_, VOLUNTARILY RE-

SERVICE HOURS; MON. 7:00 A.M. - 9:00 P.M. TUE. - FRI. 7:00 A.M. - 6:00 P.M.

WAIVER OF RIGHT TO ESTIMATE



31850 FORD ROAD GARDEN CITY, MICHIGAN 48135

DEALER REGISTRATION NO. F-125783

		_ (734) 4	27-6200			VICE	S OR PARTS IN	THE REPAIR OF		E COMPANIE COM
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SHOP MATERIAL - A TOKEN 10% CHARGE OF LABOR WITH A MAXIMUM OF \$15.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE, APPLICABLE SUPPLY FIEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WRE, ETC.

SERVICE HOURS: MON. 7:00 A.M. - 9:00 P.M.

TUE, - FRI. 7:00 A.M. - 6:00 P.M.

WAIVER OF RIGHT TO ESTIMATE



31850 FORD ROAD GARDEN CITY, MICHIGAN 48135

REPAIRS	DEA	(734) 427-6200		QUEST, GORDON CHEVROLET, INC. F-125783 TO PROVIDE: VICES OR PARTS IN THE REPAIR OF THE BELOW DESCRIMOTOR VEHICLE WITHOUT RECEIVING AN ESTIMATE OF PAIR COSTS BY SIGNING THE	SER
AND OHEO Diagnosis	CKED BY;	ALL PARTS REMOVED WILL BE SAVED UNLESS INSTRUCTED OTHERWISE.	SAVE DISCARD	WILL GIVE UP MY RIGHT TO	ΑT
		Auth. Additions Date Time	Original Estimate	1. RECEIVE A WRITTEN ESTIMATE OF THE COST FOR PAIRS. 2. APPROVE IN ADVANCE ANY REPAIRS OR COSTS WITH A TALLOST LINES.	
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your contro	of or for any delays coursed by	nafter set forth to be done along with the necessary to vehicle or articles left in vehicle in case of life, that unavailability of parts or delays in pages shipments by a permission to perset the perset.	or any other cause beyond	THE FACILITY MAY EXCEED THE AMOUNT STATED ARE	
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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 SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES
TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

SHOP MATERIAL - A TOKEN 10% CHARGE OF LABOR WITH A MAXIMUM OF \$15.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE, APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SCLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

4. LEAVE A PHONE NUMBER W 5. TEAR OFF CUSTOMER RECE	CIN ASSIGNED AREA, NOT IN DRIVEWAY. ENVELOPE. WHERE YOU CAN BE REACHED. EIPT FROM FLAP OF ENVELOPE.
NAME.	SERVICE ENTRANCE. MILEAGE 2088 7
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E-MAIL ADDRESS	CELL PHONE
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CHANGE OIL AND FILTER LUBRICATION. CHECK ALL LUBE LEVELS. SERVICE AUTOMATIC TRANSMISSION ADJUST CLUTCH REPACK WHEEL BEARINGS FRONT END ALIGNMENT CHECK TIRE PRESSURES (INCL. SPARE) ROTATE TIRES AND BALANCE WHEELS BALANCE WHEELS: FRONT REAR REPLACE SHOCKS: FRONT REAR AIM HEADLIGHTS REPLACE TIRES: FRONT REAR SPARE ADJUST BELTS ELECTRICAL - DESCRIBE BELOW: TUNE-UP THER SERVICES / PROBLEM DESCRIPTION COLOR COLOR PLEASE USE OTHER SIDE IN ALL ME (VIYES NO) AND GIVE AN ESTIMAT LEASE RETURN THE OLD PARTS TO ME YES	CHECK EMISSION SYSTEM ADJUST BRAKES RELINE BRAKES: FRONT REAR CHECK AIR CONDITIONING SYSTEM CHECK HEATING SYSTEM/OUTPUT CHECK EXHAUST SYSTEM CHECK STEERING SYSTEM CHECK ANTI-FREEZE PROTECTION FLUSH RADIATOR - ADD ANTI-FREEZE REPLACE WIPER BLADES STATE INSPECTION REQUIRED MILE SERVICE BODY/PAINT ESTIMATE DESIRED REPL GLASS DOOR W/SHIELD REAR ADJUST: DOOR HOOD REAR DECK/GATE PESSENGEY SI OF DOOR WISHIELD REAR CHECK STEERING SYSTEM CHECK AIT CONDITIONING SYSTEM CHECK STEERING SYSTEM CH



31850 FORD ROAD. GARDEN CITY, MICHIGAN 48135

DEALER REGISTRATION NO. F-125783 (734) 427-6200

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SERVICE HOURS! MON. 7:00 A.M. - 9:00 P.M. TUE. - FRI. 7:00 A.M. - 6:00 P.M.

WAIVER OF RIGHT TO ESTIMATE

QUEST, GORDON CHEVROLET, INC. F-125783 TO PROVIDE SER-VICES OR PARTS IN THE REPAIR OF THE BELOW DESCRIBED MOTOR VEHICLE WITHOUT RECEIVING AN ESTIMATE OF RE-PAIR COSTS, BY SIGNING THIS FORM, I UNDERSTAND THAT I WILL GIVE UP MY RIGHT TO: VOLUNTARILY RE.

- 1. RECEIVE A WRITTEN ESTIMATE OF THE COST FOR RE-
- 2. APPROVE IN ADVANCE ANY REPAIRS OR COSTS WITH A TO-TAL COST UNDER \$
- 3. REFUSE TO PAY FOR REPAIRS WITH A TOTAL COST LESS THAN THE AMOUNT STATED ABOVE

THE FACILITY MAY EXCEED THE AMOUNT STATED ABOVE

ONLY AFTER I GIVE MY WRITTEN O Motor Vehicle Description:	R ORAL APPROVAL.	N0012
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Customer Signature X		

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SHOP MATERIAL - A TOKEN 10% CHARGE OF LABOR WITH A MAXIMUM OF \$15.00 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.

1. WRITE YOUR ORDER ON THIS ENVELOPE. 2. LOCK YOUR VEHICLE PARK IN ASSIGNED AREA, NOT IN DRIVEWAY. 3. PLACE YOUR KEYS IN THIS ENVELOPE. 4. LEAVE A PHONE NUMBER WHERE YOU CAN BE REACHED. 5. TEAR OFF CUSTOMER RECEIPT FROM FLAP OF ENVELOPE. VIED ANTE COUNTY OF ENVELOPE.
NAME LY BIRD/NITE OWL MAIL SI OT AT SERVICE ENTRANCE.
ADDRESS MILEAGE 37 17
ADDRESS.
CITY_STATE_M(
HOME PHONE BUS.PHONE
E-MAIL ADDRESS
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YEAR 2006 MAKE & MODEL CHEVY COLOR SILVEY
USE THIS HANDY CHECK LIST CHANGE OIL AND FILTER
UBRICATION, CHECK ALL LUBE LEVELS. SERVICE AUTOMATIC TRANSMISSION ADJUST CLUTCH REPACK WHEEL BEARINGS FRONT END ALIGNMENT CHECK TIRE PRESSURES (INCL. SPARE) ROTATE TIRES AND BALANCE WHEELS BALANCE WHEELS: ☐ FRONT ☐ REAR REPLACE SHOCKS: ☐ FRONT ☐ REAR REPLACE SHOCKS: ☐ FRONT ☐ REAR AMM HEADLIGHTS REPLACE TIRES: ☐ FRONT ☐ REAR AMM HEADLIGHTS REPLACE TIRES: ☐ FRONT ☐ REAR ADJUST BELTS BODY/PAINT ESTIMATE DESIRED TUNE-UP CHECK EMISSION SYSTEM CHECK AIR CONDITIONING SYSTEM CHE
THER SERVICES / PROBLEM DESCRIPTION: 1951-16-45 When according Stuyming Kly 1951-16-45 When according Stuyming Stuyming Kly 1951-16-45 When according Kly 1951-16-45 When ac
ereby authorize the above repair work to be done along with the necessary parts and labor, and agree that you are not responsible for availability of parts or dolays in parts shipments by the supplier or transporter. I hereby grant you anc/or your employees parmission to 1's hereby acknowledged on above, vehicle to secure the supplier or transporter. I hereby grant you anc/or your employees parmission to 1's hereby acknowledged on above, vehicle to secure the supplier or the purpose of feeting and/or inspection. An express mechanic's are unable to receive a contract of the EARLY BIRD of the EARLY BI

SERVICE HOURS: _ MON. 7:00 A.M. - 9:00 P.M.



31850 FORD BOAD

31850 FORD ROAD	TUE FRI. 7:00 A.M 6:00 P.M.
GARDEN CITY, MICHIGAN 48135	WAIVER OF RIGHT TO ESTIMATE
DEALER REGISTRATION NO. F-125783 (734) 427-6200	I, VOLUNTARILY RE- QUEST, GORDON CHEVROLET, INC. F-125783 TO PROVIDE SER- VICES OR PARTS IN THE REPAIR OF THE BELOW DESCRIBED MOTOR VEHICLE WITHOUT RECEIVING AN ESTIMATE OF RE-
ALL PARTS REMOVED WILL BE SAVED AND CHECKED BY: ALL PARTS REMOVED WILL BE SAVED UNLESS INSTRUCTED OTHERWISE,	WILL GIVE UP MY RIGHT TO:
Diagnosis Estimate Diagnosis Time Auth, Additions Date Time Original Estimate	 RECEIVE A WRITTEN ESTIMATE OF THE COST FOR RE- PAIRS;
Linearity authorize the reasis work hards the	APPROVE IN ADVANCE ANY REPAIRS OR COSTS WITH A TOTAL COST UNDER \$
I hereby authorize the repair work hereinalter sot forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays gaused by unavailability of parts or delays in parts shipments by the supplier or transporter.	THAN THE AMOUNT STATED ABOVE. THE FACILITY MAY EXCEED THE AMOUNT STATED ABOVE. ONLY AFTER I GIVE MY WRITTEN OR ORAL APPROVAL.
wh An express macketive line is because the state of the	Motor Vehicle Description: Date
<u> </u>	Customer Signature X
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Dates: Production: Inservice: 03/13/06 Sold: Last Svc: Client: 412001 Date: 06/04/08 Adv: 359 Odom: 333	
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SHOP MATERIAL - A TOKEN CHARGE OF LABOR UP TO 20% WITH A MAXIMUM OF \$25,00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, HAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEAN. ER, WIRE, ETC.

30066A

CUSTOMER'S NAME ODOMETER DISCLOSURE STATEMENT	STOCK NO.
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Federal law (and State law, if applicable) requires that you st transfer of ownership. Failure to complete or providing a	false statement man
result in fines and/or imprisonment.	june statement may
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state that the odometer now reads 5307/ (no tenths)	miles and to the best
of my knowledge that it reflects the actual mileage of the vel	nicle described below,
unless one of the following statements is checked. (1) I hereby certify that to the best of my knowledge t	he odometer reading
reflects the amount of mileage in excess of its mechanical limit	g.
(2) I hereby certify that the odometer reading is NOT the a	ectual mileage.
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	YEAR
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TRANSFERORS SIGNATURE	
THANSFEROR'S ADDRESS (STREET)	
NORTHVILLE	
CITY	ZIP CODE.
03/13/06	
DATE OF STATEMENT	
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TRANSFEREE SASIGNATURE	
PRINTED NAME	<u> </u>
GORDON CHEVROLET INC.	and the same of the transfer of
TRANSFEREE'S NAME	
31850 FORD RD	
TRANSFEREE'S ADDRESS (STREET).	
GARDEN CITY MI	48135
CITY	ZIP CODE

	- Gover (nestings)	D #245		
	Total downpayment	5 19.24		
	3 Unpaid balance of cash price (1 minus 2)	\$ 11.74 (2)		
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\bar{N}	beha! (Seller may keep part of these amounts.): A Cost of oncore receiver of these amounts.):		11-74-0	
6	A Cost of optional credit insurance paid to insurance company or companies	* * 1		
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_	ign II. No drai changes are binding.	iure agreement between vi	Any change to the	
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Ш	y your of a in contract strict valid, all other parts stay valid. We may delay back for histor important agreements. To signify the parties important agreements.	or rehain from and other to	My of our debts under this god to stand	
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Z	not sign this contract on a Sunday:	29 m (N) (12 y		
SORDO	Annual Percentage Rate may be negotiable with the Secrete a part of the finance charge. anning: The insurance affected to		Secretary, p. 16. Acres	
œ	solve a part of the finance charge.	eller. The Seller may	F assign this contract and color-	
끊	arning: The incurance attacks to	ا ودي اوا <u>خه</u>	and relain us right	
$\overline{}$	image to property of the arrorded hereunder d	Ges not cover to	labiliti.	
	arning: The insurance afforded hereunder durage to property of others, unless so indicated lice to buyer. Do not sign this	flerenn.	autity for injury to persons or	
	"Ice to human in		The transfer of the second of	
	I sign with the Do not sign this contract in black	nle Vanitable in		
	tice to buyer. Do not sign this contract in blant sign without charge. Keep it to protect your le	in lou are entil	lled to 1 true copy of the contract	
	Date 3/13/2006	gai rignis	A 14 The delitities	
	tye A CD Dilyer R a company of the c	Co-Buyes Sign	Spin(19) 44 a 42 a a	
	hible fuel does not have to pay the door. The other owner agrees to the second owner signs have X	paying the entire years. For	umps danar is a person whose hame is on the title to iven four in this contract.	
	Owner sights here X	irty interest in the vehicle gi	iven louis in this continued with the training to the title to	
	Uate	Address Address	BA TO THE BOOK BE WIND TO THE WAY	
	Dale	_		
	agree to the terms of the	BYX	Table attention of the second	
\Box	agree to the terms of this contract. You confir ou, and you were free to take it and review it.	m that Katawa	Wo を4.80(25) (See 2.3)	
Ø	ou, and you were free to take it and review it.	Value Detore vo	U signed this contract, we gave it	
\Box	ed it	TOU COMMITMINATING	You received a true completely	
8				
2	r assigns its interest in this contract to? (i)-General Metors Acceptance Corp r the terms of Seller's agreement(s) with assignee. Assigned with recourse	Co-Bayer Signs	## S	
4	r the terms of Sellect passess and act to A General Motors Acceptance Com	Profice (Clase)		
ω.	herimal with assignee,	CHANGE D GWWI	C Automotive Bank C Nuvel Credit Correction	
7	Assigned with recourse			
٠.		Pasymed wi	thout recruise or with limited recourse	
	Seller By Tale	AHAH = ``	· ***	_
53	3341 7/2004 cm	Seller		
	1MI 7/20IM (For use in the State of Michigan) (1 of 4) Notice: Page 19	Seller Seller	By Tille	
	1 Mil 7/20th (For use in the State of Michigan) (1 of 4) Notice; Sec Util 20th General Motors Acceptance Corporation. At Flights Reserved.			
Ω	1 AMI 7/2004 (For use in the State of Michigan) (1 of 4) Notice: See Of Supplies General Motors Acceptance Corporation. At Hights Reserved.			
••	TMI 7/2004 (For use in the State of Michigan) (1 of 4) Notice; See 이 네 2006 General Motors Acceptance Corporation. At Hights Reserved.		TRIPLICATE ORIGINAL - DEALER'S COPY	
Ω	HMI 7/2004 (For use in the State of Michigan) (1 of 4) Notice: See 마네 2000 General Motors Acceptance Corporation. At Hights Reserved.			
10:	1MI 7/20th (For use in the State of Michigan) (1 of 4) Notice; See Di til 20th: General Motors Acceptance Corporation. At Rights Reserved.			
10:	1MI 7/2004 (For use in the State of Michigan) (1 of 4) Notice; See O th 2006 General Motors Acceptance Corporation. At Flights Reserved.			
10:	1MI 7/2004 (For use in the State of Michigan) (1 of 4) Notice: See O th 2006 General Motors Acceptance Corporation. At Flights Reserved.			
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10:	1MI 7/20th (For use in the State of Michigan) (1 of 4) Notice; See Di til 20th: General Motors Acceptance Corporation. At Rights Reserved.			
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Ω	1MI 7/2004 (For use in the State of Michigan) (1 of 4) Notice; See O			

Samurant Number

CITY, STATE NORTHVILLE ZIP CODE NORTHVILLE BUYER (A) DRIVE LICENSE NO.

PLEASE PRINT

BUYER'S NAME (A)

BUYER'S NAME (B)

BUYER'S ADDRES

BUYER (B) DRIV

SALES PERSON JOHN F

PHONE (HOME

PHONE (

FAX

ΜI

CELL PHONE

EMAIL

INSURANCE INFORMATION

DIMECH

TITLE WILL READ

VEHICLE PURCHASE ORDER



31850 Ford Road . Garden City, Michigan 48135 (734) 427-6200

SUBJECT TO THE TERMS AND CONDITIONS BELOW AND ON THE REVERSE SIDE OF THIS ORDER, THE DEALER AGREES TO SELL/LEASE AND THE BUYER(S) AGREE(S) TO PURCHASE/LEASE THE VEHICLE

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					MANL	JFAC	TUF	RER'S	3 INF	ORMA	TION		
			102					OD					

OTHER INSTALLED AC

THEFT DEALER CASH PWR ROOF

TRADE-IN-INFORMA

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20	002		CH	HRYSLER SEBRING										
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1	C	3	E	L	4	6	x	7	2	N				
_	LDEF		HRY	SL	ER	e:	I NA				BALANCE DUE	7, 9	803	. 39
GO: DAT	OD U	NTIL						QL BY	JOTE	D				

IMI

1. Any warranties from Dealer-installed Non-M such Manufacturer or o warranties. All goods, se Dealer furnished Buyer he used car sticker or PARAGRAPH 10 ON E nanufacturer's Vehicle

2. If this is a credit sale or saucel it and recover the de inancial or lease disclosur

i. The annual percentage Scaler may assign this con . The salesperson has n

remises or representations uthorized representative.

. Unices otherwise note wher/lessee of the Vehicle

. The installment contract, luyer to submit claims aris chicle to binding arbitration

COBALT COBALT	NAME STATE FARM	
VIN NUMBER	ADDRESS	7782.1
1 5 F 5 6 7	CITY, STATE	
I 5 F 5 6 7	ZIP CODE NORTHVILLE M	I 48167
AS EQUIPPED	POLICY NO 105 1659-C09-22C DATE	1AC
The Section of the Se	AGENIS	9709706
	NAME LISA HEISE	
	OFFICE (48))344-9533 FAX PHONE)
CCESSORIES (SEE PARAGRAPH UNDER "IMPORTANT	IMPORTANT NOTICE CONCERNING I	NSURANCE
BUYERS INFORMATION"	Buyer(s) thust have insurance for liability for injury to pers	OD OF Johnson to property of
1,211.00-	Others (PL & PD) in order to take title to the Vehicle Rower's	Note: Maithan and done a
1,000.00	health insurance nor credit life insurance provide PL & PD lease, Buyer is required to maintain collision insurance on	the Mobiela during the term
	of the libance contract of Jease. A Buyer may not be all	igrible for without and it life
	Insurance of accident and health insurance. Buyer is no	t required to obtain aid
ATION (SEE PARAGRAPH 3 & 4 ON REVERSE SIDE)	accident and health insurance or credit life insurance. Buyer which said insurance will be obtained.	may choose the agent from
MAKE MODEL BODY COLOR	LEASE ORDER INFORM	ATION
LER SEBRING	Lease Term: N/A Monthly Payment: \$	N/A
EXPIRATION DATE MILEAGE	Monthly Fayment: 5	
VIN NUMBER		
4 6 X 7 2 N	Total Amount Due at Lease Signing or Delivery: \$N	{/A
4 6 X 7 2 N	·	
ER FINANCIAL BALANCE 7, 803, 39		
ER FINANCIAL DUE 7,803.39	(2) Sales/Use Tax \$ N/A	
BY	(3) First Monthly Payment \$ N/A	
PORTANT BUYER INFORMATION		
a Manufacturer or supplier, including warranties on any	(4) Refundable Security Deposit S N/A	
anufacturer accessories are theirs, not Dealers, and only	(5) Initial Title, Registration and \$N/A	
other supplier will be liable for performance under those ervices and Vehicles sold by Dealer are sold "AS IS" unless	License Fee	
with a separate written warranty or service contract or	PURCHASE ORDER INFOR	MATION
I THE WINDOW OR the Vehicle indicates atherwise /CDD		MATION
REVERSE SIDE.) This disclaimer in no way affects the Warranty.	Vehicle Selling Price GID OTHER TAXABLE ITEMS	s 15,169.50
lease, this Order is not binding on the Buyer and the Buyer can	OTHER TAXABLE ITEMS	158.00
eposit until Buyer receives a document containing the required	Documentary Fee:	s 75.00
tate for a credit sale may be peopliable with the Dealer. The	TOTAL TAXABLE PRICE:	s <u>15,412,5</u> 0
uract and retain its right to receive a part of the finance charge	Plus: Taxes: Sales:	
o authority to make and dealer shall not be bound by any s unless they are written on this order and approved by dealer's	A MAD. ISIACS. OHICS:	s <u>924.7</u> 5
	Other: CLAH/GAP	\$
ed, the Buyer listed as Buyer "A" will be the registered	Liconse Fee for Transportation:	5
, lease or other document signed by the Buyer may require the		
sing from or related to the purchase, lease or financing of the	Title & Registration:	\$ <u>23, 0</u> 0
	Extended Service Plan:	\$
EDIC DEDUCTOR		7 100

1.0401	31100	
ROLET	COBALT	
NUMBER		_

MANUFACTURER'S INFORMATION SOLD AS EQUIPPED

F

OTHER INSTALLED ACCESSORIES (SEE PARAGRAPH UNDER "IMPORTANT BUYERS INFORMATION" 1,211.00-

DEALER CASH PWR ROOF

G

1,000.00

TRADE-IN-INFORMATION (SEE PARAGRAPH 3 & 4 ON REVERSE SIDE)

YEAR				MAK	E	M	ODE	L	BO	DY	COL	OR 7
2002	C	HE	RYS	LE	Ŗ	5	SEE	RI	NG			
LICENSE PLATE						XPIF	ATIÖ	N			MILE	AGE
						VII	NUI	MBEF	1			
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		RY	SL	ER	£'	INA	NC	IΑ	 L	BAL	ANCE	7,803.39
GOOD UN' DATE	TIL						QU BY	OTE	D			

IMPORTANT BUYER INFORMATION

1. Any warranties from a Manufacturer or supplier, including warranties on any Dealer-installed Non-Manufacturer accessories are theirs, not Dealers, and only such Manufacturer or other supplier will be liable for performance under those warranties. All goods, services and Velucles sold by Dealer are sold "AS IS" unless Dealer furnished Buyer with a separate written warranty or service contract or the used car sticker on the window on the vehicle indicates otherwise. (SEE PARAGRAPH 10 ON REVERSE SIDE.) This disclaimer in no way affects the manufacturer's Vehicle Warranty.

2. If this is a credit sale or lease, this Order is not binding on the Buyer and the Buyer can cancel it and recover the deposit until Buyer receives a document containing the required financial or lease disclosures.

3. The annual percentage rate for a credit sale may be negotiable with the Dealer. The Dealer may assign this contract and retain its right to receive a part of the finance charge. 4. The salesperson has no authority to make and dealer shall not be bound by any promises or representations unless they are written on this order and approved by dealer's authorized representative.

5. Unless otherwise noted, the Buyer listed as Buyer "A" will be the registered pwncr/lessee of the Vehicle.

5. The installment contract, lease or other document signed by the Buyer may require the Buyer to submit claims arising from or related to the purchase, lease or financing of the chicle to binding arbitration.

BUYER'S REPRESENTATIONS

I have read the material printed on the back and I understand and agree to it as part of this Order as if it were printed above my signature. I understand that the front and back of this order comprises the entire agreement affecting this purchase/lease and no other greement or understanding of any nature concerning same has been made or entered into, r will be recognized. I also certify that no credit has been either extended by Dealer or rranged by Dealer for the cash down payment unless it appears in writing on the face of his Order. I certify that I am at least 18 years old, and acknowledge receipt of a copy of nis Order.

igned: x		_{ste} 03/13/06
igned: x		te
his Order is not binding	until Dealer's atthorized	representative signs here
ealer	200	aparamant y bigus isoyu:
igned: x	Malf	Date 3//3/06
	,	

NAME STATE FARM	
ADDRESS 1069-A NOVI RD	. "
ZIP CODE NORTHVILLE MI 48	167
NO 105 1669-C09-22C PATEO 9 / 09 /	
AGENTS NAME LISA HEISE	
PHONE (248))344-9533 FAX PHONE ()	

Buyer(s) must have insurance for liability for injury to person or damage to property of others (PL & PD) in order to take title to the Vehicle. Buyer(5) Note: Neither accident and health insurance nor credit life insurance provide PL & PD coverage. If a credit sale or lease, Buyer is required to maintain collision insurance on the Vehicle during the term of the finance contract or lease. A Buyer may not be eligible for either credit life insurance or accident and health insurance. Buyer is not required to obtain either accident and health insurance or credit life insurance. Buyer may choose the agent from which said insurance will be obtained.

