsible Party — Date

53071

MICHIGAN REGISTRATION

Terri Lynn Land
Secretary of State

Plate: [redacted] Expires: 02/24/2007

2002 CHRYSLER 4 DOOR

Vehicle No.: 1C3EL46X72N[redacted] Fee Cat. or Wt.: 17

[redacted] County: WAYNE

[redacted]

REDFORD TWP MI [redacted]

License Fee: 72.00

02072006 T038 289 W00431 007200

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

Eligible Participant: [redacted] Relationship to Eligible Participant: PROSPECT
Purchaser's First Name: [redacted] Purchaser's Last Name: [redacted]
Purchaser's Date Of Birth: 05/10/1958
Vehicle Identification Number (VIN): 1G1AK15F56Z [redacted]

Authorization Number:	400466635	Incentive Code:	GID
Approval Number:	535229813	Approval Date:	03/13/2006 00:00:00
Dealer Name:	GORDON CHEVROLET, INC.		
Division:	CHEVROLET	Dealer Code:	44160
Program Name:	GM IN THE DRIVEWAY		
Company Name:	CADILLAC LUXURY CAR DIVISION/LANSING AUTOMOTIVE DIVISION		

Secondary Company Name:

(1) Amount listed on invoice below caption Employee Price (GMS/GMU) or Supplier Price, as applicable to the program referenced above. Copy of invoice must be shown to customer for verification. $ 15169.50

(2) I have confirmed that the Employee or Supplier price shown on line (1) above is correct. [redacted] Customer Initials

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

(4) I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase price [redacted] Customer Initials

Customer Agreement and Verification of Delivery

1. By signing this form, the Purchaser acknowledges the following:
   A. Receipt of the vehicle designated above and a copy of this form
   B. The Purchaser has read the GM Vehicle Purchase Program Rules and Guidelines for the appropriate program.
   C. The Purchaser agrees that he/she will not violate any Program provision
   D. Penalties for violation of Program provisions may include one or more of the following:
      i. Termination of Program privileges
      ii. Requirement that the Purchaser or employee reimburse General Motors for the amount of any dealer allowance paid
      iii. Disciplinary action up to and including termination of employment (for GM Employees) (1)
   E. In consideration of the discount I receive on the purchase/lease of the vehicle, I will not be able to bring lawsuit for any dispute involving repairs made to that vehicle under GM's Limited Warranty or regarding the extent to which such warranty coverage is provided on that vehicle. Instead, I AGREE to address such disputes through the GM Dispute Resolution Process, which includes mandatory arbitration

[redacted]

[illegible] GM and me. I acknowledge that this Authorization evidences a transaction involving interstate commerce. The
Federal Arbitration Act ("FAA") (9 U.S.C. ? 2 et. seq.) shall govern the interpretation, enforcement, and proceedings of the arbitration.
For matters the FAA does not cover, the laws of the State in which I reside shall govern.

Customer Signatu[redacted] Date: 3/13/06
Dealer Agreement [redacted]

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

Authorized Dealer Signature: _____ Date: 3/13/06

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

[redacted]

3/13/2006

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [redacted]

VIN: 1G1AK15F5G71 [redacted]

1. **Customer Incentive**

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

Incentive Program Reference	Amount	GM Incentive Code
GID	$	
	$	GID
Dealer Cash	$ 1211 —	DXP
	$	
	$	

Total Incentive Amount Received $ 1211

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

a. I elect to receive _____
in lieu of _____

and/or

b. I elect to receive _____

– CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 3/13/06. I acknowledge receipt of incentive(s) as described in Item ____ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? _____ Yes ✓ No

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

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

Purchaser/Lessee Signature [redacted] Date: 3/13/06

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

Authorized Dealer Signature: _____ Date: 3/13/06

Dealership Name: GORDON CHEVROLET, INC. Dealer Code: 44160

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

GM3795 9/05

00300657
00390290

Stonebridge Casualty Insurance Company
Home Office: Columbus, Ohio

Certificate No.
SBM 6004861

Certificate of Insurance
Guaranteed Automobile Protection (GAP)

Please Check One: Lease __ Loan __ Balloon __

Insured Lender/Lessor (Dealer)	Address	City, State	Zip
GORDON CHEVROLET INC	31850 ROSS RD	GREEN CITY	MT 48135

Lender No.	Finance Contract Date	Vehicle Purchase Date	Consumer's Phone Number
GE3171	03/13/2006	03/13/2006	[redacted]

Borrower/Lessee (Consumer) Last Name	First Name	Middle Initial
[redacted]	RICHARD	

Street Address	City	State	Zip
[redacted]	NORTHVILLE	MI	[redacted]

Collateral Identification Number (VIN if Auto)	Year	Make	Model
1G1AK15F56[redacted]	2006	CHEVROLET	COBALT

Assigned Lending Institution	Street
GMAC	P.O. BOX 8124

City	State	Zip
COCKEYSVILLE	MD	21030

Phone Number	Term	Amount Financed or Leased
[redacted]	72	10,158.64

PREMIUM:

X **Yes, I elect the GAP Coverage**

I understand that the purchase of the GAP coverage is voluntary and is not required by the Seller/Lender/Lessor to obtain credit. I understand that in the event of a Total Loss, Constructive Total Loss or Unrecovered Theft, the Seller/Lender/Lessor will apply the proceeds of this GAP coverage against my outstanding loan/lease balance. I also understand that the amount that will be paid to the Lender/Lessor under this GAP coverage is subject to the provisions and exclusions contained in the Lender's/Lessor's Guaranteed Automobile Protection Policy. I also understand that I will receive a Certificate of Insurance that will provide a full description of coverage and a complete disclosure of all conditions and exclusions that may affect the GAP coverage. I further understand that should I decide I do not wish to retain this coverage, I can request cancellation at any time within 60 days from my loan/lease inception date and that I will receive a full refund of the premium paid. After 60 days purchase will be refunded on a pro-rata basis.

One-time cost is $ 495

Signature: [redacted] Date: 03/13/2006

Signature: [redacted] Date: 03/13/2006

___ **No, I do not elect the GAP Coverage**

In the event my vehicle is stolen or a total loss and my Primary Insurance Carrier pays less than the amount of my installment sales contract/loan/lease, I understand I will be fully responsible for any deficiency balance.

Signature:_____ Date:_____

Signature:_____ Date:_____

Administered by:
Automobile Protection Corporation – APCO
P.O. Box 88230
Atlanta, GA 30056
800-521-2774

DEALER

RouteOne

Print

Dealership Name/Number: Gordon Chevrolet - Gordon One / 542,55682A,B

Applicant(s): [redacted]

Decision: **Approved** 03/13/2006 04:43 PM

Finance Source/APP #: General Motors Acceptance Corporation / 542197326

Analyst/Phone : G542WXS /

Application Details		Decision Details	Decision Details	
R -	Transaction Type	- R		
2006 Chevrolet Cobalt -	Vehicle	- 2006 Chevrolet Cobalt		
$15860 -	Financed Bal./Net Cap:	- $18200		APR Buy Down:
$300 -	Total Monthly Payment:	- $0		Lender Fees:
$1000 -	Total Dn/Cap Cost Red:	-		Maximum Payment To Income:
72 -	Term	- 72		Dealer Participation:
-	Tier	- B		Maximum Mark Up:
-	Buy/Lease Rate:	-		Dealer Flat:
-	Program	-		LTV Actual:

Reasons:

Comments:

PDN: 55682
GMAC

Stipulations:

Standard Stipulations & Conditions:

PREMIUM CARE

P 644234

0015

"PREMIUM CARE" THEFT-GARD REGISTRATION FORM

PLEASE SEND ALL CORRESPONDENCE TO ADMINISTRATIVE OFFICE AT:

Alexico Corporation
6201 College Blvd., Suite 300
Overland Park, KS 66211
(913) 338-0009

REGISTRATION No.

TG- 3568901

IMPORTANT: This Guarantee is not valid unless the TG# is etched in the vehicle, i.e. car or truck windows, at the time of purchase/lease of the vehicle by the original selling dealer **AND** printed in the box above.

390557

PURCHASER INFORMATION

LAST NAME	FIRST/MID. INITIAL	STREET	APT #
[redacted]		[redacted]	

CITY	STATE	ZIP	HOME PHONE	WORK PHONE
NORTHVILLE	MI	[redacted]	[redacted]	

VEHICLE INFORMATION

YEAR	MANUFACTURER	MODEL	VEHICLE I.D. NUMBER
06	CHEVROLET	COBALT	1G1AK15F567[redacted]