LEASE ORDER INFORMATION

Lease Term: N/A Monthly Payment: \$ ____

Total Ame	ount Due at Lease Signing or I	elivery:	s N/A	
(1)	Capitalized Cost Reduction	\$	N/A	
(2)	Sales/Usc Tax	\$	N/A	
(3)	First Monthly Payment	\$	N/A	
(4)	Refundable Security Deposit	s	N/A	
(5)	Initial Title, Registration and License Fee	s	N/A	

PURCHASE ORDER INFORMATION

i	Vehicle Sciling Price GID OTHER TAXABLE ITEMS	s 15,169.50
	Documentary Fee:	s 75.00
	TOTAL TAXABLE PRICE:	s <u>15,412,5</u> 0
ı	Plus: Taxes; Sales:	s <u> </u>
	Other:CLAH/GAP	\$ <u>4950</u> 0
I	License Fee for Transportation:	\$
l	Title & Registration:	s23,00
	Extended Service Plan:	\$
	TOTAL CASH PRICE:	s <u>16,855,2</u> 5
	Less: Net Allowance on Trade-in:	s <u>-2, 303,</u> 39
	Cash Deposit:	\$
	Other Credits:	\$
	Cash on Delivery:	\$
	AMOUNT TO BE FINANCED:	s <u>19, 158, 6</u> 4

FINANCE INFORMATION

Annual Percentage F	Inte	Number of Monthly Payment	Monthly Payment:
9,50	%	72	\$ 351.48
41 -			 ***************************************

Thank You for Your Business

00390490

lG1AK15F567

000129

03 13 06

RETAIL

DIMECH, JOHN F

GMAC

P.O. BOX 8124

COCKEYSVILLE

MD

US

NORTHVILLE

MI

48167

D 535229813

US

72

9.5000

1

0.00

0.00

Vehicle Delivery Screen Data

Nameplate:

Chevrolet

Vehicle Type: Passenger Car

VIN:

Delivery Date: 03/13/2006

Delivery Type: 010 - Individual Purchase

Salesperson:

Dimech, John

Dealer:

44160

Odometer:

129

Sales Manager:

Lessor Information:

Schram, James

Customer Information:

NORTHVILLE Michigan

Customer FAN:

Payment and XM/OnStar Information:

Method

XM Radio SP XM Radio

OnStar SP

OnStar Package

Not Financed

Not Applicable

Ext:

Not Applicable

Incentive Information:

Code

GID

DXP Dealer

Pay Dealer

Auth 535229813

Text

Date

Amt

Miscellaneous Information:

Protection Plan:

Language:

Replaced GM VINs

Declined:

GMPP:

Other:

N

Primary: Secondary: English <None>

Publication:

<None>

Email Address:

Transaction Results Details

VIN:

Status:

67

Accepted

Dealer Code:

User ID:

44160

TZCC4L

Transaction Date:

User Role:

03/13/2006

00005

Transaction Type:

Timestamp Date:

Delivery

2006-03-14-15.06.25.723000

Delivery Type:

010 - Individual Purchase

Transaction Messages:

1093 - Transfer generated by system automatically

1096 - Incentive sent to BARS

17345131100

GORDON CHEVROLET

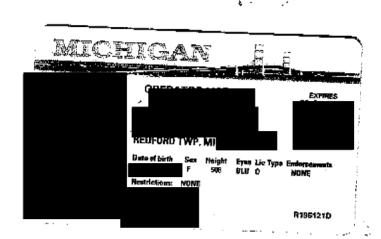
PAGE 16/20

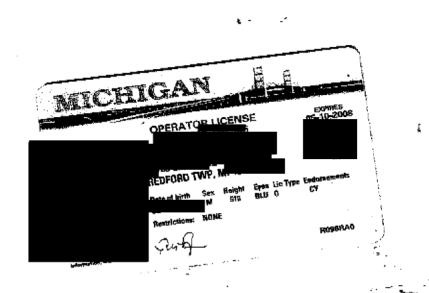
STATE OF MICHIGAIN	APPLICATION F	OR MICHIGAN TITLE OF VEHICLE SALE	DEP	ARTMENT OF STATE
Purchase Date HAR 13TH 2000	390490			,
MAR 13TH 2006	Involce/Stock No 3 0 0 8 5 3	cusa	r P# 4:	
Delivery Date	involce/Stack No.	Expires on Month (Mor Dev Year	nths NEW PLATE
Dealer CORDON CHARROLET, INC	v	J 2579 92 PA	2007	TPANSFER
Address 01000 Ford Rd.		Year Make 2005 CHEVROLET	Body Style	Code County
CHY GARDEN CITY	1 1 m	Vehicle No.	Fee Category/Weight	License Fee
County State MICHIGAN	Zip Code	LG1AK15F557 Ortver License No./PIDs of All Owners/Less	sees	Title
Dealer License Sales Tax License Phone Number		1)- Coun	ity of Residence	#5.700 Title Late Fee
A-000202 (734) 40	17-6200		TME	₹ ₩(₹)
Vehicle Sold New Used Demo Trade-in	Yes 🔼 No 🗌		rs	Tax 924, 75
Trade-in Year Make Vehicle No. 2002 CRRYSLER ICSE	.45/C/28			Transfer Fee
A CONTROL OF THE CONT	TO NYERWATERA STATES AND			Total-Trans. to #4
PERCONSTRUCTION OF THE PROPERTY OF THE PROPERT	Section 2 (1) Se	Complete Names and Addresses of All Less	sees	9457. 175
Place (falls) Fred (marris pres)				Full Rights to Survivor
ALCENO CANAL THE TANK THE PROPERTY OF THE PROP	mpi Expitation Date			
VEHICLE USE AND HISTORY DISCLOS		Insurance Company	Policy No. or Binder No.	* 1 _{**}
A POLICE VEHICLE U VEHICLE HAS BEEN F	TLOOD-DAMAGED FREVIOUSLY BEEN ISSUEI	First Secured GMAC		Filing Date
TAXI DOMETER MILEAGE	THE VICEOUS BEET TOOLS	Address CONTRACTOR		- 03/13/06 ND 31030
-		City-State Zip		Lew
The following section must be completed when edometer disclosure is required. The edometer mileage meding must	1 2 9 1	Second Secured		Filing Date
disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the pumhaser on the title and for mileage statement.	NO TENTHS	Address		Filing Date
disclasure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and for mileage statement.		AddressCity-State Zip	(Including Freight	15337.00
disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and for mileage statement. actual mileage not actual mileage exceeds mechanisms. Factory Installed Accessories Factory List Affixed to Veh	NO TENTHS anical limits of odometer	Address City-State Zip 1. PURCHASE PRICE OF VEHICLE 2. OTHER TAXABLE CHARGES (Document)	(Including Freight 2 Accessarins) mentary Fee, Service Foo, Tamp, Reg, Fee, Etc.)	15037:50
disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and for mileage statement. Actual mileage not actual mileage exceeds mechanisms.	NO TENTHS anical limits of odometer icie	Address City-State Zip 1. PURCHASE PRICE OF VEHICLE 2. OTHER TAYABLE CHARGES (Doct	& Accessaries) Imentary Fee, Service Foo, Temp. Reg. Fee, Etc.)	15337:56
disclanure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and for mileage statement. actual mileage not actual mileage exceeds mechanism of the mileage factory list affixed to Veh Factory listabled Accessories Factory List Affixed to Veh The footneties you see on the wholes forth for anticles are desired as the articles are desired.	NO TENTHS anical limits of odometer icie 2002/2002/2003/2003/2004/2004/2004/2003/2004/2004	Address City-State Zip 1. PURCHASE PRICE OF VEHICLE 2. OTHER TAXABLE CHARGES (Doct.) 3. TOTAL TAXABLE PRICE	& Accessuries) Imentary Fee, Service Foo, Temp. Reg. Fee, Etc.) - TITLE	15037/00
disclanure to required. The edometer mileage reading must match the mileage reading disclosed to the purchaser on the title and for mileage statement. actual mileage not actual mileage exceeds mechanism of the mileage Factory List Affixed to Vehicles	NO TENTHS anical limits of odometer icie 1279/3012 CAST 139 part of Sis content 199 part of	Address City-State Zip 1. PURCHASE PRICE OF VEHICLE 2. OTHER TAXABLE CHARGES (Document of the control of the c	& Accessuries) Imentary Fee, Service Foo, Temp. Reg. Fee, Etc.) - TITLE	15037.50
disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and for mileage statement. actual mileage not actual mileage exceeds mechanism of the mileage	NO TENTHS anical limits of odometer icle 1/1918/12 City is part of the content 1/1918/12 City in the content of size 1/1918/12 City 1/	Address City-State Zip 1. PURCHASE PRICE OF VEHICLE 2. OTHER TAXABLE CHARGES 3. TOTAL TAXABLE PRICE 4. (Above total) SALES TAX - LICENSE 5. NON-TAXABLE CHARGES (Labor, Sa	& Accessuries) Imentary Fee, Service Foo, Temp. Reg. Fee, Etc.) - TITLE	15037.56
disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and for mileage statement.	NO TENTHS anical limits of odometer icia 1272-1272 CAST 1272-1273 CAST 12	Address City-State Zip 1. PURCHASE PRICE OF VEHICLE 2. OTHER TAXABLE CHARGES 3. TOTAL TAXABLE PRICE 4. (Above total) SALES TAX - LICENSE 5. NON-TAXABLE CHARGES (Labor, Sa 6. TOTAL DELIVERED PRICE 7. CASH ON DEPOSIT 6. CASH DUE ON DELIVERY 9. TRADE-IN 10. LESS LIEN	2. Accessarins) mentary Fee, Service Foo, Temp. Reg. Fee, Etc.) - TITLE rvice Contract, Etc.)	15037.50 75.00 20411.50 217.75 10080.25
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STATE OF MICHIGAN

APPLICATION FOR MICHIGAN TITLE

	STATEMENT	OF VEHICL	ESALE	_		DEPAH	OMENT OF STAT
Purchase Date MAR 13TH 2006	390490						
MAR 13TH 2006	Invoice/Stock No.			CUST	PH 4:		
Delivery Date	invoice/Stock No.			Expires on	,,,		
Dealer GORDON CHEVROLET, Inc.	mirosoci didex [16,			Month Da	y	Morrow,	= "="
and the tribert, me.		$\sqrt{N2}$	5 79	Ø2 24	2007		X RENEWAL
Address 31850 Ford Rd.		Year	Make	<u> </u>	Body Style		TRANSFER Code (County
•		2006	CHE	VROLET	2-DR		01 . 82
City GARDEN CITY	11 -11	Vehicle No.			Fee Category		Loense Fee
County State 7	40646	∞ LG1A	K15F56	7		· -	N/A
MAYNE	Code 48135	Driver Licens	e No/PIDs of	All Owners/Lessage	JB.		Tide
Deeler License Sales Tax License Phone Number		1		0			15. ∞
(734) 427-6	200	2		County ₩ A Y	of Residence		Title Late Fec
	· ·			WALL			N/A
Vehicle Sold New K Used Demo Trade-In Yes K] No □				850rs	,	Tax 924, 75
Trade-in Year Make Vehicle No.							Transfer Fee
2002 CHRYSLER ICHTAGK	72h					_	8, 00
TEMPORARY/VEHICLE REGISTRATION:	MALLEASSI SPEZIO GERMANIA	NORTH	VILLE	MI			Total-Trans, to #4
USED TO TRANSFER PLATES Expires 75 dejts affet pelitren date		Complete Na	mes and Addre	sses of All Lesser	ss.		7
Plate vansiever from Year's 122 22 22 20 20 20 20 20 20 20 20 20 20 2							947.75
ZOOZ CHRISPPR							Full Rights to Survivo
Venicia No. 1	picelion Date						Yes 🛣 No 🗌
1957	S 2006	Incompany 0					
VEHICLE USE AND HISTORY DISCLOSURE:		Insurance Cor	npany EFARM		Policy No. or Blnd		
A POLICE VEHICLE VEHICLE HAS BEEN FLOOD	-DAMAGED				105 16	69-C	09-22C
A GOVERNMENT VEHICLE A SALVAGE TITLE HAS PREV		First Secured Interest					Filing Date
TAXI		Address		BOX 812			03/13/06
ODOMETER MILEAGE		City-State Zip	COCK	EYSVILL	5	MD	21030
The following section must be completed when odometer disclosure is required. The odometer mileage reading must	1 2 9	Second Securi	eď				Filing Date
match the milegrap reading disminued to the number of the	TENTHS	Address			_		
actual mileage not actual mileage exceeds mechanical ii	milm of a-l	City-State Zip					
X	nits of odorneter	1. PURCHA:	SE PRICE O	F VEHICLE (Incl	uding Freight	' "	15337.50
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"The information you one on the window from the min			XABLE PRIC	连			15412.50
missimised on the window form overhoos any contrary provision in the co	ntract of sale."	1		X - LICENSE - T			947.75
Pealer Installed Accessories of WHEN OPTION TO PURCHASER, ARI WARRANTED BY MANUFACTURER ON LABEL AFFIXED TO THE VEHICLE.	R CONVERSION. MARKETED OR			ES (Labor, Service	Contract, Elc.)	_	N/A 15360, 25
LABEL AFFIXED TO THE VEHICLE	LY AS LISTED ON	7. CASH ON	LIVERED PR	IICE			N/A
"Any warranties on this product are those made by the manufa Unless a separate Written Document showing the terms of any Deeler W	h		E ON DELIVE	:BV			N/A
Contract is furnished by the Dealer, GORDON CHEVROLET, Inc. to the pu	rchaser, the seller,	9. TRADE-IN		,	\$ 5500,00	- 	
EMARKS:		10. LESS LIEN	1	440 ·	\$ 7803.39	- J	2303.39-
GORDON CHEVROLET, Inc., hereby expressly disclaims all warranties, implied, including any implied warranty of merchantability or fitness for a part of DEPON CHEVROLET.		11. TOTAL DO	WN PAYMEN	т	-	_	2303.39-
and GORDON CHEVROLET, Inc. neither assumes or authorizes any GENERAL MOTORS ENGINE DESIGNATION	other person to	12. UNPAID B	ALANCE TO E	BE FINANCED	.,,		18653.64
PRODUCED BY CHEVROLET DIVISION		13. INSURANC					495.00
CONTRACTUAL DISCLOSURE STATEMENT FOR USED MEETON	S ONT			NANCE CONTRA	ACT		25306.56
"The information you see on the unadow form for this vehicle is part of the Information grather window form overrides any contrary provisions in the co		* TYPE OF IN					
"I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER MAMED IN	THIS SOUL	CREDIT LI	rs insurance i: FF	s not PL/PD No F	euit Insurance re	quired by	Michigan law.
I HERESY WARRANT THE TITLE TO THE VEHICLE AND CERTIF VEHICLE IS SUBJECT ON THE SECURITY INTERESTS NAMED	マ マロッチ ケレニ	GAP INSUI	•		HEALTH &	ACCIDE TNS	NT ·
Translane A AGEN		_					
Dealer's Signature		Registration No.	YOUN F	nyke ro		Temporary Fee Charg	
	Title	Ogloopers Off		DIMECH			
PURCHAS am purchasing or leasing this vehicle and am applying for a Michigan centwood, or denied, as a repeat offender and I am eligible to purchase or regingly.	EER WARNING: De lifeate of title and regis ster the vehicle. I furthe	O NOT SIGN I stration or, if the i ir certify that if a t	BLANK FOI essee, applyin ax exemption i	PM ig for registration. s shown above it is	f certify that my drawaid,	iver licens	e is not suspended,







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 Inc	quiry Result
Name:	
Date of Birth:	
Driver's License/State ID Card:	
Date:	3/13/2006 7:42:06 PM
	er is currently eligible for vehicle stration.

Print this page for a receipt of your vehicle registration status inquiry.

Back

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GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Friday, June 13, 2008

Fax # 734-513-1100

Rick Thornberry GORDON CHEVROLET, INC. 31850 FORD RD GARDEN CITY, MI 48135-1569

Re:

Siebel Request: 71-627859207 2006, Chevrolet, Cobalt VIN # 1G1AK15F567

Dear Rick Thornberry

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 within 24 hours. 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 ensure that all social security number's (SSN) are blacked out or removed from all documents

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,

Jessica Stewart BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 31607 FAX# 866-476-8244

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

Customer: SR #: -71627859207 BBB#: 842403
--

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	15412.50
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 15990.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -577.50
(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

000	
Trade Allowance	5500.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 5500.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 0.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

Section 3

Trade Allowance	5500.00
(from Bill of Sale)	
Payoff on Trade	- 7803.39
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= -2303.39
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4

Purchase Price	15412.50
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 1211.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 2303.39
(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	= 11898.11
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

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

Privileged and Confidential Information

CASE ASSESSMENT

By: Jessica Stewart State: MI

Customer Name: Service Request: 71- BBB Case No.: CHV0842403

627859207

Vehicle ID No.: In Service Vehicle is: NEW BAC Code: 1G1AK15F567 Date: 115102

3/13/2006

Year, Make & Model: 2006, Chevrolet, Cobalt Vehicle Purchased Used on: NA

Mileage at Time of BBB Filing (34500)

Lien holder: GMAC Other: $\{Name\}$ Sale Type: Purchase $\{Name\}$ Lease Other: $\{Name\}$

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:	<u>Description of Complaint and Repair Performed:</u>
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:	<u>Description of Complaint and Repair Performed:</u>
05/12/08	16796	1	32946	C/s that there is a hesitation when accelerating – reprogrammed the PCM

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

	-			
Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
08/06/07	92631	*	19087	Recall # 06217 – head impact protection – installed absorbers

<u>Verified with customer if the vehicle has ever been involved in an accident? N If yes, are the RO's attached? N</u>

<u>Are there modifications to the Vehicle: customer states no, dealer states yes</u>
<u>List: after market sunroof</u>

☐ 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 – reprogrammed the PCM
				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 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: 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: repurchase replacement

DVM sts:

SVM sts:

CRS Rationale:

CRS's opinion regarding the 3 main Strengths 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.

Privileged and Confidential Information

CASE ASSESSMENT

By: Jessica Stewart State: MI

Customa	Name of			Camila	Dagwash 71		DDD C N	- · CIII	10042402
Customer	Name:			627859	Request: 71- 9207		BBB Case N	0.: CH\	70842403
Vehicle ID 1G1AK15F			Dat	Service e: 3/2006	Vehicle is: N	EW		BAC Coo 115102	de:
Mileage at	Time of E	: 2006, Cho BBB Filing (□ Other	34500)		Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer} Sale Type: Purchase ☑ Lease ☐ Other ☐:				
DVM Name	e: Snowde	en Eugene			{Type} CAM Name:	Rob Johnso	on		
630092 82 Phone/Cell		: 248-410-706	9		Phone Numb	er: 6309	61 6817		
Svc Mgr Na	ame: Mat	t Shoeloff			Sales Manag	jer name:	:		
			VEH:	ICLE REP	AIR HISTOR	RY			
Throughou category.	ıt the enti	re form, us	e an aster	isk (*) if da	ay(s) out of se	rvice are	already cou	nted in	another
		RK IN THE E REPAIRS F			CONCERN BAS GROUP.	SED ON R	REPAIR ORD	ERS. US	SE "N/A"
☐ {{Powe	er steerin	g failed}							
Date:	RO #:	<u>Days Out</u> :	Mileage:	<u>Description</u>	of Complaint and	d Repair F	Performed:		
☐ <u>{Leakir</u>	ng sunroc	<u>of}</u>							
Date:	RO #:	Days Out:	Mileage:	Description	of Complaint and	d Repair F	Performed:		
☐ <u>{Power</u>		ntrol modu							
<u>Date:</u>	RO #:	Days Out:	Mileage:	<u>Description</u>	of Complaint and	<u>d Repair F</u>	Performed:		
☐ Recall/0	Campaigr	n (Not Rela	ted to Oth	ner Sympto	oms/Complain	its)			
Date:	RO #:	Days Out:	Mileage:	Description	of Complaint and	d Repair F	Performed:		

<u>Verified with customer if the vehicle has ever been involved in an accident? Y N</u>
If yes, are the RO's attached? Y N

<u>LIST:</u>					
☐ <u>Other</u>					
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:	

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:

Are there modifications to the Vehicle: Y or N

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} {# of Days} {# of Days}

Total days out of service during the presumption period: Total days out of service during customer's ownership:

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}

Decision reached by CRS:

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:

CRS Rationale:

CRS's opinion regarding the 3 main Strengths of the case

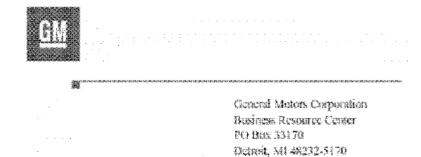
CRS's opinion regarding the 3 mains weaknesses of the Case

Settle case:

Arbitrate 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.



VIA FAX ONLY

September 4, 2008

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

RE:

Service Request: 71-628386305

2007 Chevrolet Cobalt

Vehicle Identification Number: 1G1AP15PX77

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated September 3, 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.

X Copy of owner's current title and/or registration

X Finance agreement

X Buyer's agreement

General Motors Corporation ATTN: BRC Legal P.O. Box 33170 Detroit, MI 48232

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













VIA FAX ONLY

September 5, 2008

Ken Duke Paul Stine Chevrolet PO Box 268 Selinsgrove PA 17870

RE:

Service Request: 71-628386305

2007 Chevrolet Cobalt

Vehicle Identification Number: 1G1AP15PX77

Legal Research Specialist: Amy Scott

Dear Mr. Duke:

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

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at **866-790-5600**, extension 11130 between the hours of 10:00 am and 6:45 pm EST Monday through Friday. Please fax requested documents to **866-485-4464**.

Sincerely,

General Motors Corporation













09/12/2008 10:57 FAX

☑ 001/007

RCMPR029 FORMATTED INVOICE DATA INQUIRY 09/12/08 10:56:31 PROCESSING SOURCE: BARS PAGE NO: 01 2007 COBALT SS SUPERCHARGED COUPE GENERAL MOTORS CORPORATION 41U BLACK /L4G & SUBSIDIARIES 196 EBONY WITH YELLOW INSERTS RENAISSANCE CENTER ORDER NO. KXCT7Q/TRE STOCK NO. DETROIT MI 48243-1114 VIN 1G1 AP15 PX 77 VEHICLE INVOICE 1AD07317083 ***************** MODEL & FACTORY OPTIONS INV AMT RETAIL - STOCK MSRP 1AP37 COBALT SS SUPERCHARGED COUP 20975.00 19821.38 INVOICE 05/25/07 CF5 POWER SUNROOF 750.00 660.00 SHIPPED 05/25/07 FE9 50-STATE EMISSIONS N/C N/C EXP I/T 05/28/07 LSJ 2.0L DOHC SUPERCHARGED 4 CYL N/C N/C INT COM 05/29/07 MM5 5 SPEED MANUAL TRANS W/SHORT N/C N/C PRC EFF 05/25/07 THROW SHIFTER KEYS SECURED NW1 WHEELS, 18" POLISHED ALUMINUM 395.00 347.60 WFP-F OTR OPT-1

SHIP WT: 2894

CHG-TO

BANK: GMAC - 020

COMMAND ===> ____

MORE RECORDS

15-168

PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W: 09/12/2008 10:57 FAX

RCMPR029

☑ 002/007

FORMATTED INVOICE DATA INQUIRY

1

10:56:49 PROCESSING SOURCE: BARS

09/12/08

OCESSING SOURCE: BARS PAGE NO: 02

HP: 18.4

GMS: 20930.38

SUPPLR: 21865.50

MRM: 22735.00

MEMO 956.00

COMMAND ===> ____ MORE RECORDS

PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT

PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

09/12/2008 10:57 FAX

RCMPR029 10:56:59 FORMATTED INVOICE DATA INQUIRY
PROCESSING SOURCE: BARS

09/12/08

☑ 003/007

PAGE NO: 03

TOTAL MODEL & OPTIONS	22120.00	20828.98	ACT 231	20780.38
DESTINATION CHARGE	615.00	615.00	H/B 261	663.60
DEALER IMR CONTRIBUTION		221.20	ADV 261	221.20
LMA GROUP CONTRIBUTION		221,20	EXP 65A	221.20

TOTAL 22735.00 21886.38 PAY 310 21886.38

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 20908.15

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO

COMMAND ===> MORE RECORDS

PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT

PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

09/12/2008 10:58 FAX **Ø** 004/007

FORMATTED INVOICE DATA INQUIRY RCMPR029

09/12/08

10:57:10

PROCESSING SOURCE: BARS

PAGE NO: 04

DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

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

REMIT TO GMAC NO. 020

OUTTEN BUICK-PONTIAC-CHEVROLET-OLDSM

1080 S FOURTH ST

HAMBURG PA 19526-9208

VIN 1G1AP15PX77

\$ 21886.38 INV 1AD07317083

DUE 05/29/07 DEALER 15-168

COMMAND ===> ___ NO MORE RECORDS

PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT

PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W: RCMPR028 VEHICLE EVENT SELECTION

PROCESSING SOURCE: BARS 10:57:30

PAGE NO: 1

09/12/08

VIN: 1G1AP15PX 77

SELLING SOURCE (#): 13 MODEL YEAR (#): 07 ORDER NUMBER: KXCT7Q

S VIN TYPE: N

\mathbf{E}		SS/	DOCUMENT	I	INC		M BL
L	EVENT DESC	SITE CD	NUMBER	S EVENT D	r CD	AMOUNT	R RN
_	INCENTIVE MEMO	13 15686	00033309253	10/23/0	7 CNE	1,750.00	
_	INCTV PAYMENT	13 15686	00033309253	10/23/0	7 CNE	1,750.00	
_	INCTV APPLICATN	13 15686	00033309253	10/23/0	7 CNE	1,750.00	
_	INCENTIVE MEMO	13 15686	00033309253	10/23/0	7 FFC	27.42	
_	INCTV PAYMENT	13 15686	00033309253	10/23/0	7 FFC	27.42	
_	INCTV APPLICATN	13 15686	00033309253	10/23/07	7 FFC	27.42	
_	DELIVERY D.O.E.	13 15686		10/22/03	7	0.00	
_	DELIVERY TO CUS	13 15686		10/20/07	7	0.00	
_	DLR TRADE D.O.E	13 15686		10/19/07	7	0.00	
_	DEALER TRADE (P	13 15686		10/19/03	7	0.00	
_	SETTLEMENT DATE	13 15168	1AD07317083	05/29/07	7	21,886.38 C	R

COMMAND ===> ____ MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RCMPR028 VEHICLE EVENT SELECTION

PROCESSING SOURCE: BARS 10:57:43

DAGE NO. . .

PAGE NO: 2

09/12/08

VIN: 1G1AP15PX 77 OR

SELLING SOURCE(#): 13 MODEL YEAR(#): 07 ORDER NUMBER: KXCT7Q

S VIN TYPE: N

E		ss/	DOCUMENT	I		INC		M	$_{\mathrm{BL}}$	
L	EVENT DESC	SITE CD	NUMBER	S	EVENT DT	CD	AMOUNT	R	RN	
_	EXPIRATION TRAN	13 15168	1AD07317083		05/28/07		0.00			
_	ORIGINAL INVOIC	13 15168	1AD07317083		05/25/07		21,886.38			
_	COV/NVIS DATE	13 15168	1AD07317083		05/25/07		0.00			
_	SHIPMENT DATE	13 15168			05/25/07		0.00			
_	PRODUCTION (BUI	13 15168			05/25/07		0.00			
_	PREFERENCE TO P	13 15168			04/10/07		0.00			
_	GM ORDER ACCEPT	13 15168			04/06/07		0.00			
_	GM ORDER ACCEPT				04/06/07		0,00			

COMMAND ===:	>	NO MORE	RECORDS
PF01=HELP	03=PRV SCRN		

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

09/12/2008 10:58 FAX **☑** 007/007

RCMPR068 DETAIL INCENTIVE PAYMENT HISTORY INQUIRY

PROCESSING SOURCE: BARS 10:58:02

09/12/08

VIN: 1Glap15PX 77 INC CODE: CNE INC RUN NO: 3973 APPL STATUS: 9

MEMO DATE: 10/23/07 SS/SITE: 13 15686 DATA SCE: DLR GMAC BRCH:

MISC DATE: MISC:

TURN IN DT: MILEAGE: DAMAGE: INC MEMO NO: 00033309253

DAN: CISCO CODE: 1ST TIME BUYER: ACTV TYPE: 6

POLICY PYMT CMNT: APPRL CD:

CERT NO: DTC/DEAL NO: DEMO QTY: 000

RPL MDL YR/ORD NO: REPL VIN: AUTH PUR CD:

PAYEE CD: 01 AMT: 1,750.00 CHECK NO: VOID CHECK IND:

PAYEE NAME: TID: PAY MTHD: OA

STREET: FAN:

CITY: ST/PROV: ZIP:

DEALER SHARE ==> AMT: 0.00

*** INQUIRY COMPLETE ***

COMMAND ===>

PF01=HELP 03=PRV SCRN

PF09=PAYMT DN 10=PAYMT UP 11=TAXES P/W:

VIA FAX ONLY

September 4, 2008

Nevin Burns Regester Chevrolet PO Box 128 Thompsontown PA 17094

RE:

Service Request: 71-628386305

2007 Chevrolet Cobalt

Vehicle Identification Number: 1G1AP15PX77

Legal Research Specialist: Amy Scott

Dear Mr. Burns:

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

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at **866-790-5600**, extension 11130 between the hours of 10:00 am and 6:45 pm EST Monday through Friday. Please fax requested documents to **866-485-4464**.

Sincerely,

General Motors Corporation















To: cc: bill.1.worley@gm.com

Subject: Legal Confirmation for Sobczyk

Dear Bill Worley:

Hi, my name is Amy Scott. This email is to follow up on my voicemail regarding Service Request 71-628386305 for customer. The customer's vehicle is a 2007 Chevrolet Cobalt with approximately 36,475 miles. The customer has been working with Regester Chevrolet in Thompsontown, Pennsylvania and Paul Stine Chevrolet in Selinsgrove, Pennsylvania. Due to time constraints, your response to this e-mail is required within 24 hours. The Vehicle Identification Number for the involved vehicle is 1G1AP15PX77

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. To make it easier for you to meet the 24 hour turnaround, please review the following options and reply with your choice:

- A) I am familiar with this customer and vehicle and I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)
- B) I am not aware of this particular customer or vehicle. However, I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel.
- C) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement. If the settlement requires a Repurchase, I would like to re-engage in this case. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)
- D) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement including a Repurchase, if necessary. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

E) Unfortunately, I am not aware of this particular customer case and cannot provide any information related to this customer. In addition, I am not able to have any involvement with the case handling. Please resolve this case according to the Early Resolution program policies for case settlement including a Repurchase, if necessary.

Please reply with your choice of the above options within 24 hours. Your feedback will be documented and e-mail attached to our case and is an important step in our accurate and timely case resolution.

Thank you,

Amy Scott

Phone: 866-790-5600, extension 11130

Fax: 866-485-4464

amy_scott@gmexpert.com

VIA FAX ONLY

September 4, 2008

Nevin Burns Regester Chevrolet PO Box 128 Thompsontown PA 17094

RE:

Service Request: 71-628386305

2007 Chevrolet Cobalt

Vehicle Identification Number: 1G1AP15PX77

Legal Research Specialist: Amy Scott

Dear Mr. Burns:

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

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at **866-790-5600**, extension 11130 between the hours of 10:00 am and 6:45 pm EST Monday through Friday. Please fax requested documents to **866-485-4464**.

Sincerely,

General Motors Corporation













Regester Chevrolet.	Inc.
Since 1932	



Main Street, Box 128, Thompsontown, PA 17094-0128 (717) 535-5121 or 1-800-922-4914 Fax #(717) 535-0167

DATE:	~/ ~ / / ~ / / .	8 (a)	/ ///3	W4.W P-1
_				

To: Amy Scott

FAX #: 866-485-4464

No. of pages including cover: _____/ //

FROM: Mel - SERVICE MAR.

COMMENTS:	AS	Requested	Seev # 71-62.	8386305
	,			AAAAA AAAAA AAAAA AAAAA AAAAA AAAAAA AAAA
 				Walter II



THE PROPERTY OF STREET FROM FOR STREET ्राष्ट्रकोत् एक अध्यक्ति स्थापन । प्राच्छा । $A\in \{1,2,2,\dots,n\}^{n-1}\}$ 1000 April 100 A 200 A 100

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VIA FAX ONLY

September - 2008

Nevin Burn: Regester Theyrolet PO Bex 128 Thompso atown PA 17094

R.F.:

San toe Request, 71-628386305.

2(k) Chevrolet Cobait

Veb ale identification Number 1GTAP45PX77

Leg i Research Specialist: Amy Scott

Dear Mr. Bt ms:

This is a jetter 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 doc iments needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the inclutives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include f, ont and back as well as technician notes). Also, include any receipts for aftermarket or dealer ad 1-ons.

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

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Sincerely

General Molors Corporation

Box 128

Thompsontown, PA 17094-0128 (717) 535-5121 1-800-922-4914

"Where Satisfaction is Guaranteed"

SELTINSGROVE, PA

nere Satisfaction	n is Guarant	eed"		BOC. BEC. NO.			
ASE ENTER MY ORDER	FOR THE FOLLOV	P-14/14/		PA DRIVERS LICE	NSE NO.		
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			2 145	1		SUB TOTÁL	21147.00
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			ct to the sale		PRICE OF VEHI	CLE	21147.00
e seller hereby expressly	disclaims all warran	tias, aither expressed uincourpose, and the s	d or implied, seller neither				N/A
m any other person to ass	ume for it any liability	in connection with th	e tate or this			Line 2)	21147.00
ole is sold "AS IS" without a	nywarranty either ex	pressed or implied. Th	he purchaser	,		- Fuld 51	1268.82
sense of repairing or corre-	cting any defect that	presently exists or the	at may occur			S	63.50
	C- 1- 1-1 1-1			TRANSFER	ENCUMBRANCE		5.00
ase agreement or refult ou shall, at our option,	se to take delivery forfeit as damage	o: the vehicle order es the amount of \$	ied, except	6. TEMP. TAG			5.00
5 E	ulanda ana ka aka aka a	ole tec		7. PA TIRE TA	X		49.00
RCHASERS WARRANTI	ES AND REPRESE	NTATIONS	t and warrant				
s of age or older; er of or otherwise have full	power and authority	to dispose of the veh		9. ON-LINE RE	GISTRATION FEE		10.00
is trae of eli liens and encu	mbrances except the	at of laid afacts and the veh	ilcie emission	10. ON-LINE DE	ALER SERVICE		2.50
ONOT SIGN THIS CONT	PACTIE BLANK Y	OU ARE ENTIT! E TO	DAN EXACT	BALANCE OWED	ON TRADE IN	THRU	N/A
CT YOU SIGN, KE <u>ÉD IT</u>	TO DESTECT VOL	OLEGAL RIGHTS 1	HIS ORDER				22550.82
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2007 Chevrolet Cobalt

1G1AP15PX77

In addition to the General Motors 3 year or 36,000 mile bumper to bumper warranty, General Motors will provide a 5 year or 100,000 mile warranty on the engine, transmission and drive train.

Refer to warranty book for complete warranty details.

Your warranty dates are as follows:

Until

Mileage

3 year or 36,000 mile bumper to bumper warranty

1620 10 or 36114

(whichever comes first)

Until Mileage

5 year or 100,000 mile powertrain warranty or roadside assistance

(whichever comes first)

Answers to 2 common questions.

Do I have to take my vehicle to a GM dealer for maintenance to maintain my extended powertrain eligibility?

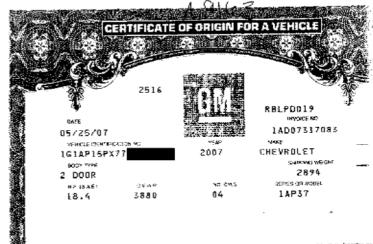
GM dealers have the specialized training and GM genuine parts and accessories to ensure your vehicle is repaired and maintained properly. Although you are not required to have your vehicle maintained at a GM dealership, we highly recommend that you do. In addition, we encourage you to keep detailed records and receipts of your maintenance history. Of course, warranty repairs must be performed at an authorized GM dealership.

Does the required maintenance of my vehicle change as a result of this new powertrain limited warranty?

As a vehicle owner, you are responsible for the performance of the scheduled maintenance listed in your owner's manual throughout the warranty period. Your owner's manual provides a detailed maintenance schedule that you should follow for your specific vehicle and driving habits. In addition, we strongly encourage you to keep detailed records and receipts of your maintenance history.

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GENERAL MOTORS CORPORATION

8 SUBSIDIARIES

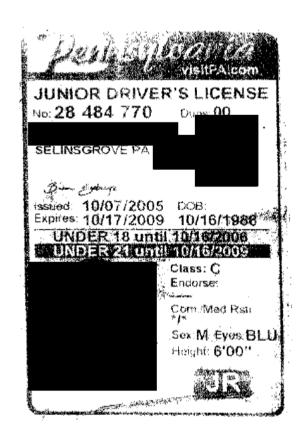
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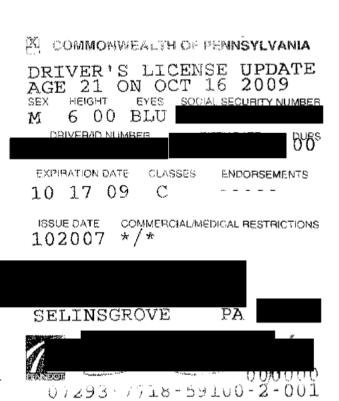
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CUSTOMER NAME:		
VIN: 21 G 1 A P 1 5 P X	7 , 7	
VIN.		
1. CUSTOMER INCENTIVE		
I assign the total amount of customer incentive(s) listed to	the dealer named below and re-	quest that the available customer
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reduction (Bill of Sale indicates pre-incentive price, amoun		incentive applied) of
(c) a check be issued in my name by Dealer na Incentive Program Reference	nea below: Amount	GM Incentive Code
CONSUMER CASH	\$ 1750.00	CNE
COMPONENT	<u> </u>	
· ALLEANING CONTROL CO	\$	
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Total Incentive Amount Received	\$ 1750.00	
		
2. Other Program Selection (Which may or may not be in	l eu of customer incentive progra	ams, for example. Division supported
financing/leasing, etc.)		
a. I elect to receive	1	
in lieu of		
	and/or	
b. I elect to receive	1	
CUSTOMER AND DEALER ACKNOWLEDGE	ENT FOR INCENTIVES AN	ID ONETAR SERVICE
a. Vehicle Incentive Acknowledgment. I am the ultimate	š	
number, which was sold/leased to me by the Dealer, named believed to the Dealer, named believed to the Dealer.		
and not resale and I took delivery on 10 20 2007 I acknow		
GM Division from any future claim or obligation for incentive(s) or	1	
Is vehicle equipped with		
b. OnStar Terms and Conditions Acknowledgment, I ac	nowledge that I have received t	
the OnStar service in my vehicle is provided (copies are available contacting OnStar as described below).	in the vehicle glove box, from the	ne dealer, at www.onstar.com, or by
I understand that in order to cancel the OnStar service in my 1.888.40nStar (1.888.466.7827) or TTY 1.877.248.2080 and re		
1.000.401.001 (1.000.400.7027) Of 1 (1.077.246.2080 and te	dest that my service be cand	ened.
Purchaser/Lessee Signature:	Det	e:/10/20/2007
	Date Date	Staps of the control
The undersigned person, as Dealer representative, certifies that	information on this application	n is true and correct and the incentive(s
described in Item #1 ind the OnStar Terms and Conditions of referenced unit through this dealership and that properly com	ave been provided to the said p	urchaser/lessee who has taken deliver
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Authorized Dealer Signature:	Dal	10/20/2007
Dealership Name: REGESTER CHEVROLET INC.	1	
L peggesub varie: Vedester CueveOffivor	The state of the s	aler Code: 15-686

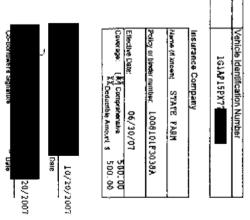
Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.





TOTAL VI AREXE PRESCALLMENT SALE C	north Teacher Market Commission Commission Commission Commission Commission Commission Commission Commission Co	- 10/20/2007	and the second s	 .	Section for the Section of the Section of the Section for the
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House to give then one Suyer, each grow	ses; separately, and toge	SELINSCROVI Address(es) ther, to pay all sums due us		Zip Code(s)	This Contract is between Seller and Buyer disclosures have been made by Seller. Se intends to assign this Contract to the Assign Itemization of Amount Finance Cash Price. \$ 23721.32
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t To Provide Insurance

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Regester Chevrolet, Inc.

P.O. BOX 128

Thompsontown, PA 17094-0128 717-535-5121 1-800-922-4914

WELLBITHERE 717-535-5121 1-800-922-4914

CUSTOMER COPY PAGE 1

REPRINT ***

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CHEVROLET

Regester Chevrolet, Inc.

P.O. BOX 128

Thompsontown, PA 17094-0128 717-535-5121 1-800-922-4914

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Bill Code - C

LABOR AMOUNT STATEMENT OF DISCLAIMER ON BEHALF OF SERVICING DEALER, I JURIEBY CERTIFY THAT THE THE LACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTES WITH RESPECT TO THE SALE OF THIS TERMITEMS. THE SPLLER HIRISBY EXPRESSLY DISCLAIMS ALL WARRANTES OF IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR PUTPESS FOR A PARTICULAR PURPOSE. SIGLER NETTILE ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS STEEMELINGTON. INFORMATION CONTAINED HEREON IS ACCURATE UNLESS PARTS AMOUNT OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE MISC. SALES APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN MATERIALS CONNECTED IN ANY WAY WITH ANY ACCIDENT. NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THUS CLAIM ARE AVAILABLE FOR TOTAL CHARGE (I) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S DEDUCTIBLE REPRESENTATIVE. SALES TAX OTHER PAY CUSTOMER SIGNATURE (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER PAY

Regester Chevrolet, Inc.

P.O. BOX 128

Thompsontown, PA 17094-0128 717-535-5121 1-800-922-4914

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CHEVROLET

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Regester Chevrolet, Inc.

P.O. BOX 128

Thompsontown, PA 17094-0128 717-535-5121 1-800-922-4914

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Bill Code - W

Failure Code: 4X

Complaint Code: CV

KOSOO DISC AND/OR CLUTCH COVER, CLUTCH - 16 M A

DEMNIS 16

Total Labor 1 -COMPOUN 12345493 GM -LUBRICA 21018899 GM -PLATE 12589049

12589049 Failed Part:

GM -PLATE 12583856

Total Parts Total Line

ON BEHALF OF SERVICING DUALER, UHEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	LABOR AMOUNT
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT	THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTES WITH RESPIRIT TO THE	PARTS AMOUNI
NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART	SALE OF THIS TEMOTEMS, THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER CAPRESS OR IMPLIED, INCLUDING ANY	MISC SALES
REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT. NEGLIGENCE OR	MPI II IN WARRANTY OF MIRCHANTABULTY OR JUNESS FOR A PARTICULAR PURIOSE, SILLER	MATERIALS
MISUSE, RECORDS SUPPORTING THIS CLAIM ARL AVAILABLE FOR (I) YEAR FROM THE DATE OF PAYMENT NOTHECATION AT THE	NUTTHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY	TOTAL CHARGE
SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S	LIABILITY IN CONNECTION WITH THE SALE OF ITS 24 MATEMS	DEDUCTELE
REPRESHOTATIVE.		SALESTAX
(SIGNED) DEALER, GENERAL MANAGER OF AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	OTHER PAY
	>	CUSTOMER PAY

Regester Chevrolet, Inc. CHEVROLET P.O. BOX 128 Thompsontown, PA 17094-0128 717-535-5121 1-800-922-4914 AL RETHE SELINSGROVE CUSTOMER COPY MILES IN MILES DUT TAG STK/CAB MODEL MAKE YEAR DATE 5537 41953 1G1AP15PX77 CHEVROLET COBALT 12/10/07 07 INV. DATE PAYMENT LACENSE NATE SVC ADV PROMISED DATE/TIME MITTED SERVICE DATE 12/11/07 00 66.00 10/20/07 PRINT COLOR BUSINESS PEONE HOME PHONE TAX ID R OL NUMBER BLACK 120378 LOW COOLANI LIGHT IS ON 12+74 F 100 CONTRACTOR OF THE PARTY OF THE PAR 137 San 17 calate Jusa Bill Code = W replaced called Sanser and contenior which has the songer mele open cincula in contamber -* REPAIR LINE 002 ########## TRANSMISSION SEEMS TO SLIP WHEN ACCELERATING IN 3RD AND 4TH CEAR. - Dlate - Called AL 12588856 Plate 12345493 compound Www.n cv wear 13 DEC 8.4 R/ONO. / ZO338 TIME STRAIGHT TIME (HOLMS) CLAT RATE EMP NO. 16 10.7 13 DEC STRAIGHT FLAT RATE 8/0NO/Z02375 PZDEC 16.40 OPER NO ESTIMATE PARTS LABOR 12 DEC 12.68 PIGINAL ESTIMATE EMP, NO. STRAIGHT TIME (HORS) EVISED ESTIMATE 12DEC 12.09 FLAT RATE TIME R/O NO. OPER NO EVIKST. UTH. QY

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CHEVROLET WITH BETHIRE

Regester Chevrolet, Inc.

P.O. BOX 128

Thompsontown, PA 17094-0128 717-535-5121 1-800-922-4914

DATE YEAR

10/23/07

COBALT

MAKE

CHEVROLET

MODEL

CUSTOMER COPY PAGE 1 REPRINT MILES IN MILES OUT TAG STK/CUS VIN 360 41953 356 1GLAP15PX7 INV. DATE PAYMENT LICENSE RATE PROMISED DATE/TIME 09/04/08 66.00 00:00

SVC ADV NOTIFIED SERVICE DATE 11 10/20/07 10/25/07 BUSINESS PHONE HOME PHONE TAX ID R.O. NUMBER 3 BLACK 118677 TOW VEHICLE Bill Code - W 10 M A TOWING T2020 SPUNK 10 Total Labor Total Line SEL CAME ON, WHILE DRIVING. SHUT CAR OFF AND WHEN TRYING TO RESTART, AFTER SITTING, CAR WOULD NOT START. BUT DID START AFTER SITTING LONGER CK'D AND HAD N SCANNED NO DIC STORED. LET UNIT RUN AND DID SHUT OFF WHILE AT IDLE. O RUEL PRESSURE. DIAG THE FUEL PUMP IS INTERMITTANTLY PAILING DROPPED TANK AND REPLACED PUMP ASSEMBLY Bill Code - W 04 M A L1200 MODULE 04 TIM: Fail Code: 6D Total Labor 1. * -- MODULE 19177326 GM: Total Parts . Total Line

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

STATEMENT OF DISCLAIMER

THE FACTORY WARRANTY CONSTITUTES ALL THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THE STEAMTHEMS. THE STELLER HARBEY EXPRESSLY. DISCLAIMS ALL, WARRANTIES LITTER EXPRESS OR IMPLIED, INCCUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR PITMESS FOR A PARTICULAR PERPOSE, SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEMATIEMS. ITS TELM/TELMS

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHERPAY	

CUSTOMER PAY

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

CUSTOMER SIGNATURE

CHEVROLET REGESTER Chevrolet, Inc.
P.O. BOX 128
Thompsontown, PA 17094-0128

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EMP. NO.

EMP. NO.

STRAIGHT TIME (HOURS)

FLAT RATE

R/ONO. 118677

PAGE 9/5/2008 3:11:34 PM

2/002

Fax Server

Ceneral Motors Conporation Business Rekonter Certor PO Box 33170 District, 541 48232-5170

VIA FAX ONLY

September 5, 2008

Ken Duke Paul Stine Chevrolet PO Box 268 Selinsgrove PA 17870

RE:

Service Request: 71-628386305

2007 Chevrolet Cobalt

Vehicle Identification Number: 1G1AP15PX77

Legal Research Specialist: Amy Scott

Dear Mr. Duke:

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

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 866-790-5600, extension 11130 between the hours of 10:00 am and 6:45 pm EST Monday through Friday. Please fax requested documents to 866-485-4464.

Sincerely,

General Motors Corporation









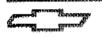


















GMC

General Motors Business Resource Center

FAX

Ken Duke To:

Company:

Fax: 5703743603

Phone:

Amy Scott From:

868-485-4464 Fax:

Phone:

866-790-5600, extension 11130

E-mail:

CC:

NOTES:



A MARK MONAGHAN DEALERSHIP ROUTES 11 & 15 PO Box 268 SELINSGROVE PA 17870-0268 Service: 570.374.1151 Monday - Friday 7:30 AM - 4:30



Visit Us On The Web: www.paulstine.com M Goodwrench Service Plus

CELL: 381 TAG NO. ₾₩\$117093 CUSTOMES NO. 80654 THE GRAYBILL STOCK NO. ABOR SATE °BLACK/ 34,408 DELIVERY DATE DELIVERY MILES O//CHEVROLET/COBALT/2 DOOR COUPE SELINSGROVE, PA ELLING DEALER NO. PRODUCTION DATE VEHICLE LONO A P 1 5 P X 7 7 87725/08 COMMENTS MO: 34408 BUSINESS PHONE JUB# CHARGES ----LABOR 10.85 WEATHERSTRIPS HOURS: 0.20 TECH(\$):375 J# 1 49CVZ10 CUSTOMER COMMENT OF DRIVERSIDE AND PASS SIDE WEATHERSTRIPS RIPPED CHECKED AND NOTED CONCERN WITH DOOR WEATHERSTRIP RUBBED REPLACED RIGHT DOOR WEATHERSTRIP 37.11 TOTAL - PARTS 37.11 JOB# 1 TOTALS-----47.96 JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL JOB# 2 CHARGES----BODY/PAINT HOURS 0.20-TEGH(S):375
COMMENT OF LEFT DOOR WEATHERSTREP RUBBED THRU
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CHECKED AND NOTED CONCERN PARTS OTY FP NUMBER DESCRIPTION DESCRIPTION 25.51 PARTS 25.51 PARTS DESCRIPTION COST TOTAL 26.51 PARTS COST TOTAL 26.51 PARTS COST TOTAL 26.51 PARTS 41.69 TOTAL - PARTS 41.69 JOB#! 2 TOTALS ----10.85 PARTS 41.69 JOB# 2 JOURNAL PREFIX CVWS JOB# 2 TOTAL 52.54 R/O TAX R/O TOTALS .100., 50. WARRANTY CLAIM DETAIL TOTALS-----1,00.50 CLAIM TOTALS -100.50 APPROVED BY SIGNATURE PAGIS 1 OF 2 WARRANTY COPY W [CONTINUED ON NEXT PAGE] 03:19pm



A MARK MONAGHAN DEALERSHIP ROUTES 11 & 15 PO Box 268 SELINSGROVE PA 17870-0268 Service: 570.374.1151 Monday - Friday 7:30 AM - 4:30



Visit Us On The Web: www.paulstine.com

Goodwrench Service Plus

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Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Meghan Sauer, Amy Scott State: Pennsylvania

Customer Name:

Service Request: 71-628386305 GM Legal File No.: N/A

Vehicle ID No.: 1G1AP15PX77 In Service Date: 10/20/07 Vehicle is: New BAC Code: 113930 Regester Chevrolet

Year, Make & Model: 2007 Chevrolet Cobalt Vehicle Purchased10-20-07 on: N/A at odometer 114

Lien holder: GMAC Other X: Mifflinburg Bank and Trust DVM requests Purchase Price of

Was TAC c	ontacted f	— or this vehicle	: (Y/N)? : N	involvement?: Y Vehicle: \$ 22735.00
		•	/FHIC	LE REPAIR HISTORY
☐ Brakes	<u> </u>	`		LL KLI AIK HISTOKT
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/27/08	113622	2	14536	(Paul Stine Chevrolet) C/S parking brake cable broken. / Out of adjustment. Adjust brake cable.
05/21/08	125894	2	26966	(Regester Chevrolet) C/S rear brakes screech at times. / No trouble found. Test drove. No noise heard. Pulled rear tires, checked rear brakes. No trouble found .
				(Regester Chevrolet) C/S rear parking brake does not work. / Ratchet mechanism worn. Replaced the parking brake lever.
☐ Engine	e/Fuel/Ex	<u>khaust</u>		
Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
10/23/07	118677	1	356	(Regester Chevrolet) C/S service engine light came on while driving. Shut car off and when trying to restart, after sitting, car would not start. But did start after sitting longer. / Scanned no DTCs stored. Let unit run and did shut off while at idle. Checked and had no fuel pressure. Diagnosed the fuel pump is intermittently failing. Dropped tank and replaced pump assembly. Vehicle towed in.
☐ <u>Steeri</u> ı	<u>ng</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/21/08	125894	*	26966	(Regester Chevrolet) C/S steering has no power to assist it. / No trouble found. Test drove. Ran TSBs. Found 06-02-03-002C about the power steering overload being normal.
☐ <u>Transr</u>	mission			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/10/07	120270	*	EE27	(Degester Chauralet) C/C transmission seems to alin when assolarating in

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/10/07	120378	*	5537	(Regester Chevrolet) C/S transmission seems to slip when accelerating in 3 rd and 4 th gear. / Worn clutch disc and pressure plate assemblies. Test drove and verified complaint. Replaced worn clutch plate and clutch disc, added proper fluid to the system. Test drove to verify the fix. Ok.

☐ Body/Trim

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/25/0	8 117093	1	34408	(Paul Stine Chevrolet) C/S driver side and passenger side weather stripping is ripped. / Checked and noted concern with door weather strip rubbed. Replaced right weather strip. (Paul Stine Chevrolet) C/S left door weather strip rubbed through. /
				Checked and noted concern. Replaced left door weather strip.

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/10/07	120378	2	5537	(Regester Chevrolet) C/S low coolant light is on. / Open circuit in coolant sensor. Replaced coolant sensor which is encased in the container to correct the concern.
05/21/08	125894	*	26966	(Regester Chevrolet) C/S all the speakers are blown but one. Paul Stine Chevrolet put the old speakers in the trunk. / We found the speakers and the wiring in the trunk. Wiring had the GM connectors cut off. We did not do any warranty repairs on the speaker system for this reason. We also called Paul Stine Chevrolet who also worked on the car and they denied doing any work on speaker system. Contact was Ken Duke, service manager at Paul Stine.

☐ Paint

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/21/08	125894	*	26966	(Regester Chevrolet) C/S clear coat is bubbling. / This is for the body shop. Customer took vehicle to body shop to make appointment.

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 3

Time period: 12 months / 12,000 miles

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs N/A

Safety-related time period N/A

Number of repair attempts in the presumption period:

1 fuel pump assembly 1clutch

1coolant sensor

Total days out of service during the presumption period:
Total days out of service during customer's ownership:

3 8

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

DVM: Bill Worley

- --Dealer has advised should fight the case (doesn't think meets Lemon Law)
- --Customer has an SS model, customer drag races with vehicle, possible abuse (Paul Stine Chevrolet)
- --Regester Chevrolet says the customer burnt clutch out at 5000 miles, again possible abuse
- --Parking brake needed to be replaced (teeth were broken off brake, suspect possible abuse)
- --Speakers blown out (customer had installed an after market amplifier and changed wiring), may have blown out original radio and speakers.
- --Dealer advised customer was upset about not being able to get a loaner vehicle due to his age (under 21), dealer/rental facility have own rules about the age requirements for drivers.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Service Manager: Mel Beaver

- --Abuse, not absolute, suspected.
- --Suspicion of abuse comes from dealer's experience.
- --Front tires almost bald, didn't come from alignment, customer spinning tires.
- --Young customer, appears to be drag racing vehicle (has heard).
- --Vehicle is showing signs of abuse, cannot say for absolute certainty.

Acting service manager: Don Bair (Service Manager Ken Duke out dealership until Monday, September 15):

Re: RO 117093

Dealer adv somewhat remembers customer and thinks he waited to have repairs complete.

Dealer adv labor only shows it was a 4/10 of an hour job, wouldn't have taken over two weeks to complete.

Dealer adv no rental car listed on RO or other notes.

States would have been only a 1 day job.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: None
Date & Offer/Result:

RECOMMENDATION

CRS recommends denial

RATIONALE

Balled tires (spinning tires), Brake ratchet worn, clutch worn (5537 miles) have led the service department to believe this vehicle has been abused. It appears GM has covered and maintained this vehicle under the b2b warranty. Loss of use is minimal within 11 months of ownership vehicle mileage was 34408 on 7-25-08.

REASON FOR REMOVAL

CRS FINAL OFFER:	DATE:	OFFER TO CUST: \$ ATTORNEY FEES: \$
		OR INCLUSIVE OFFER: \$
PLAINTIFF'S FINAL DEMAND:	DATE:	ATTORNEY FEEC.
		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.

Meghan Sauer/Austin/GM1

09/18/2008 11:18 AM

To rsilverman@lemonlaw.com

СС

bcc Subject

v. GM Corp

Service Request: 71-628386305

2007 Chevrolet Cobalt

Vehicle Identification Number: 1G1AP15PX77

Dear Mr. Silverman,

GM Legal's response to your demand letter is attached. Derial Letter.doc

Sincerely,

Meghan Sauer

2007 COBALT SS SUPERCHARGED COUPE GENERAL MOTORS CORPORATION /L4G 41U BLACK & SUBSIDIARIES 196 EBONY WITH YELLOW INSERTS RENAISSANCE CENTER DETROIT MI 48243-1114 ORDER NO. KXCT70/TRE STOCK NO. VIN 1G1 AP15 PX 77 VEHICLE INVOICE 1AD07317083 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK 1AP37 COBALT SS SUPERCHARGED COUP 20975.00 19821.38 INVOICE 05/25/07 CF5 POWER SUNROOF 750.00 660.00 SHIPPED 05/25/07
FE9 50-STATE EMISSIONS N/C N/C EXP I/T 05/28/07
LSJ 2.0L DOHC SUPERCHARGED 4 CYL N/C N/C INT COM 05/29/07
MM5 5 SPEED MANUAL TRANS W/SHORT N/C N/C PRC EFF 05/25/07
THROW SHIFTER THROW SHIFTER KEYS G2868 G2868 NW1 WHEELS, 18" POLISHED ALUMINUM 395.00 347.60 WFP-F QTR OPT-1 BANK: GMAC - 020 CHG-TO 15-168

> SHIP WT: 2894 18.4 GMS: 20930.38 SUPPLR: 21865.50 MRM: 22735.00 MEMO 956.00

TOTAL MODEL & OPTIONS 22120.00 20828.98 ACT 231 20780.38 615.00 615.00 H/B 261 663.60 DESTINATION CHARGE LAM DEALER CONTRIBUTION 221.20 ADV 261 221.20 221.20 EXP 65A LAM GROUP CONTRIBUTION 221.20

TOTAL 22735.00 21886.38 PAY 310 21886.38

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 20908.15

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

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

REMIT TO GMAC NO. 020

VIN 1G1AP15PX77 \$ 21886.38 INV 1AD07317083 DUE 05/29/07 DEALER 15-168 Reisterstown, MD

Service request: 71-629609527

Vehicle Identification Number: 1G1AL18F867

Customer Relationship Specialist: Stephanie Stewart

Dear

Thank you for allowing us the opportunity to review the BBB claim involving your 2006 Chevrolet Cobalt. Unfortunately, our attempts to reach you by phone on 9/4/2008 09:09, 9/4/2008 01:26 and 9/5/2008 11:05 were unsuccessful.