AUTO PURCHASE PRICE	AMT FINANCED	THEFT-GARD PRICE	NEW	USED
15,159.50	19,158.54	379.00	X	

DEALER INFORMATION

DEALER #	DEALERSHIP	STREET	CITY	STATE	ZIP
7344275200	GORDON CHEVROLET	31550 FORD RD	GARDEN CITY	MI	48135

$3,000 Guarantee

1. **DEFINITIONS:** "Vehicle Security System" shall mean the Theft Deterrent System installed in the vehicle described on this registration. "We", "Us", "Our", "Company" shall mean Alexico Corporation. "You", "Your" shall mean the purchaser/lessee named on this registration.
2. **GUARANTEE:** "Company" guarantees, if the vehicle described in this registration is stolen within three (3) years of the date of purchase and installation of the "Vehicle Security System", and not recovered within thirty (30) days of the date the theft is reported to police, "Company" will pay "You" the lesser of a) $3,000.00 or b) the wholesale value of the vehicle as determined by the current NADA automobile guide; or, if the vehicle is recovered within thirty (30) days and declared a total loss by "Your" comprehensive theft insurance carrier, "Company" will reimburse "You" the lesser of a) $500.00 , or b) "Your" insurance deductible provided all of the following conditions have been met:
   A) At the time of the theft, the vehicle must be covered by comprehensive theft insurance.
   B) "You" must report the theft to law enforcement authorities within a reasonable time from "Your" knowledge of theft.
3. **PREMIUM CARE:** If your vehicle is stolen, the Company will pay the additional premium care benefits provided on the back of this form **if all** of the described conditions are met and the described procedures are followed.
4. **COVERAGE PERIOD:** Coverage under "Your" Guarantee begins at 12:01 a.m. on the "Vehicle Security System" Purchase Date shown below. Coverage expires under this Guarantee at 12:01 a.m. three (3) years from the "Vehicle Security System" Purchase Date shown below.
5. **CLAIM PROCEDURE:** A claim is valid if the following conditions are met: Notify "Company" at 800-442-3662 upon knowledge of theft and send a) a legible copy of this Guarantee, b) a legible copy of the police report (Must include description of stolen vehicle), and c) a legible copy of the check from "Your" comprehensive theft insurance carrier or their explanation of loss payment to: Alexico Corporation, 6201 College Blvd., Suite 300, Overland Park, KS 66211. If the vehicle is recovered within thirty (30) days and declared a total loss by "Your" comprehensive theft insurance carrier, the following documents must also be provided: Verification of your insurance deductible amount plus a copy of your recovery report. All documents MUST be submitted to Alexico within (30) days of claim settlement payment by your comprehensive insurance carrier.
6. **GUARANTEE LIMITATIONS:**
   A) Any loss due to fraudulent, dishonest, illegal, or criminal acts by "You", whether acting alone or in collusion with others, is specifically excluded.
   B) This Guarantee is for the sole benefit of the registered purchaser shown on this registration or valid transferees and is not renewable.
   C) Any theft occurring outside the Continental United States will not be covered under the terms of this guarantee.
   D) Any loss whereby family members or any other person known by the Purchaser has access to the keys of the vehicle, is specifically excluded.
7. **TRANSFER FEES:** This contract may be transferred to a second owner provided a $25.00 transfer fee is made payable to Alexico within 15 days of the sale of the registered vehicle accompanied by copies of the new registered title and the bill of sale. Transfer is not valid for a stolen vehicle.

PURCHASER HAS READ AND UNDERSTANDS THE TERMS AND CONDITIONS OF THIS GUARANTEE AND ADDITIONAL BENEFITS, INCLUDING THE LANGUAGE ON THE BACK OF THIS FORM REGARDING DISPUTE RESOLUTION, AND UNDERSTANDS THAT THE GUARANTEE IS NOT AN INSURANCE POLICY.

GUARANTEE IS BASED UPON THE PERFORMANCE OF THE ANTI-THEFT SYSTEM, IS NON-REFUNDABLE, AND MAY NOT BE CANCELLED BY THE PURCHASER.

CUSTOMER NAME [redacted]

THEFT-GARD REPRESENTATIVE

PLEASE PRINT

CUSTOMER SIGNATURE DATE

THEFT-GARD SIGNATURE DATE

THEFT-GARD IS NOT A REQUIREMENT FOR THE PURCHASE OF THIS VEHICLE.

DEACTIVATION AGREEMENT

I choose NOT to purchase the Theft-Gard System. By not purchasing the Theft-Gard System, I fully understand that should this vehicle be stolen I cannot file a claim with Theft-Gard.

CUSTOMER'S SIGNATURE DATE

Department of State

Terri Lynn Land, Secretary of State

Repeat Offender Registration Status Inquiry

Michigan's "Repeat Offender Law" (MCL 257.219) prohibits the Department of State from registering a vehicle owned, co-owned, leased, or co-leased by people with three or more alcohol convictions or four or more driving while suspended or revoked violations. This Web site will confirm whether the person whose driver's license or state identification card number is entered is eligible for registration **at the time of inquiry**.

Note: Since our records are updated daily, registration eligibility is subject to change prior to submission to a Secretary of State office for processing.

Status Inquiry Result	
Name:	[redacted]
Date of Birth:	[redacted]
Driver's License/State ID Card:	[redacted]
Date:	**3/13/2006 3:49:45 PM**
Record found. This purchaser is currently eligible for vehicle registration.	

Print this page for a receipt of your vehicle registration status inquiry.

Back

06/16/2008 10:57

=== COVER PAGE ===

TO: _____

FROM: GORDON CHEVROLET

FAX: 17345131100

TEL: 17344276200

COMMENT:

31850 FORD ROAD
GARDEN CITY, MICHIGAN 48135
PHONE 734/427-6200
FAX 734/513-1100

gordon

PERSONAL AND CONFIDENTIAL

Fax

To: Jessica Stewart	From: Gordon Chevrolet
Fax: 1-866-476-~~7884~~ 8844	Pages: (including cover) 45
Phone:	Date: 6-16-08

faxed - 2:30 6-16-08
confirmed - w/