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

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

Sincerely,

General Motors Corporation

PA0005 V05112006 Reisterstown, MD

Service Request: 71-629609527

Customer Relationship Specialist: Krystina McKeon

Dear

We sincerely regret that you experienced a concern with your 2006 Chevrolet Cobalt, which resulted in a number of days out of service.

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 \$948.24. We hope this goodwill adjustment will offset, to some degree, the inconvenience that the days out of service 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,

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.

Reisterstown, MD

Service request: 71-629609527

Vehicle Identification Number: 1G1AL18F867

Customer Relationship Specialist: Krystina McKeon

Dear

Thank you for allowing us the opportunity to review the BBB case involving your 2006 Chevrolet Cobalt. Unfortunately, our attempts to reach you by phone on 7/30/08 @ 12:02 pm, 7/30/08 @ 2:27 pm, 7/30/08 @ 3:20 pm, 7/31/08 @ 10:00 am were unsuccessful.

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

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

Sincerely,

General Motors Corporation

PA0005 V05112006

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 CHECK NO. 213 AMOUNT DATE 08/19/08 XXXX24 CENTS ****************948.24 ************948 DOLLARS North American Operations General Motors Corporation Disbursement Account REISTERSTOWN MD TO THE ORDER OF The Chase Manhattan Bank, N.A. Syracusa, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. 1 CHECK NO. 88 000000084 PAYMENT DATE VENDOR NAME 08/19/08 REGISTER NO. DESCRIPTION % DISC. INVOICE AMOUNT NET AMOUNT DISC. AMOUNT INVOICE DATE DOC. REFERENCE NUMBER 08/18/08 VM 1-ATHQ76 71-629609527.1-ATHQ76 00.0000 948.24 .00 948.24 1G1AL18F867 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 948.24 . 00 948.24 TOTAL

P 150

2006 COBALT 2-DOOR LT COUPE CHEVROLET MOTOR DIVISION 41U BLACK / L4GGENERAL MOTORS CORPORATION 14C GRAY 100 RENAISSANCE CENTER ORDER NO. JWNBVH/TRE STOCK NO. DETROIT MI 48243-1114 VEHICLE INVOICE 1AD84995751 VIN 1G1 AL18 F8 67 MSRP INV AMT RETAIL - STOCK MODEL & FACTORY OPTIONS 1AL37 COBALT 2-DOOR LT COUPE 14700.00 13891.50 INVOICE 03/27/06 SHIP WT: 2769 18.4 GMS: 16172.50 SUPPLR: 16896.89 MRM: 17710.00 DAN: LT04MEMO 781.00

TOTAL MODEL & OPTIONS 17120.00 16021.10 ACT 231 16097.50
DESTINATION CHARGE 590.00 H/B 261 513.60
LAM DEALER CONTRIBUTION 171.20 ADV 261 171.20
LAM GROUP CONTRIBUTION 171.20 EXP 65A 171.20

TOTAL 17710.00 16953.50 PAY 310 16953.50

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 16219.40

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

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

REMIT TO GMAC NO. 020 VIN 1G1AL18F867 \$ 16953.50 INV 1AD84995751 DUE 03/31/06 DEALER 14-219

FAX TRANSMITTAL

Win Kelly Automotive Super Stores Buick-Chevrolet-Pontiac-GMC Automart Used Car Discounters

410-988-9522 800-458-5640

DIRECT LINE: 443-535-8226

FAX: 443-535-0287

Don Matney

CHEVROLET
BUICK-PONTIAC-GMC
Manager

12421 Auto Drive Clarksville, MD 21029

Date: 7-29+08

Attention: KrysTina

MA - Kens

Number of Pages (Including this Cover)

2/

Comments:

Here are the documents for Gary Olson.

Thank you

WIN KELLY	~_7 @	dsost					<u></u> ≈ _06	
	CHEVROLET		₩. (₩ .)	المادين	_	MONSTRA		
	12421 AUTO DRIVE	• CLARKSVILLE, MA	RYLAND 21029		USED CA	R AS FO		
Autometive Super Stores or	www.winkelly.com (301)	854-CHEV 1-800-458-	-5640 (410) 988-9522				819518-	
	1641 digit y KIX > 13020 - Al	diomer used der died		PERATORS LICENS	E NUMBER		DATE OF BIF	TH
CO. BUYER								
ADDRESS								
CITY REISTERSTON	BALTIMORE STATE	: MD 210	SOCIAL SECURITY NU	MBER				
PHONE HOME	eus		GOCIAL SECURITY NU	MBER				
FAX	E-MAIL							
YEAR MAKE	MODEL OR SERIES	BODY TYPE	COLOR		TRIM		ENGINE	
2006 CHEVROLET	COBALT	2DR LS			GRAY			
MVI OR SERIAL NO.	_18F867		ODOMETER MILEAGE	TO BE D	ABOUT	400	2544 20	06
DEMARKS	.107007		16	1 5	•		25th 2	06
FREIGHT		565_00	Contract of Contract		ME	BRP	16272	00
AIRBAGS, SIDE HEAD-	CURTAIN		<u> </u>			_		N/A
ELECTRIC SUNROOF W/	MAP LIGHTS		!		SUB TO	TAL	16272	100
50-STATE EMISSIONS			!					N/A
2.2L DOHC 4 CYL ENG	INE			DE	ALER INSTALLED OPTK	ONS		N/A
4-SPO AUTO TRANS W	OVERDRIVE					-		N/A
REAR DECK-LID SPOIL	.ER					+		N/A
AM/FM STEREO W/CD &						TAL	16070	1
MITTH STERED WICH &		DOCECCIN	CHARGE (N	OT DEOLU			16272	100
			CHARGE (N	OI REQUI	HED BY LAW	75 <u>100</u>) MANAGE (XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXX00
CONTRACTUAL DISCLOSURE "The information you see on the wind			<u> </u>		TIRE	rax	4	00
Information on the window form override			[• · · · · · · · · · · · · · · · · · · ·			TAX	817	35
DOCUMENTARY CHARGES AND FEES:	128,00	LIG. TRANSFER	N/A UBN FEE	23.00	20.00	ON NO.	191	1
					AL CASH DELIVERED PR		17359	
						-		-
								/A
			<u> </u>	-	GAP POL	ICY		//A
				EXTE	NDED SERVICE CONTRA	ACT		/A
			<u> </u>		LIFE INSURAN	ICE	1	/A
				ACCID	ENT - HEALTH INSURAN	4CE	1	/A
					TO	TAL	17359	-
S DEPOSITION ORDER		7			TOTAL CA	ASH .	500.	
ALLOWANCE FOR TRADE-IN AS A	PPRAISED			 -				00
LESS BALANCE OWING TO-			GOOD UNTIL		N/A			
E DESC	RIPTION OF TRADI	CIN	ODOMETER MILE	AGE	N/AL			
M YEAR MAKE	MODEL	BODY TYP	e Ince		NET EQUITY		N	/A
8		1000	-		QM REBATE		2000	00
N VEHICLE IDENTIFICATION NUMBER			LAST PLATE NUMBER -	STATE - YEAR	† 	+	2000	00
INB. COJPOLICY ND.			EFFECTIVE DATE		TOTAL CREDITS		2500	00
ERIE INSURANCE EXCH	A # Q0328114		03/28/200	16	TOTAL AMOUNT DUE ON DELIVERY	.	14859	35
AMEDOLE EDGE CORPORA	TION	(410)732-852	5 2816 ODONNE	LL STREET	BALTIMORE ME) 212	<u></u>	
Under Maryland law, a dealer may not place to the buyer of his rights concerning insignic the buyer, to remove his advertising and to	18. Also, if a dealer places an i	eventions the name of the insignia advertising the nai	dealer unless the dealer recei me of the dealer on the vehic	ived the consent of ti de without receiving	is buyer in the contract for t the buyer's consent, the de	the sale of siler is rec	f the vehicle wh suited, at the se	th notice
to compensate the buyar for the buyer's con	sent to place an insignle on the	a vahinle advortising the	Outlings abbestance at 10 C	out to the buyer. Fir	laily, the dealer can enter ir	nto an agr	reament with the	he buyer
Thave lead the above notice and I consent to	o the placement on the vehicle	of an insignia advertising	the name of the dealer, and I	walve the right to co	mpensaling for the same			
<u>Dea</u>	lers Signatures:							
				AND RELIVER			04 / 25	06
An	Salazzonia						Date	
By	In,			LI CO-BOTEN			04 / 25	<u>,06</u>
THIS ORDER IS NOT VALID	UNLESS SIGNED AND ACT	CEPTED BY	I (we) acknowledge	Buy receipt of a cop	er s Signatures; y of this agreement. I ((we) und	lerstand that	there

R OR HIS AUTHORIZED REPRESENTATIVE.

are no other agreements, express warranties or representations, except as stated above and on the back, and I (we) agree to the terms of this agreement.

41U BLACK 14C GRAY

Page 6 of 18

GM Exchange Reports Mailbox

2006 COBALT 2-DOOR LT COUPE

CHEVROLET MOTOR DIVISION GENERAL MOTORS CORPORATION

REMAISSANCE CENTER MI 48243-1114 CLR INVOICE 1AD84995751

ORDER NO. JWNBVH/TRE VIN 1G1 AL16 F8 67 ************ 2*********** MODEL & FACTORY OPTIONS INV AMT RETAIL - STOCK MSRP 1AL37 COBALT 2-DOOR LT COUPE 14700.00 13891.50 INVOICE 03/27/06 ASF AIRBAGS, SIDE HEAD-CURTAIN 347.60 SHIPPED 03/26/06 395.00 CF5 ELECTRIC SUNROOF N/MAP LIGHTS 750.00 660.00 EXP I/T 03/31/06 N/C INT COM 03/31/06 N/C PRC EFF 03/26/06 FE9 FEDERAL EMISSIONS N/C L61 2.2L DOHC 4 CYL ENGINE N/C MX0 4-SPD. AUTO. TRANS. W/CVERDRIVE 850.00 748.00 KEYS G0871 G0871 REK ********************** N/C WFP-F QTR OPT-1 N/C BANK: GMAC - 020 T43 REAR DECK-LID SPOILER 242.00 275.00 USS AM/FM STEREO W/CD & MP3 150.00 CHG-TO 14-219 132.00 (REPLACES STD/OFT RADIO)

/T.4G

SHIP WT: 2769 HP: 18.4 GMS: 16172.50 SUPPLR: 16896.89 17710.00 MRM: LT04 DAN: MEMO 781.00

TOTAL MODEL & OPTIONS DESTINATION CHARGE LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION

17120.00 16021.10 ACT 231 16097.50 590.00 590.00 H/B 261 513.60 171.20 ADV 261 171.20 171.20 RXP 65A 171.20

TOTAL

17710.00 16953.50 PAY 310 16953.50

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 16219.40

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

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

WIN KELLY CHEVROLET L.L.C.

REMIT TO GMAC NO. 020 VIN 1G1AL18F867 \$ 16953.50 INV 1AD84995751 DUE 03/31/06 DEALER 14-219



GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT











(excludes Saturn)

CUSTOMER NAME: VIN: 1 /6/1 /A/L/1/8/F/8/6/7/	
I assign the total amount of customer incentive(s) listed to the dealer named below and request that the incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), issued in my name by Dealer named below:	, as a price reduction
Incentive Program Reference Amount GM Incentive Code O6-34A-25 \$ 500 CNE O6-34A5-3 \$ 500 BCR Total Incentive Amount Received \$ 500	Retivieve Vouchey
Other Program Selection (Which may or may not be in lieu of customer incentive programs; for examp supported financing/leasing, etc) a. I elect to receive	ole, Division
Description of the vehicle best identification number, which was sold/leased to me by the Dealer, named below. This vehicle was for personal/business use and not resale and I took delivery on 4/25/06 acknowledge receip as described in Item and release GM Division from any future claim or obligation for incentive.	aring this vehicle purchased/leased t of incentive(s)
Is vehicle equipped with OnStar? Yes No Descriptions and Conditions Acknowledgment. I acknowledge that I have received the Terms under which the OnStar service in my vehicle is provided (copies are available in the vehicle glove) dealer, at www.onstar.com , or by contacting OnStar as described below).	s and Conditions
I understand that in order to cancel the OnStar service in my vehicle, I must press the blue Or my vehicle or call 1.888.40nStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my cancelled. Purchaser/Lessee Signature: Date:	Star button in Services be
The undersigned person, as Dealer representative, certifies that the information on this application is true and oncentive(s) described in Item and the OnStar Terms and Conditions have been provided to the said purchas taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery forwarded to General Motors or Saab Cars USA	haser/lessee who
Authorized Dealer Signature: Dealership Name: Date: 4 /26/06 Dealer Code: 14	<u>2</u> 19

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.





VIN/Incentive Lookup System

Eligible Incentive Programs for VIN 1G1AL18F867819518 delivered on 4-25-2006

Delivery Destination

Region: NORTHEAST

DMA: BALTIMORE, MD

State: MD

Zip: 21029

County: HOWARD

Consumer Cash INDIVIDUAL

Inventory Status: NEW

Vehicle Financing INDIVIDUAL

Smart Lease INDIVIDUAL

Smart Buy INDIVIDUAL

Combo INDIVIDUAL



A List of Potentially Eligible Programs for Consumer Cash. Exception requests will not be allowed based on this report.

Vehicle Description: 2006 Chevrolet Cobalt LT Coupe (excl. SS) MMC: 1AL37

Report Generated on: 4/25/2006 3:27:1 E.T.

	Program Name	Start Date	End Date	Option Condition	Program #	Cash	Inc. Code
<u>.</u>	GM NORTHEAST REGION 2007/2008 RETAIL CONSUMER CASH/APR/DEALER CASH INCENTIVES	4/20/2008	7/5/2006		08-34A-25	500	CNE
IJ	BALTIMORE/WASHINGTON,DC BONUS CASH PROGRAM	1/11/2006	7/5/2008		06-34AS-3	500	BCQ
Į	CUSTOMER TRADE ASSISTANCE PURCHASE BONUS CASH INCENTIVE	4/11/2006	5/1/2006		9 <u>6-34ABL</u>		
	GM E-MAIL PRIVATE OFFER PROGRAM	2/1/2006	5/1/2006		06-34CL-1	500	ERP
口	GM MILITARY PURCHASE PROGRAM	4/17/2006	9/30/2006		06-34C-3	500	MPP
	2006 Q2 CONQUEST DIRECT MAIL PRIVATE OFFER	4/14/2006	7/5/2008		06-34CP	500	PBN
	GM NATIONAL ASSOCIATION OF HOME BUILDERS PRIVATE OFFER	4/17/2006	1/3/2007		08-34CH-1	.500	PNJ
	CORPORATE PROGRAM: 2006 MY GM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROCESS	10/1/2005	9/30/2006		<u>06-03</u>		LCP
	CORPORATE PROGRAM 2008 MY GM MOBILITY ADAPTIVE EQUIPMENT PROGRAM	4/17/2006	9/30/2006		<u>06-07-2</u>	ı	MOB/MOC
	CORPORATE PROGRAM: 2006 MY GM EXTENDED FAMILY CARD PROGRAM	4/17/2006	9/30/2006		06-05C-1		UDF
	CORPORATE PROGRAM: 2006 MY GM BUSINESS CARD PROGRAM	4/17/2008	9/30/2006		06-05B-1		UDB
□	CORPORATE PROGRAM: 2006 MY GM CARDS WITH REDEMPTION LIMITS COPPER/PLATINUM, CHECK CARD AND FLEXIBLE EARNINGS PROGRAMS	1/25/2006	9/30/2006		06-05A-2		UDP
	GM COMPETITIVE LEASE CONQUEST DIRECT MAIL PROGRAM	4/17/2006	5/1/2006		06-34CK-1		CLP
	CORPORATE PROGRAM: 2006 MY GM CARD (BLUE/GOLD) PROGRAM	10/1/2005	9/30/2006		<u>96-05</u>		UDE
	CORPORATE PROGRAM: 2006 MY GM IN THE DRIVEWAY PROGRAM	4/17/2006	9/30/2006		<u>06-13-1</u>		GID
	CORPORATE PROGRAM: 2006 GM CUSTOMER APPRECIATION CERTIFICATE PROGRAM	10/1/2005	9/30/2008		<u>06-14</u>		VHC
·	CORRODATE PROCESSAL COCCUSION CONTRACTOR CON	·4/17/2008	9/30/2006		06=08-1	750	U4C/U5C
					Total >>	1500	1000

Reset **New Search**

Print This Report

Programs in red and with italic print indicate a VIN Exception Condition - you must refer to program for specific eligibility/compatibility guidelines

Thu Apr 27 14:13 2006 CDT REF:13189629 FR:GN Family First T0:4105315846 PS: 1 OF 1

General Motors - Vehicle Purchase Customer-Dealer Agreement and P		;	
Eligible Participant: RICHARD JOHNSON	Relationship to E	ligible Participant	CHILD
Purchastr's First: Name	Purchaser's Last: Name		
Perchaser's Date of Birth: 08/20/1973			
Vehicle Identification Number (VIN): 161AL1	8F 867		
Authurization Number:	Incentive Code	GMS 20060427	
Dealer Name: WIN KELLY CHEVROLET Division: CHEVROLET	Approval Date: Dealer Code:	14219	
Program Name: GM Employee Purchase		14213	
Company Name: SERVICE PARTS OPE Secondary Company Name:		P	
Ansourt Listed on Involce below Caption Employee (QMS/GMU) or Supplier Price, as applicable to the preferenced above. Copy of involce must be shown to verification.	rogram	<u>, / (</u>	6172.50
(2) I have confirmed that the Employee or Supplier Price fine (1) above is correct.	shown on	Custos	ner initials
(3) I have reviewed the Incentive Admowledgement on form and confirm that all applicable incentives have in final purchase price.		Custon	nor Enitial's
(4) I have reviewed the vehicle price worksheet (Buyer's and understand all additions and deductions that affe- qued are price.	order) used of the final	Custo	mer inicials
Customy	r Agreement and	Yerification of De	hen
C. The Purchaser agrees that helshe v D. Petallies for violation of Program i. Requirement that the P iii. Discipling ye action up E. In consideration of the discount I involving repairs made to that value provided on that vehicle. Invastal, mendatory arbitration that is bindi involving unterstate commence. The cofference and proceedings of the govern.	bove and a copy of will not violate any in provisions may find a provisions may find a provisions or employ- to and including ten receive on the purch ide under OM's List AGRES to address up on both OM and to Federal Arbitation.	if this from gram Ruter and Ou Program provision clude one or more of or reinhume Gener miredien of employ haselesse of the vision miked Warranty or rate a such disputes time miked (Aaranty or rate a such disputes time or Act (PAA*) (9 U	idelines for the appropriate program of the following: at Motors for the amount of any dealer allowance paid ment (for OM Employees) (1) hiele, I will not be able to bring lawsuit for any dispute sparding the estant to which nuch warranty coverage is ugh the OM Dispute Resolution Process which includes that this Authorization evidences a transaction S.C. § 2 st. seq.) shall govern the interpretation, a not cover, the issue of the State in which I reside stable Date: 4/35/06
Clistomer Signature:		_	Date:
	D	saler Agreement	
agreement supplement for all Sme F. Maintain the original copy of this if 2. General Motors agrees to pay the Dealer the in delivery of the vehicle within five working do unites extravising agree to between the Dealer becomes the responsibility of the Dealer, and By signing below the Dealer acknowledges ha A. Comply with the terms and condid B. Violation of any Program provision i. Declared inslights to part	on for delivery of it in the intest of the Progress of the Progress occupy of it is the parent Lease / SmartBuy form in the deal jack mentive or allowancy of notification by and the Participant of Incentive or allowancy of the Progress of	Porchase Contract The Contract of the Contrac	M Discours Program and provide a completed in applicable Program. If a Participant does not accept which is available for delivery to the Partimeer, wall of all abligations to the Purchaser. The vehicle than by GM. teliance and agrees to the following:
Authorized Deuter Signature:			Date:
 GM will sak the court to compel mandatory binding at vehicle. GM, however, will not discipline or terminate the 	bitmilen of any law employment of the	visik filed by the eli eligible purchaser	gible purchaser relating to the repairs mude to the because he or the has filed such a lessouit.

RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Cleater Remitter	Contract Number
Fixer tree Codes and Hame and Address (including County and Zio Code)	
REISTENSTONN NO WALTIMORE	NIN KELLY CHEVROLET LLC CLARKSVILLE HD 21029

REISTENSTON	_	4A1.11			CLARESVILLE AN	
Ybu, the Buyer (an on credit under the Amount Financed Tiutte in-Lending C	nd Go-Buye a agreemer and Finan- tioclosums	r, if any), mi his on the fri ce Charge a below are pe	my buy the vehical and back of according to the art of this come	nicle below for a of this contract. he payment sci aut.	rash or on credit. By ail You agree to pay the t hedule below. We will	going this contract, you choose to buy the ve Soller (sometimes "we" or "us" in this content sigure your islance charge on a daily basis.
Naw'Used	Year	Make and Model		Vehicle Identifica	ation Number	Primary Use For Which Purchased
		HEYROLE				Mill personal, facility or household
HEN	2006		IGIAL10	867	<u> </u>	C restauras C
ANNUAL				DISCLOSUS		Economics. You may buy the physical dame
PERCENTAGE	FINAN CHAR The do	QE I	Amount Financed he aveurt of	Payments The amount of		treasure note. You may buy the physicial dense anyone you choose who is acceptable to you to war not required to buy any other insurant to obtain careful unless the pice indexed Vendor's Emple Insurant to require it ethe
The cost of	amoun	tine C	redit provided to you or in your behalf.	will have paid a	Note Seem brancheste ou	to chisin coeffi unless the how indicate Vendor's Eingle interest is required is cheek below the underline in her or and to have other
a yearly nite.	COSt y	∾. °	in your densir.	payments as scheduled.	2500,00	insurance will not be a factor in the cre exproval crocess.
14,99 %	\$ 7698		14859.35	\$ 22757.76		approval process. If any incurance is checked below, policie or certificates incur the named insurance co- panies will discribe the terms and conditions
Your Payment :	Schedule Ameri		When P	bertwelle.		11
Paymens 72	216	.08 Mon	ana.	Dua 16/09/2006		Optional Credit insurance
Cr As Follows:						□ Стеляция; □ Виун (□ Соовиун (□ Вы
Late Charge, I' pay of 8	ement in med po	in he bester	within 15 c	aye after it is the.	you will pay a late charge haver isgreater,	Promises N/A
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A Cash Price of M		d Accessories		16272.0	ID (N	is factor in the credit approval process. They will not provided unless you stay and some to pay the sales of
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OTHER IMPORTANT AGREEMENTS

- 1. FINANCE CHARGE AND PAYMENTS

 - ANCE CHARGE AND PAYMENTS

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 the Finance Charge on a daily basic at the Annual
 Fruenced.

 How was will apply payments. We may apply each
 payment to the earned and unpaid part of the Finance
 Charge, to the unpaid of the Annual Financed
 and to other amounts you was under this contract in
 any order we chouse.
 - any order we choose. How lete payments or early payments change what you must pay. We based the Finance Charge, Total of Payments, and Total Safe Price shown on the front on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Safe Price will be mer if you Peymonts, and Total Cale Price will be more if you pay fate and least if you pay early. Changes may take the form of a larger or annalist final payment or, at our option; more or rewer payments of the same amount as your scheduled payment with a smaller final pay-ment. We will send you a notice telling you about these changes before the final schoduled payment is due. You may prepay, You may prepay all or part of the unpaid part of the Amount Financed at any films with-out penalty. If you do so, you must pay the exmed and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

2 YOUR OTHER PROMISESTO US

- UP OTHER PROMISES TO US
 If the vehicle is damaged, destroyed, or missing, fou agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing. Using the vehicle to the agree not to remove the vehicle from the U.S. or Canada, or to sail, rent, lesse, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, asizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to rapay the amount where we sek for it.

 Security interest.

- Security interest:

 * The vehicle and all parts or goods installed in it;

 * All money or goods received (proceeds) for the
- wehicle; All insurance, maintenance, service, or other con-tracts we finance for you; and All proceeds from insurance, maintenance, ser-vice, or other contracts we finance for you. This includes any refunds of premiums or charges from

the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest.

You will make sure in the vehicle.

(ine) in the vehicle.

Insurance you must have on the vehicle.

You agree to have physical damage insurance covering lose of or damage to the vehicle for the term this contract. The insurance must cover our inherest in the vehicle. If you do not have this insurance, we may, if we choose, buy physical damage insurance, we may either buy insurance that covers with the property of the property

on the work of the contract, if the vehicle is lost or damaged, you agree that we may use any beurance settlement to reduce what you own or repair the vehicle.

what happens to returned insurance, mainte-nance, service, or other contract charges. If we obtain a refund of insurance, maintenance, service, or other contracts, we may subtract the refund from

- 3. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES
 e. You may owe late charges. You will pay a late charge on each late payment as shown on the front. Acceptance of a late payment or late charge does not excuse your late payments if you pay late, we may also take the steps (second payments).
 - payments. If you pay late, we may also take the steps clescribed below.

 Yeu-may -have-te pay ell yeu nese at ence, if you break your promises (default), we may demand that you pay all you owe on this contract at once, Default means: You do not pay any peyment on time; You start a proceeding in bankruphay or one le attende against you or your property; or You break any agreements in this contract. The amount you will one will be the unguist part of the Amount Financed plus the earned and unpaid part of the

- The amount you will not see with one or unpaid part of the Amount Flandacod plus the earned and unpaid part of the Finance Charge, any fate charges, and any amounts due because you defaulted.

 "You may have the pay collection coets: If we have an attorney to collect what you own, you will say the attorney's fee and court coets as permitted by law.

 We may take the valicle from you. If you default, we may take the valicle from you. If you default, we may lake (repossess) the valicle from you if we do so peacefully and the law allows it. We may take (repossess) the vehicle with or without judicial proceedings. If your vehicle has an electronic tracking device, you agree that we may use the device to find the validle. If we take the vehicle, any accessories, equipment, and replacement parts will stey with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not sak for these frame back, we may dispose of them as the law allows.

 How you can get the vehicle back if we take it. If we reposses it would be vehicle, you may pay to get it back.

- them as the law diove.

 Thow you aren get the vehicle back if we take it. If we reposes the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we self the vehicle. We will sell of the vehicle we self the vehicle. We will sell of the vehicle if you do not get it back. If you do not redeem, we will sell the vehicle, we will sell often, we will sell the vehicle. We will sell often, we will sell the vehicle, we will sell out a written notice of sell before selling the vehicle, will sell out the vehicle, we will sell out a written notice of sell before selling the vehicle, but will pay it had more your own. Allowed expenses are expenses we pay as a direct result of taking the vehicle, but will not you will not be a selling it, attorney hee and out out to the law permit see also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone sies. If money from the sele is not enough to pay the amount you owe, your must pay the rest to us. If you do not py this emount when we ask, we may charge you interest at a rate not exceeding the highest lawfur late until you pay.

 What we may do about optional insurance, maintenance, service, or other contracts. This contract may contain charges for optional insurance, maintenance, service, or other contracts. This contract may contain charges to optional insurance, maintenance, service, or other contracts. This contract may contain charges to optional insurance, maintenance, service, or other contracts. This contract may contain charges to reduce what you owe or repair the whicke, if the vehicle is a total loss because it is confiscated, diawaged, or store, we may claim benefits under these contracts and cancel them to obtain returned of unaamed charges to reduce what you owe.

WARRANTIES BELLER DISCLAIMS
You understand that the Seller is not offering any express warranties unless: (i) the Seller is not offering any express warranties unless: (ii) the Seller extends a written warranty; or (ii) the window form for a used or demonstration vehicle indicates that the Seller is giving express warranties. In addition, there are no implied warranties of mechanishity or fitness for particular purpose or any other implied warranties by the Seller overing that Vehicle unless: (i) the Seller actends a written warranty; (ii) within 50 days from the date of white Contract, you enter into a service contract with the Seller which applies to the Vehicle being purchased; (iii) the Vehicle Seller which applies to the Vehicle seller purchased; (iii) the Vehicle is of a type obtained primarily for personal, family or household war; or (iv) the window form for a used or demonstration Vehicle states that the Seller is gliving implies warranties. To the externi permitted by applicable law, the Seller shall have no responsibility to you or to any other person with respect to any interruption of service, lose or husiness or anticipated prior or consequential damages.

Used Car Suyers Guide. The information you see or the window form for this vehicle is part of this contract the window form for this vahicle is part of this contract, information on the window form overrides any contrary provisions in the contract of sale. Spanish Transistion: Guis pars comprederes de vahiculos usados. La información que ve en el formulario de la ventanilla para este verticulo forma parte del presente contrato. La información del formulario de la ventanilla deja aln ateuto toda disposición en contrario contarida en el contrato de venta.

Applicable Law Federal law and Maryland law and apscifically Subtitle 10 of Title 12 of the Commercial Article of the Maryland Code apply to this Contract.

NOTICE TO BUYER(S) OF NEW VEHICLES: IF YOU ARE PURCHASING A NEW VEHICLE WHICH IS SUSJECT TO A MANUFACTURER'S EXPRESS WARRANTY AND THE VEHICLE ODES NOT CONFORM TO THAT WARRANTY DURING THE WARRANTY PERIOD, YOU MUST GIVE WRITTEN NOTICE OF THE NONCONFORMITY, DEFECT OR CONDITION TO THE MANUFACTURER OF FACTORY SHANCH DURING THE WARRANTY PERIOD SY CERTIFIED MAIL, RETURN RECEIPT REQUESTED, IN ORDER TO PRESERVE YOUR RIGHTS UNDER THE MARYLAND AUTOMOTIVE WARRANTY EMPORCEMENT ACT.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAMS AND DEFENSES WHICH THE DESTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT MERETO OR WITH THE PROCEEDS HEREOF, RECOVERY HEREUNDER BY THE DESTOR SHALL NOT EXCEED AMOUNTS PAID-BY-

The preceding NOTICE applies only if the "personal, family or household" box in the "Primary Use for Which Purchased" of this contract is checked. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contractains or deliness in Buyer (debtor) may have against the Beller, or against the manufacturer of the vehicle or equipment of under this contract.

Form 744, \$44,400 12/0

Your Exclusive Benefit

\$1,000 GM-UAW Retiree Vehicle Purchase Certificate

This certificate is for:

Baltimore, MO

Recipient Signature

Certificate No. (D181171300

Employee Purchase Authorization Number

400613809

Bring this certificate to your nearest GM Dealer today. One certificate per eligible customer, please.





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	ODOMETER DISCL							
	State law, if applicable							
	transfer of ownership. Failure to complete or providing a false statement may							
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unless one of the fo	ollowing statements is che	rked	ACTUAL DESCRIPTION DESCRIPTION	۳,				
(i) I hereby	certify that to the be	st of my knowleg	e the odometer readir	ng				
reflects the amount	t of mileage in excess of it	s mechanical limits.						
(2) I hereby cer	rtify that the odometer rea	ding is NOT the actu	al mileage.					
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Regrantite and Repaidle www.repaintes.com, 1-800-344-0090; fax 1-800-531-8095

FORM SA-131N (1-97)







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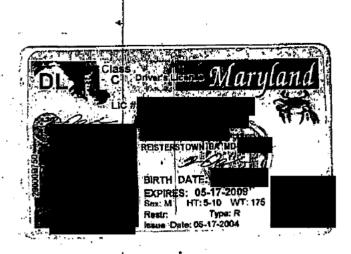
12421 AUTO ORIVE - CLARKEVILLE, MARYLAND 21029 WWW.wknkeby.com (301) 854-CHEV 1-800-458-5640 (410) 988-9522

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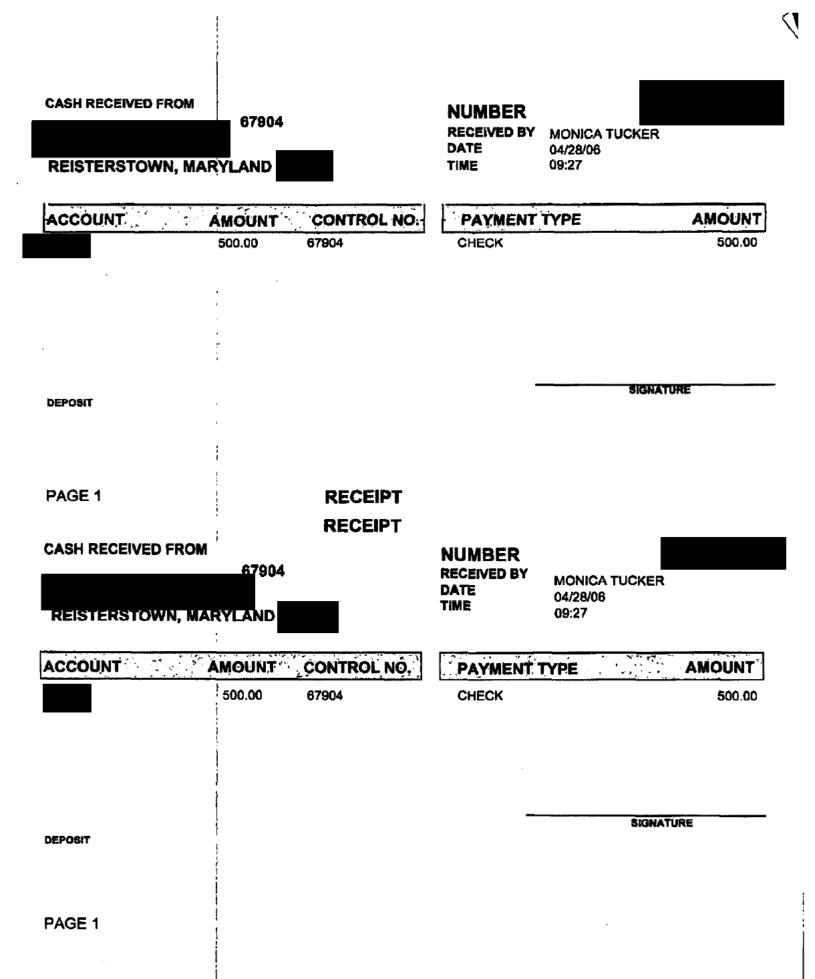
WIN KELLY AUTOMOTIVE PAYOFF AUTHORIZATION

το: <u> </u>	TRUST BANK	_ DATE:4 28 06
Po	Box 27161	PHONE: 1-800-786-8787
Rich	hmand Va 23261	_
	•	_
		_
TO WHOM IT	MAY CONCERN:	
PLEASE FIND	ENCLOSED OUR CHECK TO PAYOFF	THE POLLOWING:
ACCOUNT NA	ME: _	
ACCOUNT #:		J
NET PAYOFF:	\$ 17054.55 +4176 P	ER-DIEM: \$ # 3.4 8
VALID UNTIL:	1 1	17096.31
QUOTED BY:	AUTO OU OTE	
SALESPERSO	DN: George Michael	
	;	
PLEASE MAIL	THE TITLE OR LIEN RELEASE TO:	
	WIN KELLY CHEVROLE	т .
1	12421 AUTO DRIVE	•
	CLARKSVILLE, MD 2102	29
	E: IF THE PAYOFF IS INCORRECT FOR	
	NET EDER AT (410) 988-9522. PLEASE WIN KELLY WILL ACCEPT THE RESPO	
	Y BETWEEN THE LENDER AND OUR	
THIS IS V	OUR AUTHORIZATION TO FORWARD	THE TITLE AND / OR LIEN
11110 10 11	RELEASE TO MY VEHICLE TO W	
2002	Chevy TRAILBLAZER IGN	DT 13 8822
YEAR	MAKE MODEL VE	HICLE I.D. NUMBER
	CUSTOMER SIGNATUR	
	WIN KELLY AUTOMOTIV	E
	12421 AUTO DRIVE	L
	CLARKSVILLE, MD 2102	•
TOLL FREE: 80	00-458-5640 BALTIMORE: 410-988-9522	WASHINGTON: 301-854-2438





Clarksville, MD 21029	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1							
Customer Name :			Date : 4/25/04					
Address:	-AUA CON (-, N	Phone:					
Year: 2002 Make: Chay	Model:	PALAL	Work Phone :					
VIN: 16×07 135 822	Miles:	65, O	720					
			Equipment					
1. Is true mileage indicated?	1-4		Automatic transmission					
2. Last Oil Change?			4 Speed					
3. Miles on current tires?	15,000		5 Speed					
4. Gas mileage you're getting?	Good	D	Power Steering					
5. Car ever been damaged?	No	D'	Cruise Control					
6. Buy vehicle new?	No	Ø	Power Seats					
7. Last tune-up?	1112	D	Power Windows /					
8. Spare tire and jack?	40)		Power Door Lock					
9. Any equipment being removed?	04	0	Tilt Wheel					
10. Title Holder? SUNTRUST			Power Brakes					
Account #		Ø	Type of Radio Am Fm CD					
Amount of Payoff			Vinyl Roof					
Good Until			Sunroof					
11. May Prospective Buyer Contact You		.0	Air Conditioning					
12. Rust Proofing or Scalant?			Type of Wheels Alley					
13. Balance on Service Contract?			Additional Equipment					
Customer Rate General Condition : Above Average Average Below Average								
ACV: NOTE: DEDUCT \$75.00 PER FOB AND \$25.00 FOR REGULAR KEY OR \$75.00 FOR SPECIAL KEYS (REQUIRES 2 FOBS AND 2 KEYS EA TRADE) Customer Signature:								
Salesperson Signature:								



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	_		نہ ہ	-				PURCHASER	•	TODAYS DATE
	•		iss 9	Kelly	7			PURCHASE		April 25, 2006
								ADDRESS	<u> </u>	
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			1					Reisterstown	WORK	STATE MD
NEW/USED	YEAR	MAKE		MODEL		COFO	R	HOME PHONE		(PHONE
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VEHICLE ID	ENTIFICATIO	N NUMBE	R		ODOMETER	16		CELL PHONE	CELL	PHONE
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COMMENTS	3		;					DRIVERS LICENSE NO	STATE	BIRTH DATE
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	TOTAL MSR	RP.	6	MS DISCOU	닭 \$ ' <i>[?</i>	537	50	INSURANCE COMPANY		
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		*			-	<u> </u>	00	SUB TOTAL BROUGHT FO	DRWARD	golson@hntb.com
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Maryland's Lemon Law

Your Rights Under Maryland's Lemon Law

Maryland's Lemon Law: The Automobile Warranty Enforcement Law

In Maryland, the Lemon Law provides protection if the new vehicle you buy-turns out to be a problem. When a new car, light duty truck, motorcycle or multi-purpose vehicle has been "repaired" for the same problem four or more times, or the vehicle has been out of service for at least 30 days for repairs, during the first 15 months or 15,000 miles of the warranty, you are entitled to a new vehicle or a refund for the vehicle you have bought. If the problem involves the steering or braking system, only one attempt to repair it is required.

How to Pursue a Claim

Your owner's manual will have the specifics on how to pursue a Lemon Law claim. Your new vehicle only qualifies under this process if the problem you have with it occurs during the first 15 months or 15,000 miles of the warranty.

Before the time or mileage limit is up, you must report the problem in writing to the manufacturer by certified mail. Request a return receipt so you have a record of the notification. After you notify the manufacturer of your problem, you must give the manufacturer the opportunity to fix it.

What Happens Next?

The manufacturer must fix your vehicle problem or replace it. The manufacturer can also refund you the full purchase price for the vehicle, less a reasonable allowance for your use of the vehicle. If you are refunded for your vehicle, the manufacturer must notify you in writing that you are entitled to the recover of the excise taxes you paid on the vehicle. The Maryland Motor Vehicle Administration will then be able to refund your excise taxes, calculated on the amount of the refund you received.

Need More Information?

The Consumer Protection Division of the Maryland Attorney General s Office can give you more information on the Lemon Law, and assist you in resolving a Lemon Law problem.

- Call Our Hotline Number:
 In the Baltimore area: 410-528-8662
 (9 A.M. to 3 P.M. Monday through Friday)
 In the D.C. Metro Area; 301-470-7534
 TDD for hearing impaired persons:
 - 410-576-6372
- Write: 200 St. Paul Place, 16th Floor. Baltimore, MD 21202
- e-mail: consumer@oag.state.md.us
- Visit our website at: www.oag.state.md.us/consumer

turer the opportunity to lix it.

- GM-UAW Retiree Vehicle Purchase Certificate Terms and Conditions:

- Valid certificate must be applied on purchase or lease of eligible new and unused 2005, 2006, or 2007 GM vehicles. Certificate not valid on GM company-owned vehicles. Certificate cannot be used on the purchase or lease of excluded vehicles. Excluded vehicles are the Buick Rendezvous;
- Cadillac Escalade ESV and EXT; Chevrolet Avalanche, Aveo, and HHR; Pontiac Aztek, GTO, and Sunfire; and vehicles produced by Saab, except Saab 9-7X.
 - If the certificate is not used by the retiree or surviving spouse, a family member is also eligible under the GM New Vehicle Purchase Program.

 Eligible family members include spouse, children, stepchildren, grandchildren, stepgrandchildren, parents, stepparents, grandparents (including in-law and step), siblings (including full, half, and step), mother-/father-in-law, sons-/daughters-in-law, and brothers-/sisters-in-law.
 - This offer may be used in combination with other currently available eligible consumer cash offers or APR financing offers for qualified buyers.
 - Must have GMS authorization number to redeem this certificate.
 - Only one \$1,000 retiree certificate may be redeemed per eligible customer, per vehicle delivery.
 - You must take retail delivery from a dealer's stock located in the continental U.S., Hawaii, Alaska, Puerto Rico, or the U.S. Virgin Islands by December 31, 2006.
 - This offer is void where prohibited.
 - Only this original certificate will be honored. Photocopies and mechanical reproductions are not valid. Certificate is nonnegotiable and not redeemable for cash.



If you have questions,

please call Program Headquarters at 1-866-GMBRAND.



Dealer Administration Numbers: 06-31CB, 06-32CB, 06-33CB, 06-34CB, and 06-35CB.



VR-005 (07/04)

			IFICATE OF	TITLE		*	
HEAD INSTRU	CTIONS ON RE	VERSE SIDE		I CO-WFUE	MAN PIRST NAME	Middle	usr —
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USED VEHIC	LE	2006	CHEVROLET	1,13/201	10141105		
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if this vehicle is each Lien filed.	subject to any I IF NOT SUBJEC	iens or encumbres. OT TO A LIEN, WRI	ces, complete the fo TE WORD "NONE" E	llowing section(s): Atta SELOW.	ch form VR-217 for addit	tional Lien Fillings.	LIEN FILING FEE \$20.00 for
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	PURCHA	SE INFORMA			EE INFORMATION	ON REVER	E SIDE
IF VEHICLE	RECENTLY P	URCHASED		AND DEALER'S CE			NO DEALERS ONLY
MD. EXCISE	•		i hereby certify, under full amount paid for th	pensity of perjury, that these vehicles	e purchase prios represents	the SELLING PRICE	
TAY FOR FIR				Date of Delivery	/ 	GROSS TAX CO	HETTO OF
TAX 5% OF \$		IRCHASE PRICE	OEALER'S NUMBER		04 /25/200 6-		
			WANT OF DEALERSHIP, 11276			COLL FEE 1.2%	
ATTACH A NOTARIZED BILL OF SALE SIGNED BY SELLER(S) AND PURCHASER(S)		WIN YELL	HEABOREL YTTO	70	NET TAX REMITT	ED 9 81	
Complete this se	ection in its entiret	y if you qualify for a	SIGNARLITIKAT DEW n Excise Tex Credit in	this State	04/25/2006		J. J.
Vwe have been o	resident(s) in Mary	land for approximate			0 1/20/2000		807.54
I/We last titled/re	gistered this vehic	STATE			tax paid write "NONE")		
I/we do bereby	MAPPLICAT	ION FOR NE	N REGISTRATI	ON PLATES OR	TRANSFER OF R	EGISTRATIO	N PLATES
i/ we do ner toy	пинки вррисаци	an ion: Liver	Registration Plates		nsfer of Registration Plate oked in this or any other:		chicle now esspended or Yes Alor
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		1					
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Address		<i>ta</i>	6.4				******
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and/or imprison	Meutilic ひんげに	COUL CORP	OKALION				
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/we cartify that I/wa	have compared the	manufacturer's vehicle	Interest No. Atlanta acceptance	diameter and the second states and the second states are	of the actual mileage. WAI		
maintained in compl	lance with the Maryl	land Preventive Mainter	na by mgrang this applications of making	ation, two certily knowled application for new plater Vehicle Laws, and further	pgs of the Federal and State for transfer of registration plat certify that this vahicle will be		llens or encumbrances indicated Laws and certify this vahigle is
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TORUGEY			Dele of Birth	1 <u></u>	~~~		











GMC

General Motors Business Resource Center

FAX

To: Don Matney

Company:

Fax: 443-535-0287

Phone:

Krystina McKeon From:

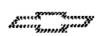
1-866-281-0325 Fax:

1-866-790-5700 ext. 21538 Phone:

E-mail:

CC:

NOTES:













P.21/21

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 50, 2008

Don Matney Win Kelly Chevrolet 12421 Auto Dr. Clarksville, MD 21029

Rc:

Siebel Request: 71-629609527 2006 Chevrolet Cobalt VIN # IGIALISES67

Dear Don Matney:

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 within 24 hoors. The specific documents needed are:

- All soles, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade

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,

Krystina McKcon **BRC Customer Relationship Specialist** Ph// 800-231-1841, prompt 9, prompt 5, extension 21538 FAX# 866-281-0525

39023

ADR File Checklist

SR Numbe <u>r:71-629609</u> 527	BBB Case: CHV08 <u>45664</u>
Customer:	VIN:1G1AL18F867
Make/Model/Year: Chevrolet/Cobalt/2006	9 ,
Received Date: 7/29/2008 04:18 Day 15 Da	te: 8/12/08 Goes Active:
Primary Concern: Power Steering	
Case Scan / Acknowledgement (24 hrs) Completion Date/Time:
Initial Calls (72 hrs):	
Customer	Completion Date/Time: 8/05/2008 / 09:28am
Dealer Svc Mgr	Completion Date/Time: 7/30/2008 / 10:47am
☐ Dealer Finance Mgr ✓ AVM	Completion Date/Time: / Completion Date/Time: 7/30/2008 / 10:54am
	-
Repair Orders Requested:	Received: X
∑ Sales Documents:	Received: X
BARS / Finance Sheet	
Case Assessment (by Day 14):	
Lemon Law Eligible:	Yes No 🖂
Presumption:	Yes No No
GM Position – Customer / BBB Due I	Date (7-10 days):
Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
Arbitration Date:	
◯ Closing Activities:	
Settlement	Completion Date/Time: 9/17/2008 / 09:06am
Executive Summary	Completion Date/Time: 9/17/2008 / 09:14am
Close Siebel	Completion Date/Time: 9/17/2008 / 10:00am
DVM: Sidney Winston	Node/Box: 914055/8094
Service Dealer: Heritage Chevrolet-Buick	8
Selling Dealer: Win Kelly Chevrolet	Contact: Don Matney

NOTES: Customer was provided three vehicle payments.

FAX TRANSMITTAL

Win Kelly Automotive Super Stores **Buick-Chevrolet-Pontiac-GMC Automart Used Car Discounters**

410-988-9522 800-458-5640

DIRECT LINE: 443-535-8226

FAX: 443-535-0287

Don Matney

CHEVROLET BUICK-PONTIAC-GMC Manager

12421 Auto Drive Clarksville, MD 21029

Date: 7-29-08

Attention: KrysTiva McKeow

Number of Pages (Including this Cover)

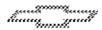
21 Number of Pages (Including this Cover)

Comments:

Here are the documents for Gary Olson.

Thank you

WIN KELLY		ी; USUZU,	¥ (777)) GMC		,	:h_∞_06	<u> </u>
CHE	VROLET		4. (MA)	, –,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	~~		TRATOR	
	12421 AUTO DRIVE • CLA	-			USED C		FOLLOWS:	
Automotive Super Stores Chevro	w.winkelly.com (301) 854-C plet † KIA • ISUZU • Automar	:HEV 1-800-458-56 rt Used Gar -Discou	i40 (410) 988-9522 πters → Gallislon Ger	iter			C819518-	
BUYER _				OPERATORS LICENS	E All MASS		DATE OF BIE	RTH
CO. BUYER					i			
ADDRESS								
CITY REISTERSTOW, BA	LTIMORE ATAL ME) 70	SOCIAL SECURITY	NUMBER				
PHONE HOME	BUS		SOCIAL SECURITY	NUMBER				
YEAR MAKE	E-MAIL MODEL OR SERIES	BODY TYPE	COLOR		T		T	
1	COBALT	2DR LS CO		K	GRAY		ENGINE	
MYI OR SERIAL NO.		ESK EO G	ODOMETER MILEA	GE TO BE I	A.WERED	\top		
1G1AL18	F867			6 ON OR.	ABOUT	AP	'R 25th ²⁰	06
REMARKS FREIGHT		565.00	CASH PRICE OF VEH	IICLE		MSRP	16272	lon
AIRBAGS, SIDE HEAD-CU	RTAIN						10271	N/A
ELECTRIC SUNROOF W/MA	P LIGHTS	1			SUB T	OTAL	16272	
50-STATE EMISSIONS		!				\neg		N/A
2.2L DOHC 4 CYL ENGIN	E			DE	ALER INSTALLED OP	TRONS		N/A
4-SPD AUTO TRANS W OV								N/A
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AM/FM STEREO W/CD & M		i- -	 				-	N/A
ANTH STERED WICH & IT		CESSING	CHARGE #	IOT DECLU		OTAL	16272	
20170124	DEALER PRO		CHARGE (I	VOI REGUI	HED BY LAV	<u>v/5 </u>	00% (XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	<u> </u>
CONTRACTUAL DISCLOSURE STAT "The Information you see on the window for	FEMENT FOR USED VEHICLE - form for this vehicle is part of the	ONLY (TIR	E TAX	4	00
Information on the window form overrides an	y contrary provisions in the cor	ntract of sale."				TAX	817	35
DOCUMENTARY CHARGES AND FEES:	128,00	C. TRANSPER N	A LIEN FEE	23.00 -	20.0	Nov.	191	
					L CASH DELIVERED	_	17359	
		1				\neg		N/A
					GAP PO	DLICY		N/A
				EVTE	NDED SERVICE CONT	DACT		
		<u> </u>			LIFE INSUR		<u></u>	N/A
								Y/A
		<u>-</u>		ACCID	ENT - HEALTH INSUR		<u></u>	/A
DECEMBER OF STREET					_	OTAL	17359	35
S DEPOSIT ON ORDER			_		TOTAL	CASH	500.	00
ALLOWANCE FOR TRADE-IN AS APPRA	ISED		- Longo		N/A			
LESS BALANCE OWING TO-			GOOD UNTIL DATE		N/A			
E DESCRIP M YEAR MAKE	TION OF TRADE-IN	,	ODOMETER M	ILEAGE	NET EQUITY		N	/A
Ę	MODEL	BODY TYPE	TITLE		GM REBATE	-+		
N VEHICLE IDENTIFICATION NUMBER			LAST PLATE NUMBER	- STATE - YEAR	0	\longrightarrow	2000	00
INS. CO./POLICY NO.			EFFECTIVE DATE		TOTAL CREDITS	3	2500	00
ERIE INSURANCE EXCHA	# Q032811412M		03/28/20		TOTAL AMOUNT DUE ON DELIVER		14859.	25
ACCOUNT EDGE CORPORATION	N (39)	T1732-8525	2976 DOONA	IFII STREET	BALTIMORE N		140031	33
Under Maryland law, a dealer may not place on a to to the buyer of his rights concerning insignlas. Als the buyer, to remove his advertising and to make	io, if a dealer places un insignia	s the name of the dea advertising the name	iler unless the dealer red of the dealer on the vei	ceived the consent of th hicle without receiving :	e buyer in the contract fo the buyer's consent, the	or the sali dealer is	e of the vehicle wit required, at the ro	th notice
to compensate the buyer for the buyer's concent to	o place an instmus on the vehicle	e artisarticina the see	ginai appearance at no	cost to the buyer. Fin	ally, the dealer can enter	r into an	agreement with th	te buyer
mave read the above notice and I consent to the p	placement on the vehicle of an in Signatures:	signia advertising the	name of the dealer, an	d I walve the right to co	mpensation for the same			
<u>Dealers</u>	Signatures.						n	
_							04 / 25	<u> 706</u>
A./ Sale	The state of the s				-	-	04 - 25	,06
By Authorize	ed Manager		- (1	CORRUYER	Pi-		<u>04 / 25</u>	_\O0_
THIS ORDER IS NOT VALID UNL	ESS SIGNED AND ACCEPTED	D BY	l (we) acknowled:	usuy ge receipt of a copy	er s Signatures: r of this agreement.	l (we) u	nderstand that	there













ercenter executive.

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 30, 2008.

Bruce Knox Heritage Chevrolet P.O. Box 589 Owings Mills, MD 21117

Re:

Siebel Request: 71-629609527 2006 Chevrolet Cobalt VIN # 1G1AL18F867

Dear Mr. Bruce Knox:

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 within 23 hoors. 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,

Krystina McKeon BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 21538 FAX# 866-281-0325

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

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

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

Section 1

Purchase Price	16272.00
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 17710.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -1438.00
(If positive, look for Overallowance)	

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

Section 2

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

Section 3

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

Section 4

Purchase Price	16272.00
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 2000.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 14272.00
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

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

Privileged and Confidential Information

CASE ASSESSMENT

By: Krystina McKeon State: Maryland

Customer Name: Service Request: 71-BBB Case No.: CHV0845664

629609527

Vehicle ID No.: In Service Vehicle is: NEW BAC Code: 1G1AL18F867 113707 Date:

4/25/2006

Year, Make & Model: 2006 Chevrolet Cobalt Vehicle Purchased Used on: N/A

Mileage at Time of BBB Filing (36537)

Lien holder: GMAC ☐ Other ☐: {Name}

DVM Name: Sidney Winston Phone/Cell Number: 410-439-1906

Svc Mgr Name: Bruce Knox

Sale Type: Purchase CAM Name: Craig Joseph Phone Number: 914-244-6130

VEHICLE REPAIR HISTORY

☐ Power Steering

Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	Mileaq e:	Description of Complaint and Repair Performed:
12/08/07	456361	3	30,761	Customer states the steering was really tight last night and the "power steering" on the dash. It went away for a moment and then came back on the next drive cycle. Did not do it on the way here though; Scanned with tech2 code found came up checked SI bulletin came up # 2004240 saying internal short in pump replace column removed steering column installed new steering column test drove and works fine no codes. * Rental was provided*
4/30/08	806168	3	35,548	Customer states the power steering light is on. Check engine light also on. Towed in. Car had no steering. Towed car in and put customer in a rental. Car had one day rental and internal second day. Scan had a bunch of codes SI has bulletin 070232007 said to clear codes and test drive if code doesn't come back. Send home with customer. Cleared codes test drove and code didn't comeback.
5/21/08	820990	9	36,021	Customer states the car has no steering. It is locked up. Reservation made with Jim @ Allstate. Unable to duplicate concern: Out of calibration performed steering performance test. Steering working as designed. Checked for codes in power steering control. No current codes. No current chassis or steering codes. Reflashed PCM and EBCM with latest software to make sure car was up to date with latest calibrations. Contacted TAC and referred them to # 07-02-32-007 and told them that car was not exhibiting any steering problems. Was told by TAC# 10305325 to road test car several times and try to duplicate the concern. If concern could not be duplicated return car to customer. Checked all three connectors at the power steering module for proper tension and connectivity. Road tested car several times and for several periods of time. Unable to duplicate concern. Was advised that communication codes would not cause steering to lock up.

6/26/08	848319	12	36,311	Customer states the steering light is on the dash. Performed system scan. Found codes in BCM. Consulted with TAC consultant. Advised to test GM high speed lan serial data cables from PSM to BCM. No abnormalities found with wiring. BCM replacement was advised by consultant. BCM was replaced and setup to SDM and PCM. Codes did not return during test drive. Allowed vehicle to sit overnight. When started in the morning symptom returned. But was unable to verify which modules were or were not being communicated with by the time scan tool was interfaced with vehicle. Replaced GM high speed lan terminal ends the power steering module as advised by TAC. Consultant.
				chas the power steering module as advised by TAC. Consultant.

☐ Electrical

Date:	RO #:	<u>Days</u> <u>Out</u> :	Mileag e:	<u>Description of Complaint and Repair Performed:</u>
4/30/08	806168	*	35,548	Customer states the outside temperature sensor will read about 20-30 degrees lower than what it actually is. Could not duplicate.

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: No, Customer is outside of the 12/12. Lemon Law Repurchase/Replacement: No, customer is outside warranty and did not experience any concerns until after 15 months and 15,000 miles.

GM Program Summary Repairs/Reimbursement for past repairs: No, Customer is outside of the bumper to bumper warranty.

THE STATE LEMON LAW READS:

Days out of service: 30+

Repairs 4+ FRA

Time period 15 months/ 15,000 miles

Does Lemon Law state nonconformity must continue to exist? Y

Time for filing 3 years from in service date

If applicable, safety-related repairs 1+

Safety-related time period 15 months / 15,000 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: 27

Vehicle Meets Presumption of Lemon Law NO

RECOMMENDATION AND RATIONALE

Cust sts: "This car should be replaced since multiple attempts to repairing have yielded no results."

DVM sts:

SVM sts: He is outside of warranty however he has had this concern three times before and we are working with TAC to address it. No need to repurchase this vehicle. The customer may be happy with two vehicle payments.

CRS Rationale: The customer does not feel safe in this vehicle and steering locking up is a safety issue. The customer is outside of warranty so does not meet criteria to go to arbitration. The customer

mentioned he wants out of the vehicle, but can't afford a new product, is looking at a used car on the Heritage lot. Possible two car payment reimbursements would assist them with getting into a newer vehicle. Since offering an OLC is only good for new vehicles. Customer mentioned he pay want a new vehicle. Customer was offered three vehicle payments if seeking old vehicle, or 1,700 OLC if seeking new vehicle.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law -Steering is seen as a safety issue.
-Steering is a safety concern.
What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law -Customer is outside if the bumper to bumper
-First repair was not until after 30,000 miles
Decision reached by CRS: Arbitrate case: Settle case: X

ADR File Checklist

Customer:Gary Olson	VIN:1G1AL18F867	#N 26.527
Make/Model/Year: 2006/Chevrolet/Cobalt Received Date: 7/29/08 Day 15 Da Primary Concern: power steering	In Service: 4/25/2006 Mate: 8/12/08 Goes Active:	,
 ☐ Case Scan / Acknowledgement (24 hrs): ☐ Culls (72 hrs): ☐ Customer ☐ Dealer Svc Mgr 	Completion Date/Time: Completion Date/Time: Completion Date/Time:	/
☐ Dealer Finance Mgr ☐ AVM	Completion Date/Time: Completion Date/Time:	/ /
□ Repair Orders Requested:	Received:	
⊠ Sales Documents:	Received:	
☐ BARS / Finance Sheet		
✓ Case Assessment (by Day 14):Lemon Law Eligible:Presumption:	Yes No Yes No No No No No No No No No N	
☐ GM Position – Customer / BBB Due I	Date (7-10 days):	
☐ Settlement / Goodwill Offered Date:		
All Documents Attached (by Day 15)		
Arbitration Date:		
☐ Closing Activities: Settlement Executive Summary Close Siebel	Completion Date/Time: Completion Date/Time: Completion Date/Time:	/ / /
DVM: Sidney Winston Service Dealer: Heritage Chevrolet Selling Dealer: Win Kelly Chevrolet	Node/Box: 914055/8094 Svc Mgr: Burce Knox Contact: Don Matney	1
NOTES:		

Cristina General Motors 1-800-231-1841 ext. 21538

<u>Case No. 71-629609527</u> <u>Chevrolet Cobalt 2006</u>

To: Cristina General Motors 1-800-231-1841 ext. 21538

Fax No. 1-866-281-0325

From:

Gary & Sherry Olson 5 Greenview Ave. Reisterstown MD 21136

Remarks:

Here is a copy of the monthly invoice to Citifinancial Auto for the 2006 Chevrolet Cobalt.

As agreed GM will remit 3 months worth of car payments to Gary & Sherry Olson due to the extended periods the car was in the shop (63 days +/-) We picked the car up yesterday from the shop. The car had to be cleaned (waited 1 hour in shop) due to all the grease on the doors, dash and carpets. I spoke with Bruce Knox this morning due to some trim pieces not being completely attached during the reinstallation of the steering column. This work is scheduled for Saturday.

We reserve the right to continue to pursue GM due to the safety issues we still feel are present on the vehicle. We have submitted claims to the BBB Auto and the NHTSA.



At CitiFinancial Auto, we can help you bring your account current with options you might not even be aware of. For instance, make a partial payment, and we may be able to credit your account for the rest'. Call us for this and other flexible solutions that might work for you - we can get your payment done together.

Call toll-free () 1-866-517-9457 Or visit 10 www.cfacanhelpyou.com

citi financial^a

 Certain eligibility requirements and limitations on availability apply.

IMPORTANT INFORMATION

LESS PAPERWORK, FEWER CALLS, GREATER CONVENIENCE.

www.citifinancialauto.com lets you manage your auto loan without waiting for your monthly statement or calling customer service. Online you can pay your monthly bil, view recent account activity, update your personal information and learn about new product or service offerings that complement your auto loan and simplify your life.

VISIT www.citifinancialauto.com AND REGISTER TO VIEW AND MANAGE YOUR ACCOUNT ONLINE TODAY.

• • • • • • • • • • • • • • • • • • • •						
- A.I. Flores Flore	F600 18	Due Date	08/09/08	Prior Balanco	\$12,168.63 Current	Balance* \$12,166.63
Total Payment Due	\$632.16					CHEVROLET COBALT
Regular Payment	\$316.08	Province At	nount Billed	\$316.08	2006	CREAKOTE, CODVE:

"Payments received effor the 'es of date will not be reflected on this statement. Plugge mail your payment 5-7 days prior to the date to ensure that it is received by us on or before the due date.

		YOUR ACCOU	INTAC	EIVITY D	URINGT	HIS BILL	ING PERI	0.0	•
	DESCHALLO	H	AS OF 07/15/08	AMOUNT	APPLIED TO BALANCE	APPLIED TO INTEREST	APPLIED TO FEES/ LATE CHARGES		002
1	No Activity	****							

NOTE: Not a Payori Balanca, Deterred interest, inte fees and/or other charges not included. Your contract may provide for a refund of uncarned interest or a prepayment parally if the account is prepay. This statement may also not reflect unpaid late tees, interest or NSF check charges if a check in payment on your account has been returned unpaid of it your account is interest short or has been extended. If your account is pre-computed and you have received a payment extension, the extension fee charge is not reflected on this statement.

FOR CUSTOMER SERVICE:

(888) 350-9059

YOUR ACCOUNT NUMBER IS

www.citifinancialauto.com

YOU HAVE SEVERAL CONVENIENT OPTIONS FOR MAKING YOUR MONTHLY PAYMENTS:

- 1) Mail CibFinancial Auto; P.O. Box 183035, Columbus, Chic 43218-3036
- 2) Online" www.cittinancialauto.com, log on 24-hours a day and select "Make a Payment"
- 3) Phone" 800-485-1750, cell and press option 1 "To make a payment" 24-hours a day
- 4) Direct Debit Have your payments automatically deducted from your bent account.

*A service tee of up to \$14.95 per transaction may apply for payments done online or by phone.

PAYMENT INFORMATION: Mailed payments received after 1:00 p.m. ET will be credited on the next weekday. Phone payments made by 5:00 p.m. ET on weekdays will be credited as of that day. If you call after that time, your payment will be credited on the next weekday. Your payment will be processed electronically upon verification of your identity.

IMPORTANT INFORMATION CONTINUED ON THE BACK











GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 30, 2008

Don Matney Win Kelly Chevrolet 12421 Auto Dr. Clarksville, MD 21029

Re:

Siebel Request: 71-629609527 2006 Chevrolet Cobalt VIN # 1G1AL18F867

Dear Don Matney:

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 within 24 hours. 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

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,

Krystina McKeon BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 21538 FAX# 866-281-0325

Privileged and Confidential Information

CASE ASSESSMENT

By: Krystina McKeon State: Maryland

Customer Name: Service Request: 71-BBB Case No.: CHV0845664

629609527

Vehicle ID No.: In Service Vehicle is: NEW BAC Code: 1G1AL18F867 113707 Date:

4/25/2006

Year, Make & Model: 2006 Chevrolet Cobalt Vehicle Purchased Used on: N/A

Mileage at Time of BBB Filing (36537)

Lien holder: GMAC ☐ Other ☐: {Name}

DVM Name: Sidney Winston

Phone/Cell Number: 410-439-1906

Svc Mgr Name: Bruce Knox

Sale Type: Purchase 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.

Power Steering

Date:	RO #:	<u>Days</u> Out:	Mileaq e:	<u>Description of Complaint and Repair Performed:</u>
12/08/07	456361	3	30,761	Customer states the steering was really tight last night and the "power steering" on the dash. It went away for a moment and then came back on the next drive cycle. Did not do it on the way here though; Scanned with tech2 code found came up checked SI bulletin came up # 2004240 saying internal short in pump replace column removed steering column installed new steering column test drove and works fine no codes. * Rental was provided*
4/30/08	806168	3	35,548	Customer states the power steering light is on. Check engine light also on. Towed in. Car had no steering. Towed car in and put customer in a rental. Car had one day rental and internal second day. Scan had a bunch of codes SI has bulletin 070232007 said to clear codes and test drive if code doesn't come back. Send home with customer. Cleared codes test drove and code didn't comeback.
5/21/08	820990	9	36,021	Customer states the car has no steering. It is locked up. Reservation made with Jim @ Allstate. Unable to duplicate concern: Out of calibration performed steering performance test. Steering working as designed. Checked for codes in power steering control. No current codes. No current chassis or steering codes. Reflashed PCM and EBCM with latest software to make sure car was up to date with latest calibrations. Contacted TAC and referred them to # 07-02-32-007 and told them that car was not exhibiting any steering problems. Was told by

TAC# 10305325 to road test car several times and try to duplicate the concern. If concern could not be duplicated return car to customer. Checked all three connectors at the power steering module for proper tension and connectivity. Road tested car several times and for several periods of time. Unable to duplicate concern. Was advised that communication codes would not cause steering to lock up.

6/26/08 848319 12 36,311

Customer states the steering light is on the dash. Performed system scan. Found codes in BCM. Consulted with TAC consultant. Advised to test GM high speed lan serial data cables from PSM to BCM. No abnormalities found with wiring. BCM replacement was advised by consultant. BCM was replaced and setup to SDM and PCM. Codes did not return during test drive. Allowed vehicle to sit overnight. When started in the morning symptom returned. But was unable to verify which modules were or were not being communicated with by the time scan tool was interfaced with vehicle. Replaced GM high speed lan terminal ends the power steering module as advised by TAC. Consultant.

☐ Electrical

Date:	RO #:	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
4/30/08	806168	*	35,548	Customer states the outside temperature sensor will read about 20-30 degrees lower than what it actually is. Could not duplicate.

Has the vehicle ever been involved in a accident N Did you confirm your answer with the customer Y

Are there any Aftermarket Modifications to the Vehicle Y or N Have you confirm this with the customer Y or N List:

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: No, Customer is outside of ther 12/12. Lemon Law Repurchase/Replacement: No, customer is outside wararnty and did not experience any concerns until after 15 months and 15,000 miles.

GM Program Summary Repairs/Reimbursement for past repairs: No, Customer is outside of the bumper to bumper warranty.

THE STATE LEMON LAW READS:

Days out of service: 30+

Repairs 4+ FRA

Time period 15 months/ 15,000 miles

Does Lemon Law state nonconformity must continue to exist? Y

Time for filing 3 years from in service date

If applicable, safety-related repairs 1+

Safety-related time period 15 months / 15,000 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: 27

Vehicle Meets	Presumptio	n of Lemon	Law	NO

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.
Cust sts: "This car should be replaced since multiple attempts to repairing have yielded no results."
DVM sts:
SVM sts: He is outside of warranty however he has had this concern three times before and we are working with TAC to address it. No need to repurchase this vehicle.
CRS Rationale:
What are the 3 main strengths of the customer's case to win repurchase through Lemon Law -Steering is seen as a safety issue.
-Steering is a safety concern.
What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law -Customer is outside if the bumper to bumper -First repair was not until after 30,000 miles
- This repair was not until after 50,000 miles
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.

Privileged and Confidential Information

CASE ASSESSMENT

By: Krystina McKeon State: Maryland

Customer Name: Service Request: 71- BBB Case No.: CHV0845664

629609527

Vehicle ID No.: In Service Vehicle is: NEW BAC Code: 1G1AL18F867 Date: 113707

4/25/2006

Year, Make & Model: 2006 Chevrolet Cobalt Mileage at Time of BBB Filing (36537)

Lien holder: GMAC ☐ Other ☐: {Name}

DVM Name: Sidney Winston

Phone/Cell Number: 410-439-1906

Svc Mgr Name: Bruce Knox

Vehicle Purchased Used on: N/A

Sale Type: Purchase 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.

Power Steering

<u>Date:</u> <u>RO #:</u> <u>Days</u> <u>Mileaq</u> <u>Description of Complaint and Repair Performed:</u>

<u>Out</u>: <u>e:</u>

☐ {Symptom}

Date: RO #: Days Mileaq Description of Complaint and Repair Performed:

Out: e:

Symptom \

<u>Date:</u> RO #: <u>Days</u> <u>Mileaq</u> <u>Description of Complaint and Repair Performed:</u>

Out: e:

Symptom \

<u>Date:</u> RO #: <u>Days</u> <u>Mileaq</u> <u>Description of Complaint and Repair Performed:</u>

<u>Out</u>: <u>e:</u>

☐ {Sym _j	otom}			
Date:	<u>RO #:</u>	<u>Days</u> Out:	Mileaq e:	<u>Description of Complaint and Repair Performed:</u>
		<u>out</u> .	<u>u.</u>	
☐ {Symp	otom}			
Date:	RO #:	<u>Days</u> Out:	Mileaq e:	Description of Complaint and Repair Performed:
				olved in a accident N
<u>Did you</u>	<u>u confir</u>	<u>m your a</u>	<u>inswer v</u>	with the customer Y
				difications to the Vehicle Y or N e customer Y or N
List:	<u>ou com</u>	11111 (1115	vvitii tii	e customer 4 or in
Other				
Date:	<u>RO #:</u>	Days	Mileaq	Description of Complaint and Repair Performed:
		<u>Out</u> :	<u>e:</u>	
What is t	he custon	ner eligible i	for based	upon the BBB Program Eligibility Guidelines and the States
lemon lav	w requirer	ments for m	eeting pre	esumption? Explain with some Detail
GM Progr	am Sumn	nary Repurc	chase/Rep	lacement: No, Customer is outside of ther 12/12.
Lemon La	aw Repurd	chase/Repla	cement:	
GM Progr to bumpe			s/Reimbur	rsement for past repairs: No, Customer is outside of the bumper
			THE S	STATE LEMON LAW READS:
Days out		ice: 30+		
		nonths/ 15 / state non		es ty must continue to exist? Y
Time for	filing 3	years from ety-related	in servi	ce date
				ns / 15,000 miles
				esumption period: 0 presumption period: 0

Total days out of service during the presumption period:

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 safety.	
Cust sts: "This car should be replaced since multiple attempts to repairing have yielded no results."	
DVM sts:	
SVM sts: He is outside of warranty however he has had this concern three times before and we are working with TAC to address it. No need to repurchase this vehicle.	
CRS Rationale:	
What are the 3 main strengths of the customer's case to win repurchase through Lemon Law -Steering is seen as a safety issue.	
What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law -Customer is outside if the bumper to bumper	
-First repair was not until after 30,000 miles	

Settle case:

Decision reached by CRS: Arbitrate 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.

BBB AUTO LINE



July 29, 2008

MARIA DALGLEISH CHEVROLET P O BOX 33170 DETROIT MI 48232-5170

Re:m01 CHV0845664: 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*, if the case is deemed eligible, it 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

BBB AUTO LINE Customer Claim Form

Case number: CHV0845664 Contact Date: 07/29/08

Start Date:

Please make any necessary corrections to the information below, <u>print</u> 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 IN	NFORMATION		
Titled owner:			
Mailing address:			
City: Reisterstown		State: MD	Zip code:
Day phone:	Evening phone	:	Cell phone:
Fax:	E-mail address	:	
SECTION 2: VEHICLE INF	ORMATION		
Make: Chevrolet	Model: Cobalt	Year: 2006	Current mileage: 36537
Name(s) that appears on the v	vehide title: Gary Olson		
Selling dealer/city/state: , ,			
Primary Servicing dealer/city			
Acquired as ⊠ new ☐ used		Is the vehicle in your	possession?
Purchase/lease date: 04/28/	' 06	Mileage at purchase/le	ease:
First repair attempt date: 12/	08/07	First repair attempt m	ileage: 30763
How often is the vehicle used for business purposes (percent	_	of vehicles owned d by the business:	Transmission type: ☑ Automatic ☐ Manual
Has the vehicle been in an acc	cident/had body damage?	yes 🛛 no	Date of accident:
Description of damage:			
SECTION 3: DESIRED OUT	COME (Describe what y	you want done to r	resolve vour concern)
This car is unsafe to drive a Toddlers on board. The los multiple attempts at fixing should be replaced since m results.	and own. Every time it is s of steering makes the co the problem have created	driven there are 2 ar a safety hazard. d undue stress. This	The s car
Please complete the miss			
	TION NUMBER		
Lienholder/Leasing Cor	npany	Pho	one Number
Account Number			

Case Number: CHV0845664 SECTION 4: VEHICLE PROBLEMS (List primary problem first) Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day A/C won't cool properly 2 Any Dealer, Inc. yes The Electric Power Steering 6 yes fails and car bucks.

Total days out of service for all problems:	_
Signature of Titled Owner(s)	Date
I am submitting this dispute for resolution in the BBB AU under the BBB AUTO LINE Arbitration Rules.	TO LINE program, and I agree to arbitrate the dispute

Please mail or fax this completed form with <u>copies</u> 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 down payment 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 an alleged 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.

The customer's vehicle must be:

- Owned or leased in the name of an individual;
- 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

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- The alleged defect does not meet General Motors specifications for the particular make and model vehicle, provided that specifications pertaining to the defect were given to the arbitrator;
- The alleged defect continues to exist at the time of the hearing; and

• The alleged defect was subject to repair at least three times by an authorized General Motors dealer.

If a repurchase or replacement is awarded, 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:

Use # miles attributable to the customer Vehicle purchase Deduction/ = $\frac{\text{at the time of the arbitration hearing}}{100,000}$ x 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 MARYLAND LEMON LAW

The following is a brief explanation of most relevant provisions of the Maryland lemon law. The complete text of the lemon law can be found at Maryland Com. Law Code Ann. Sections 14-1501 *et seq.* and 14-2001 *et seq.*

VEHICLES COVERED

The Maryland lemon law covers vehicles registered in Maryland as a Class A passenger vehicle; Class D motorcycle; Class E truck with a 3/4 ton or less manufacturer's rated capacity; or Class M multipurpose vehicle.

The lemon law covers used vehicles, but does not cover motor homes or motor vehicles that are part of a fleet purchase or fleet lease of five or more motor vehicles.

CONSUMERS COVERED

The lemon law covers consumers who fall into any one of the following categories:

- 1. The purchaser, other than for purposes of resale, or the lessee of a new motor vehicle;
- 2. Any person to whom a new motor vehicle is transferred during the duration of the vehicle's warranty; or
- 3. Any other person who is entitled to enforce the warranty.

The rights available to a consumer under the lemon law inure to a subsequent transferee of a new motor vehicle for the duration of the applicable warranties. If a lessor permits the lessee to assign any interest in the lease or the motor vehicle, upon such assignment the rights available to a lessee under the lemon law inure to an assignee of the lessee's rights under the lease or a subsequent transferee of the motor vehicle.

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

LEMON LAW COVERAGE PERIOD

The lemon law defines a "manufacturer's warranty period" that extends until the earlier of the first 15,000 miles of vehicle operation or 15 months following the date of the motor vehicle's original delivery to the consumer.

PROBLEMS COVERED

The lemon law covers any defect or condition that substantially impairs the use and market value of the motor vehicle to the consumer. This is referred to as a nonconformity.

The lemon law provides manufacturers with an affirmative defense if it can be shown that the nonconformity is the result of abuse, neglect, or unauthorized modifications or alterations of the motor vehicle.

MANUFACTURER'S DUTY TO REPAIR

If a motor vehicle does not conform to all applicable warranties during the "manufacturer's warranty period", the consumer must report the nonconformity during the "manufacturer's warranty period" by sending written notice to the manufacturer, factory branch, or lessor by certified mail, return receipt requested. Notice of this procedure must be conspicuously disclosed to the consumer in writing at the time of sale or delivery of the motor vehicle.

The consumer must provide the manufacturer or factory branch, its agent or authorized dealer, or the lessor with an opportunity to cure the nonconformity. The manufacturer or factory branch, its agent or authorized dealer, or the lessor must correct the nonconformity at no charge to the consumer within 30 days of the manufacturer's receipt of the consumer's written notification, even if repairs are made after the expiration of the "manufacturer's warranty period".

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer or factory branch, its agent or authorized dealer, or the lessor is unable to repair or correct any nonconformity after a reasonable number of repair attempts within the "manufacturer's warranty period", the manufacturer must, at the option of the consumer, either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Maryland lemon law creates a *presumption* that a manufacturer has had a reasonable number of repair attempts if any of the following occurs within the "manufacturer's warranty period":

- 1. The same nonconformity has been subject to repair by the manufacturer or factory branch, its agent or authorized dealer four or more times but continues to exist;
- 2. The vehicle was out of service by reason of repair of one or more nonconformities for a cumulative total of 30 or more days; or
- 3. A nonconformity resulting in a braking or steering system failure has been subject to the same repair at least once, the manufacturer has been notified and given the opportunity to cure the nonconformity, and the repair does not bring the vehicle into compliance with the motor vehicle safety inspection laws.

The term of any warranty, the "manufacturer's warranty period", and the 30 day out-ofservice period are extended by any time during which repair services are not available to the consumer by reason of war, invasion, strike, or fire, flood, or other natural disaster.

NOTICE AND OPPORTUNITY TO REPAIR

The consumer must report the nonconformity during the "manufacturer's warranty period" by sending written notice to the manufacturer, factory branch, or lessor by certified mail, return receipt requested. Notice of this procedure must be conspicuously disclosed to the consumer in writing at the time of sale or delivery of the motor vehicle.

The consumer must provide the manufacturer or factory branch, its agent or authorized dealer, or the lessor with an opportunity to cure the nonconformity. The manufacturer or factory branch, its agent or authorized dealer, or the lessor must correct the nonconformity at no charge to the consumer within 30 days of the manufacturer's receipt of the consumer's written notification.

The dealer must notify the manufacturer of the existence of a nonconformity within 7 days when the motor vehicle is delivered to the same dealer for a fourth repair attempt of the same nonconformity, or when the vehicle has been out of service for repair of one or more nonconformities for a cumulative total of 20 days. The failure of a dealer to give such notice does not affect the consumer's rights under the lemon law.

DISPUTE RESOLUTION

If the manufacturer has established an informal dispute settlement procedure that complies with 16 C.F.R. Part 703, the consumer may but need not resort to that procedure before the provisions requiring refund or replacement apply. A consumer who has resorted to an informal dispute settlement procedure may not be precluded from seeking the rights or remedies available by law.

TIME PERIOD FOR FILING CLAIMS

An action on an owned vehicle must be commenced within three years of the date of the vehicle's original delivery to the consumer. An action on a leased vehicle must be commenced within one year after termination of the lease.

REMEDIES UNDER THE MARYLAND LEMON LAW

REPURCHASE OF AN OWNED VEHICLE

The Maryland lemon law provides that a manufacturer must pay the following amounts when it repurchases an owned vehicle under the lemon law:

- 1. The full purchase price; and
- 2. All license and registration fees, and any similar governmental charges;
- 3. Less a reasonable allowance for the consumer's use of the vehicle not to exceed 15% of the purchase price;
- 4. Less a reasonable allowance for damage not attributable to normal wear and not including damage resulting from a nonconformity.

Refunds must be made to the consumer and lienholder, if any, as their interests appear on the records of ownership maintained by the Motor Vehicle Administration.

The consumer may recover from the Motor Vehicle Administration the excise taxes originally paid by the consumer for the returned vehicle. The excise taxes that the consumer is entitled to recover are calculated based on the amount of the purchase price or any portion of the purchase price of the motor vehicle that is refunded to the consumer.

REPURCHASE OF A LEASED VEHICLE

The Maryland lemon law provides that a manufacturer must pay the following amounts when it repurchases a leased vehicle under the lemon law:

To the lessee:

The lemon law provides that it shall be construed to provide a mechanism through which the lessor and lessee are made whole for losses incurred as a result of a motor vehicle's nonconformity, defect, or condition. The Maryland Attorney General's Office has determined that an award making the lessee whole could include lease payments made by the lessee. The lemon law also requires that the manufacturer refund to the lessee:

- 1. All money paid during the period in which the vehicle was not available due to the defect, condition or nonconformity;
- 2. All sums paid by the lessee to repair the defect, condition or nonconformity;
- 3. All excise tax, license and registration fees and similar governmental charges;
- 4. Less a reasonable allowance for the lessee's unimpaired use of the vehicle.

To the lessor:

1. All amounts due to the lessor under the terms of the lease.

The lessor may not assess the lessee any prepayment penalty, early termination fees, or other charges resulting from return of the vehicle.

REPLACEMENT

When replacing a vehicle under the Maryland lemon law, the manufacturer must provide a comparable motor vehicle acceptable to the consumer. The reasonable allowance for use does not apply to a replacement.

When a leased vehicle is replaced, provided that the lessee meets the lessor's then current credit criteria with respect to the lease, the lessor must transfer the title of the defective motor vehicle to the manufacturer; accept title to the comparable replacement motor vehicle; transfer possession of the comparable motor vehicle to the lessee; and execute a lease agreement with the lessee with the same time period, terms and conditions of the original lease.

The Motor Vehicle Administration will allow a credit to the consumer against the excise tax imposed for the replacement vehicle in the amount of the excise taxes originally paid by the consumer for the returned vehicle. If the excise tax on the replacement vehicle exceeds the excise tax credit for the returned vehicle, the dealer will collect only that portion of excise tax due. If the excise tax credit on the returned vehicle exceeds the excise tax on the replacement vehicle, the consumer is entitled to recover a refund from the Motor Vehicle Administration of that excess.











GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 30, 2008

Bruce Knox Heritage Chevrolet P.O. Box 589 Owings Mills, MD 21117

Re:

Siebel Request: 71-629609527 2006 Chevrolet Cobalt VIN # 1G1AL18F867

Dear Mr. Bruce Knox:

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 within 24 hours. The specific documents needed are:

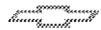
All service and body shop repair orders including all internal, customer pay, and warranty repair orders.
 (Please include front and backs of the shop copies).

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,

Krystina McKeon BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 21538 FAX# 866-281-0325













GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 30, 2008

Don Matney Win Kelly Chevrolet 12421 Auto Dr. Clarksville, MD 21029

Re:

Siebel Request: 71-629609527 2006 Chevrolet Cobalt VIN # 1G1AL18F867

Dear Don Matney:

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 within 23 hoors. The specific documents needed are:

- All sales, purchase and linance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form.
- The Actual Cash Value statement of any trade

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,

Krystina McKeon BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 21538 FAX# 866-281-0325

EAA Inspection Request

Date: 6/11/08				
TO: EAA	Vehicle Information	Vehicle Information		
EAA/SPX Field Coordinator	VIN#: 1G1AK18	VIN#: 1G1AK18FX87		
Phone: 586-582-5835	Year/Make:	2008 Chevrolet		
Fax: 586-582-5840	Model:	Cobalt		
Email: eaafc@servicesolutions.spx.com	Contact's Name:	Glenn Hyatt		
Linan. caaretaservicesorations.spx.com	Contact's Number:			
Emple Services	Vehicle Location:	Jerry's GM, Llc		
From: Mark Valverde	3118	Forth Worth Hwy.		
PAR Customer Relations Mgr	Weat	Weatherford TX 76086		
B 1 M 1 W 1 1 O	If located at a Salva	age/Auction Yard:		
Email: Mark_Valverde@gmexpert.com	Ins. Adj. Name:			
Phone: 866-790-5600 ext.11215	Phone #:			
or 866-790-5700 ext. Fax: 866-480-3630	Claim or Salvage I	D #:		
Total Control				
Mailing Address:	Claimant Informat	<u>ion</u>		
GM PAR Investigations 7401 E. Ben White	PAR File #: <u>71-6</u>	<u>3</u> 4037579		
	Claimant Name:			
Building 3 Austin, TX 78741	Claimant Home #:			
Austin, 1A /6/41	Claimant Work #:			
	Claimant Cell #:	<u></u>		
	Address: Fort Wort			
	R CRM via voicemail/email of ins imate Required <u>I PAR File information</u> AR CRM After Inspection	сресноп date.		
Please Use Form(s):		6		
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		OTHER:		
Engine Stalling	Thermal Events			
Special Instructions:	7			
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:		
☐ <u>RUSH</u> (Name of Team Manager or Ops M	Mgr Approving the Rush):			
	EAA Internal Use Only			
To: SA: Bill Hartley Date E-Mailed to SA: 06/11/08				
From: EAA Field Coordinator Due Date: 06/20/08				
	EAA SA Use Only			
Case Acceptance/Investigation: XYES				
Please acknowledge acceptance of this case pr				

Date Report Uploaded to EAA FTP SITE: 6/15/08





CDR File Information

Vehicle Identification Number	1G1AK18FX87
Investigator	William Hartley, EAA
Case Number	71-634037579
Investigation Date	Friday, June 13 2008
Crash Date	Friday, June 6 2008
Filename	1G1AK18FX87
Saved on	Friday, June 13 2008 at 12:18:46 PM
Collected with CDR version	Crash Data Retrieval Tool 3.09
Reported with CDR version	Crash Data Retrieval Tool 3.09
EDR Device Type	airbag control module
Event(s) recovered	None

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.





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.

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1G1AK18FX87





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$7B FF FF FF FF FF 00
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    3F 0A 00 00
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PRODUCT ALLEGATION RESOLUTION

PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS					
Customer's Name: Vehicle Brand: File #	Chevrolet 71-634037579	Model: VIN:	Inspection Date: 2008 Cobalt 1G1AK18FX87	6/13/08	

Mileage at Inspection: 3,044 Inspection Location: Jerry's GM Collision Center

Weatherford, TX

Inspector's phone number: 817 992-8163 Inspected By: William Hartley, EAA

Section 1	INSPECTION SUMMARY	
BRIEFLY Describe th	ne customer's ALLEGATION below:	

Son was driving car making a left turn when something broke causing him to hit the curb and damage the wheel.

Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9)

The vehicle is damaged in the right front suspension area. The right front lower control arm is broken and the drive shaft is separated at the outer CV joint. The tire is wedged back against the rear of the wheel well. There are impact marks on both front tires and dents in both front wheels and the right rear wheel. There are tire marks at the site that start before the stop sign, lead to impact marks on the curb, and continue over the curb and into the lawn.

The Vetronics CDR files are included with this report.

There is no police report, as the customer said they were not called.

The \$4,788.33 repair estimate is included with this report.

64 digital photos were taken. They and their photo log are included with this report.				
Section 2	INTERVIEW - INCIDE	NT DETAILS		
Obtain all of the infor	mation for this section from the Drive	er/Claimant		
Provide a complete description of the incident according to the DRIVER / CLAIMANT				
Interview mode: Interview date: 6/	_ , , _	Incident Date and Time: 6/6/08 at 1:30 AM		
	artment report obtained? 🗌 Yes 🛛 🖂			
		collision, describe all collision events; include description he sequence in which they were contacted. (Additional cmts		
gone about 1 ½ block	ks and was making a left t <mark>urn on</mark> to Gr tated he hit the curb and damaged the	driving the car and had pulled out of a driveway and and Lake when he heard a noise in the car and it e vehicle. She stated she doesn't know what broke to		

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities): 19, 5'9", 160#, no disabilities

If there was a collision:

Describe extent of any injuries to the Driver:_Not injured

Describe where other occupants were seated & extent of any injuries: No one else in the vehicle.

What was the exact location of the incident. Circle Trail and Grand Lake Drive in Ft. Worth, TX. Driving conditions at the time of the incident: \\/asthar conditions ? \/isibility: alogg Approximate Tomp (OE): 70a

weather conditions a visibility. Clear Approximate Temp (F). 105				
Road Surface:	Concrete		Crushed rock Dirt	
Road Condition:		☐Wet ☐ Icy		
Shoulder Curb ::		Asphalt Gravel	Crushed rock Dirt	

Confidential GM/PAR Rev 04-19-2004

PRODUCT ALLEGATION RESOLUTION

PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS						
<u>Customer'</u> <u>Vehicl</u>	e Brand:	Chevrolet 71-634037579	Model: VIN:	Inspection Date: 2008 Cobalt 1G1AK18FX87	6/13/08	
Length of Driv	mit 25 the road? (rock te Prior to inc Total Time (I Estimate of v ted vehicle sp	ss, scrap metal, pothole,	inute Dis	stance (miles): 1 ½ blocks of est. Driver f est. Driver		
If the driver/cla following infor			le operation	n prior to and during the i	ncident does not include the	
Steering Suspension Brakes Engine Electrical	Normal ☐ Normal ☒ Normal ☒ Normal ☒ Normal ☒	Other Other Other Other Other	Desc Desc Desc	ribe {		
Were any warr the details and			r informatio	n center messages displa	yed? Yes No If "Yes", get	
Has the vehicle details and des			ent ever bee	n noted prior to this incident	? Yes No If "Yes", get the	
Also, determine smoke or stean			g lights illum	inated, messages on driver	information panel, unusual noises,	
Describe any e	vasive action:	☐ Turning	⊠Braking	☐ Accelerating	Other: {	
		e interior, trunk and A Estimated weight of t				
If a trailer was b	peing towed, p	photograph the hitcl	h structure, l	ooth on the trailer and towin	g vehicle.	
Did the vehicle leave the roadway?: No Describe: Objects Impacted: Curb						
How was the vehicle transported from the incident site to the present location? ☐ Tow Truck ☐ Flat Bed ☐ Other						
Additional comments concerning the incident:_None						
Section 3		INTER\	/IEW - VEHI	CLE HISTORY		
Source of inform		, address, phone nu		ationship), if other than clain	nant: Claimant	
Did the owner p	ourchase the	vehicle new? 🛚 Ye	s 🗌 No [Date <u>4/10/08</u> Used?	No Date	

Customer's Name:

Chavrolet

Inspection Date:

6/13/08

Vehicle Brand:

Chevrolet 71-634037579

Model: 2008 Cobalt VIN: 1G1AK18FX

1G1AK18FX87

VEHICLE MODIFICATIONS / ALTERATIONS

File #

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe: **None**

VEHICLE REPAIR / SERVICE HISTORY
Prior electrical system service? ⊠ No □Yes If yes, describe: {
{
Prior collision repair? ⊠ No □Yes If yes, describe: {
Repaired by whom? (name, address, phone) {
Prior chassis system service, repair, or replacement? No Prior Chassis system service, repair, or replacement? No Prior Chassis system service, repair, or replacement?
Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number)
Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? No Yes If yes, describe: {

Section 4

VEHICLE INSPECTION – VISUAL/PHOTO

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.

PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

The right front fender is buckled and bent where the tire contacted it, and it is pushed back against the right door leading edge. There is a horizontal scrape on the right door below the side molding.

<u>UNDERBODY / FRAME / CHASSIS AREA:</u> Describe <u>any damage</u> to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

The right front tire is back into the fender. The right front lower control arm front mount is separated. The right front drive axle is separated at the outer CV joint. The underside of the right longitudinal cradle rail is scraped and pushed upwards. The underside of the left longitudinal cradle rail is impacted and scraped. The right front wheel outer rim is bent and there is a corresponding impact mark on the tire. The left front wheel inner rim is bent and there is a corresponding impact mark on the tire. The right rear wheel outer rim is dented and there is a corresponding impact mark on the tire.

CORNER ASSEMBLIES

Struts/shocks Ball joints Tire/wheel assemblies

Springs Steering knuckles
Control arms Axle assemblies

Comments: See comments above

UNDERHOOD

Engine compartment Power steering lines, hoses, clamps and connections

Brake fluid level and condition Power steering fluid level and condition

Comments:

There is no visible damage under the hood. The vehicle has electric power steering.

Customer's Name: 6/13/08

<u>Vehicle Brand:</u> <u>Chevrolet</u> <u>Model:</u> 2008 Cobalt

<u>File #</u> 71-634037579 <u>VIN:</u> 1G1AK18FX87

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 Odometer

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 Sunvisors and headliner

Personal items/cargo

INTERIOR INSPECTION (Describe any damage and photograph)

There is no visible damage to the interior. There is a dirty smudge of unknown origin on the left sun visor.

Section 6

STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

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

Customer's Name:

Chevrolet

Inspection Date:

6/13/08

Vehicle Brand:

File # 71-634037579

Model: 2008 Cobalt

VIN:

1G1AK18FX87

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all	All steering components are in place and fastened securely. The wheels will
components in place and	not turn because the right front tire is wedged against the rear of the fender
connected in a normal manner?	wheel opening. Slight movement of the steering wheel will induce like
Can the steering wheel be	movement in the front wheels.
rotated lock to lock with	
appropriate movement of the	
front wheels. Is there any	
binding, sticking or uneven feel?	
Steering linkage-Is the linkage	The steering linkage is free of cracks and fractures, however the right tie rod
free from cracks, bends,	may be bent due to the impact damage.
fractures, etc. Are there any	
scrapes, abrasions, signs of	
contact with any of the linkage?	
Gear/rack and pinion-Any sign	No visible damage or leaks on the steering rack.
of leakage, damage to boots on	
the rack, contact by foreign	
objects?	
Steering column, ignition switch,	The steering column and ignition switch function normally.
intermediate shaft. Does the	
column unlock with the ignition	
key "on"? Is the steering column	
properly fastened to the dash?	
Steering pump, drive, hoses,	The vehicle has electric steering assist.
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.	
PS fluid level and condition-	The vehicle has electric steering assist.
Color, contamination, odor	The vehicle has electric steering assist.
Steering knuckle-All	Both steering knuckles appear to be undamaged.
attachments secure and	Both Steering MideNess appear to be unuamaged.
proper?	
Suspension components – LF	The left front suspension does not appear damaged.
Strut attachments, springs	The left hant suspension does not appear damaged.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	
Strut attachments, springs	The right front lower control arm front mount is separated. The right front
intact; control arms properly	drive axle is separated at the outer CV joint. Some other right front
attached, deformed, broken,	suspension components may be bent as a result of the impact.
scraped, etc. RF	
Strut attachments, springs	No visible damage to the rear suspension.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc Rear sway bars,	

Customer's Name:

Chevrolet

Inspection Date:

6/13/08

Vehicle Brand:

File # 71-634037579

Model: 2008 Cobalt VIN: 1G1AK18FX

1G1AK18FX87

trailing arms properly attached	
and undamaged. LR	
Strut attachments, springs	No visible damage to the rear suspension.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. RR	
Rear axle assembly-deformed,	No visible damage to the rear suspension.
signs of impact, properly	
located, etc.	
Deformation to the frame	The underside of the right longitudinal cradle rail is scraped and pushed
Boronnauon to are manie	upwards. The underside of the left longitudinal cradle rail is impacted and
	scraped.
Describe and photograph	The right front tire is back into the fender.
evidence of axle/ suspension/	The right from the back into the following
tire contact with frame, body or	
components	
Describe and photograph	The underside of the right longitudinal cradle rail is scraped and pushed
contact of the under- carriage	upwards. The underside of the left longitudinal cradle rail is impacted and
with the road surface (road,	scraped.
shoulder, curb, or grass)	Scrapeu.
Stability Enhancement	Not equipped.
system/components-check for	Not equipped.
codes with Tech II	
	No DTCs in the PCM.
Engine (normal, other)-Obtain	NO DICS IN the PCM.
codes using a Tech II.	
Electrical (normal, other)	No electrical abnormalities found.
Warning lights/messages	There are no warning lights on when the engine is running. There is a C0176,
displayed? Describe and obtain	Symptom 54, System Thermal Error Temperature High DTC in history in the
codes using a Tech II	Power Steering Control Module.
Anything components missing?	No components are missing.
Other	Nothing.

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

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. **Not equipped with ABS.**

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident. **No wiring issues.**

TIRE AND WHEEL INSPECTION

Customer's Name:

Chayrolat

Inspection Date:

6/13/08

Vehicle Brand:

File #

Chevrolet 71-634037579

Model: 2008 Cobalt

VIN:

1G1AK18FX87

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	<u>(psi)</u>	32nds of inch	
LF	Continental	TouringContact	P195/60R15	<u>30</u>	<u>10/32"</u>	CPV9 BLC 0108
RF	Continental	<u>AS</u> TouringContact	<u>87S</u> P195/60R15	20	10/32"	CPV9 BLC 0108
KF	Continental	AS	87 S	<u>28</u>	10/32	CFV9 BLC 0100
LR	Continental	TouringContact	P195/60R15	<u>30</u>	<u>10/32"</u>	CPV9 BLC 0108
	0	<u>AS</u>	87S	20	40/00"	OB) (0 B) O 0400
RR	<u>Continental</u>	TouringContact AS	P195/60R15 87S	<u>30</u>	<u>10/32"</u>	CPV9 BLC 0108
		AO	013			

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

TPC Spec. Number: 1180MS

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 The left front wheel inner rim is bent and there is a corresponding impact mark on the tire.

RF The right front wheel outer rim is bent and there is a corresponding impact mark on the tire.

LR No visible damage

RR The right rear wheel outer rim is dented and there is a corresponding impact mark on the tire.

2. TIRE PLACARD DATA:

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

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

TIRES <u>P195/60R15</u> <u>30</u>
SPARE TIRE <u>T115/70D15</u> <u>60</u>

Section 7 SITE INSPECTION

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

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...
- ldentify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

Customer's Name:

Inspection Date:

6/13/08

Vehicle Brand:

Chevrolet

2008 Cobalt Model:

71-634037579 File#

1G1AK18FX87 VIN:

Photograph the scene and property if involved.

Comments:

The scene was inspected. stated the incident occurred as was turning left from Circle Trail onto Grand Lake Drive. There are tire marks on the roadway that start on Circle Trail prior to the stop sign at Grand Lake Drive, and proceed across the street to the impact marks on the curb, over the curb and about 25 feet into the lawn in front of the house at . There are two impact marks in the curb corresponding with the right side tire mark and one with the left side mark.

Section 8

COMMENT OVERFLOW

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

The Vetronics CDR files are included with this report.

The airbag module information from the Tech 2 is as follows:

- End Model Part Number 15868050
- Base Model Part Number 15868050
- Software Part Number 8085955011
- Traceability Number AS8050213VCS

Section 9

OTHER REPORT INFORMATION

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

Attachments: (Check all that apply)

X	Pho	tograpl	hs 🕽	X	Jat	a 🏻)о
---	-----	---------	------	---	-----	-----	----

ownloads 🛛 Other Records

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD DIGITAL PHOTOGRAPHIC NOTES

Customer's Name:

Inspection Date: 6/13/08

Vehicle Brand: Chevrolet File # 71-634

Model: 2008 Cobalt VIN: 1G1AK18FX87

Inspector William Hartley, EAA, (817) 992-8163 **Description** Photo # 1. VIN 2. Build data label 3. Tire data label Instrument cluster showing odometer reading 4 5. Front view 6. Left front view 7. Right front view 8. Right side view 9. Right rear view 10. Rear view 11. Left rear view 12. Left front side view 13. Left front corner view 14. Lower front view 15. Right front corner view Right front side view 16. 17. Closer view of right front tire contacting rear of right front fender 18. Closer view of the dent in the right front wheel Right front tire and wheel 19. 20. Right rear tire and wheel showing dent in rim 21. Left rear tire and wheel 22. Left front tire and wheel 23. Inside of the left front tire and wheel showing impact mark on tire and dent in wheel rim Underside of the front of the vehicle 24. 25. Closer view of the right front suspension and cradle damage 26. Closer view of the right front suspension and cradle damage 27. Left front suspension showing cradle damage 28 Underside of the engine and transmission from the front Right front suspension from the front showing broken lower control arm 29. 30. Right front suspension from the rear 31. Right front suspension from the rear 32. Right front drive axle and steering tie rod from the rear 33. Closer view of the right front lower control arm break from the front 34. Interior and dash from the left side Front seats from the left side 35. Left door inside trim panel 36. Face of the steering wheel and center of the dash 37. 38. Driver's knee blocker and pedals 39. Overview of the driver's seat belt 40. Overview of the driver's seat belt buckled 41. Steering shaft and brake pedal bracket under the left side of the dash 42. Steering shaft universal joint under the dash 43. Interior and dash from the right side

Headliner, sun visors, airbag warning labels, and inside mirror

Front seats from the right side

Right door inside trim panel

Steering wheel and column from the right side

Overview of the engine compartment from the front

Overview of the engine compartment from the left side

44.

45.

46. 47.

48.

49

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD DIGITAL PHOTOGRAPHIC NOTES

Customer's Name:

<u>Inspection Date:</u> 6/13/08

<u>Vehicle Brand:</u> Chevrolet <u>Model:</u> 2008 Cobalt

<u>File #</u> 71-634037579 <u>VIN:</u> 1G1AK18FX87

- 50. Overview of the engine compartment from the right side
- 51. Brake master cylinder, lines, and reservoir
- 52. <u>Underside of the brake reservoir cap and fluid level</u>
- 53. Vetronics CDR connected to the vehicle
- 54. Tech 2 connected to the vehicle
- 55. Tech 2 screen showing DTC summary 1 of 2
- 56. Tech 2 screen showing DTC summary 2 of 2
- 57. Tech 2 screen showing DTC C0176 in history in the Power Steering module
- 58. <u>Tech 2 screen showing the Power Steering Module data screen</u>
- 59. Overview of the scene showing tire marks on the roadway and impact marks on the curb
- 60. Closer view of the impact marks on the curb
- 61. Close-up of the two impact marks on the right side of the curb
- 62. Close-up of the impact marks on the left side of the curb
- 63. Tire marks in the lawn beyond the curb
- 64. Overview of the scene showing tire marks start before the stop sign END

Job Number:

DURANT TOYOTA CERTIFIED COLLISION CENTER

**Make Payments to Durant Toyota Tax # 752833024* THANK YOU FOR CHOOSING US !

110 WINFIELD

Weatherford, TX 76087 (817)597-5010 Fax: (817)594-7887

PRELIMINARY ESTIMATE

Written By: STEVE SANDERS Adjuster: BILL P.

Insured: Owner:

Address:

Evening: Business: FORT WORTH, TX

Inspect

Location: Jerry's Chevrolet 3118 Fort Worth Hwy Hudson Oaks, TX 76087

Insurance FARMERS

Company: P.O. BOX 268994

OKLAHOMA CITY, OK 73126

Claim # Policy #

Deductible: \$500.00

Date of Loss: 06/06/2008 at 12:00 AM

Type of Loss: Collision

Point of Impact: 1. Right Front

Day: (866)680-1902

Other: (800)445-7911

Days to Repair

2008 CHEV COBALT LS 4-2.2L-FI 2D CPE Canary Yel Int:

VIN: 1G1AK18FX87 Lic: TX Prod Date: 03/2008 Odometer: 3044

Air Conditioning Intermittent Wipers

Console/Storage Power Brakes

FM Radio

CD Player Cloth Seats Rear Defogger Message Center Clear Coat Paint Power Trunk/Tailgate AM Radio Stereo

Tilt Wheel Dual Mirrors Power Steering

Search/Seek

Driver Air Bag Passenger Air Bag
Bucket Seats 5 Speed Transmission

Full Wheel Covers

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1#	Repl	Corrosion protection	1	10	.00 T		
2#	Subl	haz	1	5.	.00 X		
3#		car cover	1	3 .	.00		
4		FRONT BUMPER					
5	R&I	R&I bumper cover				1.6	
6	Repl	Lower deflector	1	128	.87	0.3	
7	_	HOOD					
8	Blnd	Hood					1.4
9		FENDER					
10	Repl	RT Fender	1	131	.97	2.0	1.8
11	_	Add for Clear Coat					0.7
12		Add for Edging					0.5

PRELIMINARY ESTIMATE

2008 CHEV COBALT LS 4-2.2L-FI 2D CPE Canary Yel Int:

NO.	OP.						PAINT
13		Deduct for Overlap				-0.3	
14		RT Emblem GM MARK OF EXCELLENC	1	4.7	5	0.2	
15		DOOR					
16	Repl	RT Outer panel	1	281.1	2	6.0	2.2
17		Overlap Major Adj. Panel					-0.4
18		Add for Clear Coat					0.4
19		Add for mirror				0.5	
20		Add for Edging					0.5
21*	Repl	RT Body side mldg yellow	1	46.6	0	0.3	0.0
22							
23		RT Quarter panel					1.2
		r&i glass	1	81.2	5 X		
25	R&I	Fuel door				0.3	
26		REAR BUMPER					
27*	R&I	R&I bumper cover one side				<u>0.5</u>	
28		REAR LAMPS				_	
29	R&I	RT Tail lamp assy				Incl.	
30		FRONT SUSPENSION					
31		O/H frt susp rt	_			3.2	
32	керт	RT Hub assy w/o SS w/o ABS	1	199.8	5 m	Incl.	M
33		RT Knuckle	1	185.3	7 m	Incl.	M
34	керт	RT Lower cntrl arm FE1	1	173.0	7 m	Incl.	М
3.5		suspension				T 7	
35	D 1	Deduct for Overlap	-	140 0	0	Incl.	
36	керт	RT Strut FE1, FE3 suspension	Τ.	148.0	8 m		
37	Donl	Deduct for Overlap	-	·	4	Incl.	
38 39	_	RT Bearing		57.9			
39	керт	Engine cradle FE1 & FE3 suspension	Т	730.8	3 111	4.5	IVI
40		Deduct for Overlap				-0.5	M
	Penl	RECOND RT Axle assy manual	1	259 2			1-1
41	ксрт	trans	_	237.2	J 111	1.0	
42		Deduct for Overlap				-0.9	
43#	Subl	Four wheel alignment	1	69.9	5 X	0.5	
44		Stabilizer link all	1	69.0		1.1	м
45	корт	WHEELS	-	05.0			
46*	Renl	RT/Front Wheel, steel	1	94.0	8 m	0.3	
47*	_	LT/Front Wheel, steel	1	94.0		0.3	
48*		RT/Front Wheel cover	1	29.8			
49		Valve stem	2	4.0			
50#	_	rt tire	1	75.0			

Subtotals ==> 2882.94 20.4 8.3

Job Number:

PRELIMINARY ESTIMATE

2008 CHEV COBALT LS 4-2.2L-FI 2D CPE Canary Yel Int:

Parts Body Labor Paint Labor Mechanical Labor Paint Supplies Sublet/Misc.	12.1 hrs @ \$ 38.00/hr 8.3 hrs @ \$ 38.00/hr 8.3 hrs @ \$ 79.50/hr 8.3 hrs @ \$ 28.00/hr	2641.74 459.80 315.40 659.85 232.40 241.20
SUBTOTAL Sales Tax	\$ \$ 2884.14 @ 8.2500%	4550.39 237.94
GRAND TOTAL	\$	4788.33
ADJUSTMENTS: Deductible		500.00
CUSTOMER PAY INSURANCE PAY	\$	500.00 4288.33

THIS IS NOT A CONTRACT. IT IS JUST A ESTIMATE OF THE VISUAL DAMAGES, FURTHER INSPECTION UPON TEARDOWN MAY SHOW ADDITIONAL HIDDENS REPAIRS THAT NEED TO BE CORRECTED.

Farmers' Non-OEM Sheet Metal Parts Warranty

When you have your vehicle repaired after an accident and the repair estimate includes the use of certain non-OEM sheet metal crash parts (parts not made by or for your vehicle's original manufacturer), Farmers will stand behind those parts for as long as you own the vehicle. If a supplier of a part listed in your repair estimate or the shop that performed the repairs on your vehicle is unable to resolve a legitimate complaint about the quality of the non-OEM sheet metal parts used in the repair, we will make every effort to see that the problem is corrected.

Parts covered by this warranty are limited to hoods, fenders, door shells, truck beds, box sides, tailgates, lift gates, quarter panels, rear outer panels, body side panels, trunk lids and deck lids.

For assistance, contact your nearest Farmers Claims Office or Agent.

DISCLAIMER

This warranty and any representations made herein are non-transferable and its benefits extend only to the party owning the vehicle at the time of the repair. It is not part of your insurance policy and does not constitute an extension of coverage thereunder.

Job Number:

PRELIMINARY ESTIMATE

2008 CHEV COBALT LS 4-2.2L-FI 2D CPE Canary Yel Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CL05, CCC Data Date 05/01/2008, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

06/13/2008 at 12:44 PM

Job Number:

PRELIMINARY ESTIMATE

2008 CHEV COBALT LS 4-2.2L-FI 2D CPE Canary Yel Int:

ALTERNATE PARTS SUPPLIERS

41 RECOND RT Axle assy manual Part No. PH-10359411 Price \$259.25

Parts Harvester FPPP

(800)333-4996

BOX 966

(903)364-1321

WHITEWRIGHT, TX 75491

PRODUCT ALLEGATION RESOLUTION

PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS						
Customer's Name: Vehicle Brand: File #	Chevrolet 71-634037579	Model: VIN:	Inspection Date: 2008 Cobalt 1G1AK18FX87	6/13/08		

Mileage at Inspection: 3,044 Inspection Location: Jerry's GM Collision Center

Weatherford, TX

Inspector's phone number: 817 992-8163 Inspected By: William Hartley, EAA

Section 1	INSPECTION SUMMARY	
BRIEFLY Descri	be the customer's ALLEGATION below:	

Son was driving car making a left turn when something broke causing him to hit the curb and damage the wheel.

Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9)

The vehicle is damaged in the right front suspension area. The right front lower control arm is broken and the drive shaft is separated at the outer CV joint. The tire is wedged back against the rear of the wheel well. There are impact marks on both front tires and dents in both front wheels and the right rear wheel. There are tire marks at the site that start before the stop sign, lead to impact marks on the curb, and continue over the curb and into the lawn.

The Vetronics CDR files are included with this report

Road Surface:

Road Condition:

Shoulder Curb ::

There is no police report, as the customer said they were not called. The \$4,788.33 repair estimate is included with this report. 64 digital photos were taken. They and their photo log are included with this report.			
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:			
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			
stated her stated her was driving the car and had pulled out of a driveway and gone about 1 ½ blocks and was making a left turn onto Grand Lake when he heard a noise in the car and it wouldn't turn. She stated he hit the curb and damaged the vehicle. She stated she doesn't know what broke to cause him to not be able to turn.			
Driver/other occupant's physical description (include name, gender, height, weight, & disabilities): 19, 5'9", 160#, no disabilities			
If there was a collision: Describe extent of any injuries to the Driver:_Not injured			
Describe where other occupants were seated & extent of any injuries: No one else in the vehicle.			
What was the exact location of the incident. Circle Trail and Grand Lake Drive in Ft. Worth, TX. Driving conditions at the time of the incident:			

Confidential GM/PAR Rev 04-19-2004

Asphalt Gravel Crushed rock Dirt

Asphalt Gravel Crushed rock Dirt

Other: {

Weather conditions & Visibility: clear Approximate Temp (°F): 70s

Wet

☐ Icy

Concrete

Concrete |

Dry Dry

PRODUCT ALLEGATION RESOLUTION

PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS			
Customer's Name: Inspection Date: 6/13/08 Vehicle Brand: Chevrolet Model: 2008 Cobalt File # 71-634037579 VIN: 1G1AK18FX87			
Shoulder/Curb Condition: Dry Wet Icy Other: { Posted Speed Limit 25 Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) None Length of Drive Prior to incident: Total Time (hrs. & mins.): <1 minute Distance (miles): 1 ½ blocks Estimate of vehicle speed: 20 mph Source of est. Driver Estimated vehicle speed at impact: 20 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 Heard a noise and couldn't steer the vehicle 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? \square Yes \bowtie 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? \square Yes \square No If "Yes", get the details and describe the event(s).			
Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. None			
Describe any evasive action: 🛛 Turning 🔻 Braking 🗀 Accelerating 🗀 Other: {			
Describe cargo (in the vehicle interior, trunk and/or trailer (if any): None Estimated total weight of cargo: N/A Estimated weight of the trailer, if any. N/A			
If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.			
Did the vehicle leave the roadway?: Yes No Describe: { Objects Impacted: Curb			
How was the vehicle transported from the incident site to the present location? ☐ Tow Truck ☐ Flat Bed ☐ Other			
Additional comments concerning the incident:_None			
Section 3 INTERVIEW - VEHICLE HISTORY			
Source of information (name, address, phone number, & relationship), if other than claimant: Comments: None (Additional cmts may be placed in section 9) (Additional cmts may be placed in section 9)			
Did the owner purchase the vehicle new? ⊠ Yes □ No Date4/10/08Used? □ Yes ⊠ No Date			

Customer's Name:

Chavrolet

Inspection Date:

6/13/08

Vehicle Brand:

Chevrolet 71-634037579

Model: 2008 Cobalt VIN: 1G1AK18FX

1G1AK18FX87

VEHICLE MODIFICATIONS / ALTERATIONS

File #

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe: **None**

VEHICLE REPAIR / SERVICE HISTORY
Prior electrical system service? ⊠ No □Yes If yes, describe: {
{
Prior collision repair? ⊠ No □Yes If yes, describe: {
Repaired by whom? (name, address, phone) {
Prior chassis system service, repair, or replacement? No Pres If yes, describe what was done:
Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number)
Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? No Yes If yes, describe: {

Section 4

VEHICLE INSPECTION – VISUAL/PHOTO

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.

PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

The right front fender is buckled and bent where the tire contacted it, and it is pushed back against the right door leading edge. There is a horizontal scrape on the right door below the side molding.

<u>UNDERBODY / FRAME / CHASSIS AREA:</u> Describe <u>any damage</u> to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

The right front tire is back into the fender. The right front lower control arm front mount is separated. The right front drive axle is separated at the outer CV joint. The underside of the right longitudinal cradle rail is scraped and pushed upwards. The underside of the left longitudinal cradle rail is impacted and scraped. The right front wheel outer rim is bent and there is a corresponding impact mark on the tire. The left front wheel inner rim is bent and there is a corresponding impact mark on the tire. The right rear wheel outer rim is dented and there is a corresponding impact mark on the tire.

CORNER ASSEMBLIES

Struts/shocks Ball joints Tire/wheel assemblies

Springs Steering knuckles
Control arms Axle assemblies

Comments: See comments above

UNDERHOOD

Engine compartment Power steering lines, hoses, clamps and connections

Brake fluid level and condition Power steering fluid level and condition

Comments:

There is no visible damage under the hood. The vehicle has electric power steering.

Customer's Name: 6/13/08

<u>Vehicle Brand:</u> <u>Chevrolet</u> <u>Model:</u> 2008 Cobalt

<u>File #</u> 71-634037579 <u>VIN:</u> 1G1AK18FX87

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 Odometer

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 Sunvisors and headliner

Personal items/cargo

INTERIOR INSPECTION (Describe any damage and photograph)

There is no visible damage to the interior. There is a dirty smudge of unknown origin on the left sun visor.

Section 6

STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

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

Customer's Name:

Chevrolet

Inspection Date:

6/13/08

Vehicle Brand:

File # 71-634037579

Model: 2008 Cobalt

VIN:

1G1AK18FX87

ITEM	OBSERVATIONS/TEST RESULTS	
Steering system-Are all	All steering components are in place and fastened securely. The wheels will	
components in place and	not turn because the right front tire is wedged against the rear of the fender	
connected in a normal manner?	wheel opening. Slight movement of the steering wheel will induce like	
Can the steering wheel be	movement in the front wheels.	
rotated lock to lock with	inovement in the nont wheels.	
appropriate movement of the		
front wheels. Is there any		
binding, sticking or uneven feel?		
Steering linkage-Is the linkage	The steering linkage is free of cracks and fractures, however the right tie rod	
free from cracks, bends,	may be bent due to the impact damage.	
fractures, etc. Are there any	I may be bent due to the impact damage.	
scrapes, abrasions, signs of		
contact with any of the linkage?		
Gear/rack and pinion-Any sign	No visible damage or leaks on the steering rack.	
of leakage, damage to boots on	HO VISIDIC Galliage of leaks off the steeling fack.	
the rack, contact by foreign		
objects?		
Steering column, ignition switch,	The steering column and ignition switch function normally.	
intermediate shaft. Does the	The steering column and ignition switch function normally.	
column unlock with the ignition		
key "on"? Is the steering column		
properly fastened to the dash?		
Steering pump, drive, hoses,	The vehicle has electric steering assist.	
connections, flow, pressure. If	The vehicle has electric steering assist.	
possible, start the engine and		
rotate the steering wheel lock to		
lock. Is power assist normal? If		
not, it may be necessary to		
check pressure and flow.		
PS fluid level and condition-	The vehicle has electric steering assist.	
Color, contamination, odor		
Steering knuckle-All	Both steering knuckles appear to be undamaged.	
attachments secure and		
proper?		
Suspension components – LF	The left front suspension does not appear damaged.	
Strut attachments, springs		
intact; control arms properly		
attached, deformed, broken,		
scraped, etc. Sway bars		
properly attached.		
Strut attachments, springs	The right front lower control arm front mount is separated. The right front	
intact; control arms properly	drive axle is separated at the outer CV joint. Some other right front	
attached, deformed, broken,	suspension components may be bent as a result of the impact.	
scraped, etc. RF		
Strut attachments, springs	No visible damage to the rear suspension.	
intact; control arms properly		
attached, deformed, broken,		
scraped, etc Rear sway bars,		

Customer's Name:

Chevrolet

Inspection Date:

6/13/08

Vehicle Brand:

File # 71-634037579

Model: 2008 Cobalt VIN: 1G1AK18FX

1G1AK18FX87

trailing arms properly attached	
and undamaged. LR	
Strut attachments, springs	No visible damage to the rear suspension.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. RR	
Rear axle assembly-deformed,	No visible damage to the rear suspension.
signs of impact, properly	
located, etc.	
Deformation to the frame	The underside of the right longitudinal cradle rail is scraped and pushed
Boronnauon to are manie	upwards. The underside of the left longitudinal cradle rail is impacted and
	scraped.
Describe and photograph	The right front tire is back into the fender.
evidence of axle/ suspension/	The right from the back into the following
tire contact with frame, body or	
components	
Describe and photograph	The underside of the right longitudinal cradle rail is scraped and pushed
contact of the under- carriage	upwards. The underside of the left longitudinal cradle rail is impacted and
with the road surface (road,	scraped.
shoulder, curb, or grass)	Scrapeu.
Stability Enhancement	Not equipped.
system/components-check for	Not equipped.
codes with Tech II	
	No DTCs in the PCM.
Engine (normal, other)-Obtain	NO DICS IN the PCM.
codes using a Tech II.	
Electrical (normal, other)	No electrical abnormalities found.
Warning lights/messages	There are no warning lights on when the engine is running. There is a C0176,
displayed? Describe and obtain	Symptom 54, System Thermal Error Temperature High DTC in history in the
codes using a Tech II	Power Steering Control Module.
Anything components missing?	No components are missing.
Other	Nothing.

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

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. **Not equipped with ABS.**

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident. **No wiring issues.**

TIRE AND WHEEL INSPECTION

Customer's Name:

Chevrolet

Inspection Date:

6/13/08

Vehicle Brand:

File #

71-634037579

Model: 2008 Cobalt

VIN:

1G1AK18FX87

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	<u>(psi)</u>	32nds of inch	
LF	Continental	TouringContact	P195/60R15	<u>30</u>	<u>10/32"</u>	CPV9 BLC 0108
		<u>AS</u>	<u>87S</u>			
RF	<u>Continental</u>	<u>TouringContact</u>	P195/60R15	<u>28</u>	<u>10/32"</u>	CPV9 BLC 0108
		<u>AS</u>	<u>87S</u>			
LR	<u>Continental</u>	<u>TouringContact</u>	P195/60R15	<u>30</u>	<u>10/32"</u>	CPV9 BLC 0108
		<u>AS</u>	<u>87S</u>			
RR	<u>Continental</u>	TouringContact	P195/60R15	<u>30</u>	<u>10/32"</u>	CPV9 BLC 0108
		AS	87S	<u> </u>		

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

TPC Spec. Number: 1180MS

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 The left front wheel inner rim is bent and there is a corresponding impact mark on the tire.

RF The right front wheel outer rim is bent and there is a corresponding impact mark on the tire.

LR No visible damage

RR The right rear wheel outer rim is dented and there is a corresponding impact mark on the tire.

2. TIRE PLACARD DATA:

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

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

TIRES <u>P195/60R15</u> <u>30</u>
SPARE TIRE <u>T115/70D15</u> <u>60</u>

Section 7 SITE INSPECTION

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

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc.), nearest posted speed limit signs in the direction of travel, etc...
- ldentify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

Customer's Name:

Chevrolet

Inspection Date:

6/13/08

Vehicle Brand:

2008 Cobalt Model:

71-634037579 File#

1G1AK18FX87 VIN:

Photograph the scene and property if involved.

Comments:

The scene was inspected stated the incident occurred as Dustin was turning left from Circle Trail onto Grand Lake Drive. There are tire marks on the roadway that start on Circle Trail prior to the stop sign at Grand Lake Drive, and proceed across the street to the impact marks on the curb, over the curb and about 25 feet into the lawn in front of the house at There are two impact marks in the curb corresponding with the right side tire mark and one with the left side mark.

Section 8

COMMENT OVERFLOW

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

The Vetronics CDR files are included with this report.

The airbag module information from the Tech 2 is as follows:

- End Model Part Number 15868050
- Base Model Part Number 15868050
- Software Part Number 8085955011
- Traceability Number AS8050213VCS

Section 9

OTHER REPORT INFORMATION

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

combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

□ Data Downloads □ Other Records

EAA Inspection Request

Date: 6/11/08		
TO: EAA	Vehicle Information	<u>n</u>
EAA/SPX Field Coordinator	VIN#: 1G1AK18FX87	
Phone: 586-582-5835	Year/Make:	2008 Chevrolet
Fax: 586-582-5840	Model:	Cobalt
Email: eaafc@servicesolutions.spx.com	Contact's Name:	Glenn Hyatt
Email. edate@servicesorutions.spx.com	Contact's Number:	
with a big of the control of the con	Vehicle Location:	
From: Mark Valverde	3118	Forth Worth Hwy.
PAR Customer Relations Mgr	Weat	therford TX 76086
	If located at a Salva	age/Auction Yard:
Email: Mark_Valverde@gmexpert.com	Ins. Adj. Name:	
Phone: 866-790-5600 ext.11215	Phone #:	
or 866-790-5700 ext.	Claim or Salvage II	D #:
Fax: 866-480-3630		
Mailing Address:	Claimant Informat	<u>ion</u>
GM PAR Investigations	PAR File #: 71-6	<u>3</u> 4037579
7401 E. Ben White	Claimant Name:	
Building 3	Claimant Home #:	
Austin, TX 78741	Claimant Work #:	·
	Claimant Cell #:	
	Address:	
⊠ Repair Es ⊠ <u>Review A</u> ⊠ Contact F	AR CRM via voicemail/email of ins stimate Required <u>Il PAR File information</u> PAR CRM After Inspection	spection date.
Please Use Form(s):		8
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		OTHER:
Engine Stalling	Thermal Events	
Special Instructions:		
Interview Owner? Yes No	✓ Vetronix Requested	Obtain Fire/Police Report
Other (define)		
Investigations can on	ly be rushed if e-mailed by one of the i	following:
☐ <u>RUSH</u> (Name of Team Manager or Ops	Mgr Approving the Rush):	
	EAA Internal Use Only	
To: SA:	Date E-Mailed to SA:	
From: EAA Field Coordinator	Due Date:	
	EAA SA Use Only	
Case Acceptance/Investigation: YE		
Please acknowledge acceptance of this case p		
I was acuto week acceptance of this case b	company by phone, in or chian.	

Date Report Uploaded to EAA FTP SITE:





CDR File Information

Vehicle Identification Number	1G1AK18FX87
Investigator	William Hartley, EAA
Case Number	71-634037579
Investigation Date	Friday, June 13 2008
Crash Date	Friday, June 6 2008
Filename	1G1AK18FX87
Saved on	Friday, June 13 2008 at 12:18:46 PM
Collected with CDR version	Crash Data Retrieval Tool 3.09
Reported with CDR version	Crash Data Retrieval Tool 3.09
EDR Device Type	airbag control module
Event(s) recovered	None

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.





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 03 00 00 53 00 00 \$02 30 00 00 \$03 00 00 00 00 00 00 \$00 \$03 00 00 \$03 00 00 \$03 00 00 \$03 00 00 \$03 00 00 \$03 00 00 00 00 \$05 00 00 00 00 00 00 \$05 00 00 00 00 00 \$05 00 00 49 00 00 00 00 00 00 \$08 00 \$08 00 \$18	
\$03 02 00 00 00 00 00 00 00 \$04 \$05 \$05 \$07 \$00 \$10 \$10 \$10 \$10 \$10 \$10 \$10 \$10 \$10	
\$04 02 00 00 00 00 00 00 \$05 00 00 00 00 00 00 00 \$06 00 0A 00 00 0A 80 50 \$07 00 49 00 00 00 00 00 \$08 00 FF 00 00 00 00 00	
\$05 00 00 00 00 00 00 00 00 \$06 \$06 00 49 00 00 00 00 00 \$08 \$08 00 FF 00 00 00 00 00	
\$06 00 0A 00 00 0A 80 50 \$07 00 49 00 00 00 00 00 \$08 00 FF 00 00 00 00 00	
\$07 00 49 00 00 00 00 00 \$08 00 FF 00 00 00 00 00	
\$09 00 94 8B 00 00 00 00	
\$0A 00 00 00 00 00 00 00	
\$0B 00 00 05 0F 00 00 00	
\$0C 80 00 80 00 00 00 00 \$0D 00 00 40 00 00 00 00	
\$0E 00 00 00 00 00 00 00	
\$0F A1 00 00 00 00 00 00	
\$10 47 31 41 4B 31 38 46	
\$11 58 38 37 32 36 37 37	
\$12 37 30 00 00 00 00 00	
\$13 00 00 00 00 00 00 00 \$14 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 03 04 03 03 00 00 00	
\$18 03 02 00 00 00 00 00	
\$19 03 03 00 00 00 00 00	
\$1B 3F 30 00 62 00 1A 00	
\$1C 3F 30 00 62 00 1A 00 \$1D 4F 4F 00 00 00 00 00	
\$1E 4F 00 00 4F 00 01 00	
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EAA Inspection Request

Date: <u>6/11/08</u>		
TO: EAA	Vehicle Information	
EAA/SPX Field Coordinator	VIN#: 1G1AK18FX87	
Phone: 586-582-5835	Year/Make:	2008 Chevrolet
Fax: 586-582-5840	Model:	Cobalt
Email: eaafc@servicesolutions.spx.com	Contact's Name:	Glenn Hyatt
Diffair. caare (a) service sortations. spx.com	Contact's Number	: (817) 596-8088
E M 1 X7 1 1	Vehicle Location:	Jerry's GM, Llc
From: Mark Valverde		Forth Worth Hwy.
PAR Customer Relations Mgr		therford TX 76086
Email: Mark Valverde@gmexpert.com		age/Auction Yard:
Phone: 866-790-5600 ext.11215	Ins. Adj. Name:	
or 866-790-5700 ext.	Phone #:	4.5
Fax: 866-480-3630	Claim or Salvage I	D #:
Mailing Address:		d
GM PAR Investigations	Claimant Informat	
7401 E. Ben White	PAR File #: <u>71-6</u>	534037579
Building 3	Claimant Name:	
Austin, TX 78741	Claimant Home #:	
A Service Control of the Control of	Claimant Work #:	
	Claimant Cell #: Address:	
	Fort Wor	th TX
Review A	stimate Required All PAR File information PAR CRM After Inspection	
Please Use Form(s):	Dantania CID/Caathalta	C4-
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		OTHER:
Engine Stalling	Thermal Events	
Special Instructions:		
Interview Owner? Yes No	✓ Vetronix Requested	Obtain Fire/Police Report
Other (define)		
Investigations can on	ly 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: Bill Hartley	Date E-Mailed to SA: 06/11/08	
From: EAA Field Coordinator	Due Date: <u>06/20/08</u>	
	EAA SA Use Only	
Case Acceptance/Investigation:	· ·	
Please acknowledge acceptance of this case p		
	promptly by phone, fax or email.	



























MFD BY GENERAL MOTORS CORP.

DATE 03/08

GVWR 1682 KG 3707 LB

GAWR FRT 874 KG

874 KG 1927 LB GAWR RR 808 KG 1780 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.

1G1AK18FX87

TYPE: PASS CAR







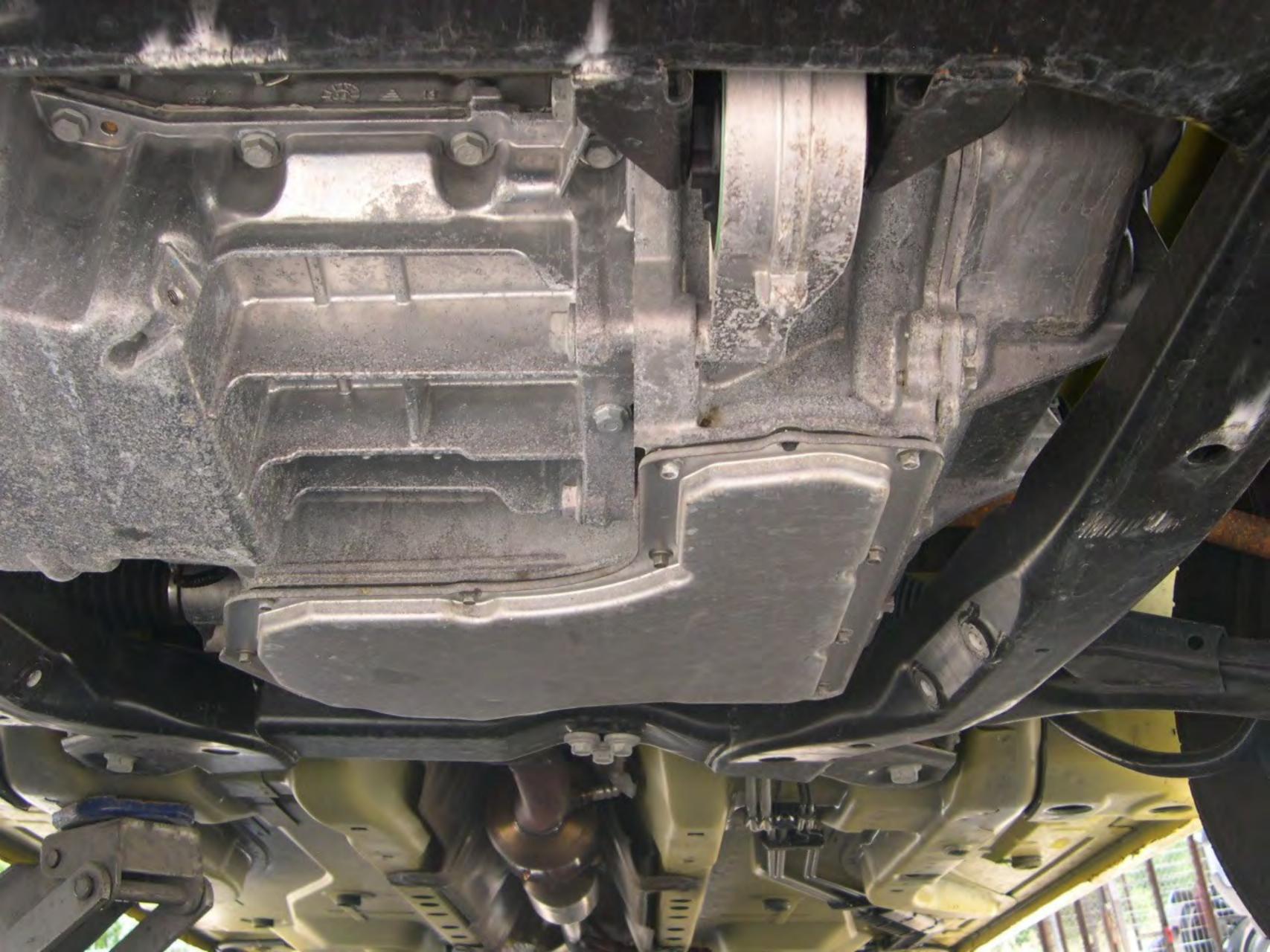






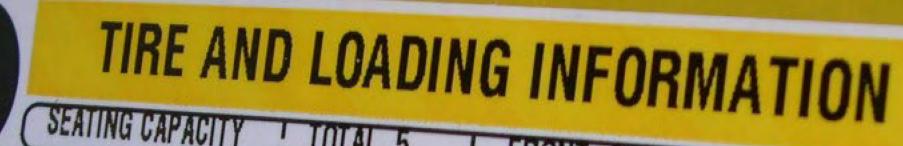












SEATING CAPACITY TOTAL 5 FRONT 2 REAR 3

The combined weight of occupants and cargo should never exceed 404 kg or 891 lbs.

TIRE	OBJECTION - CONTROL OF THE PROPERTY OF THE PRO	
FRONT	P195/60 P15	COLD TIRE PRESSURE
REAR	P195/60R15 S	210 kPa, 30 PSI
SPARE	T115/70D15 M	210 kPa, 30 PSI
		420 kPa, 60 PSI

SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION

1G1AK18FX87















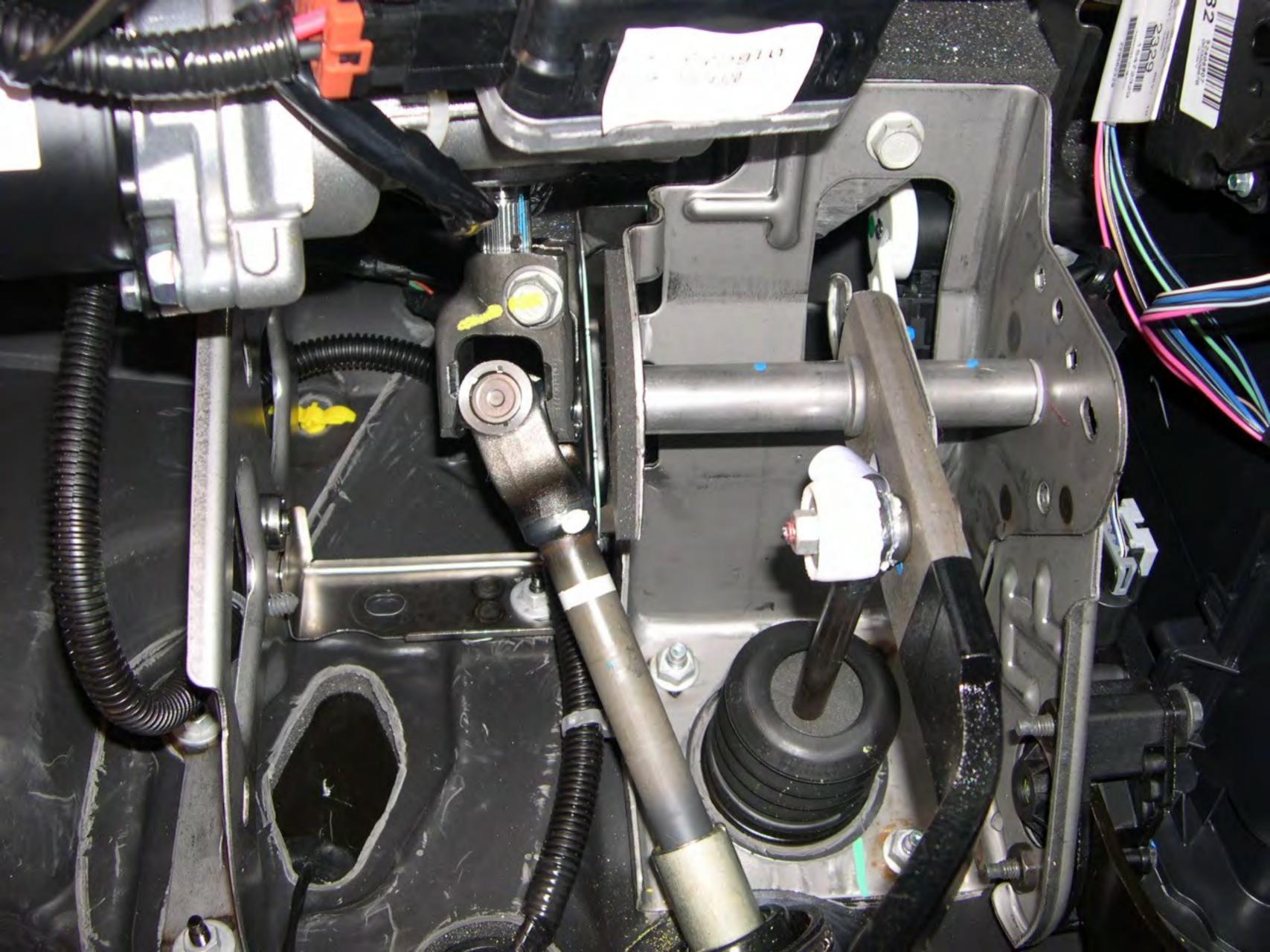


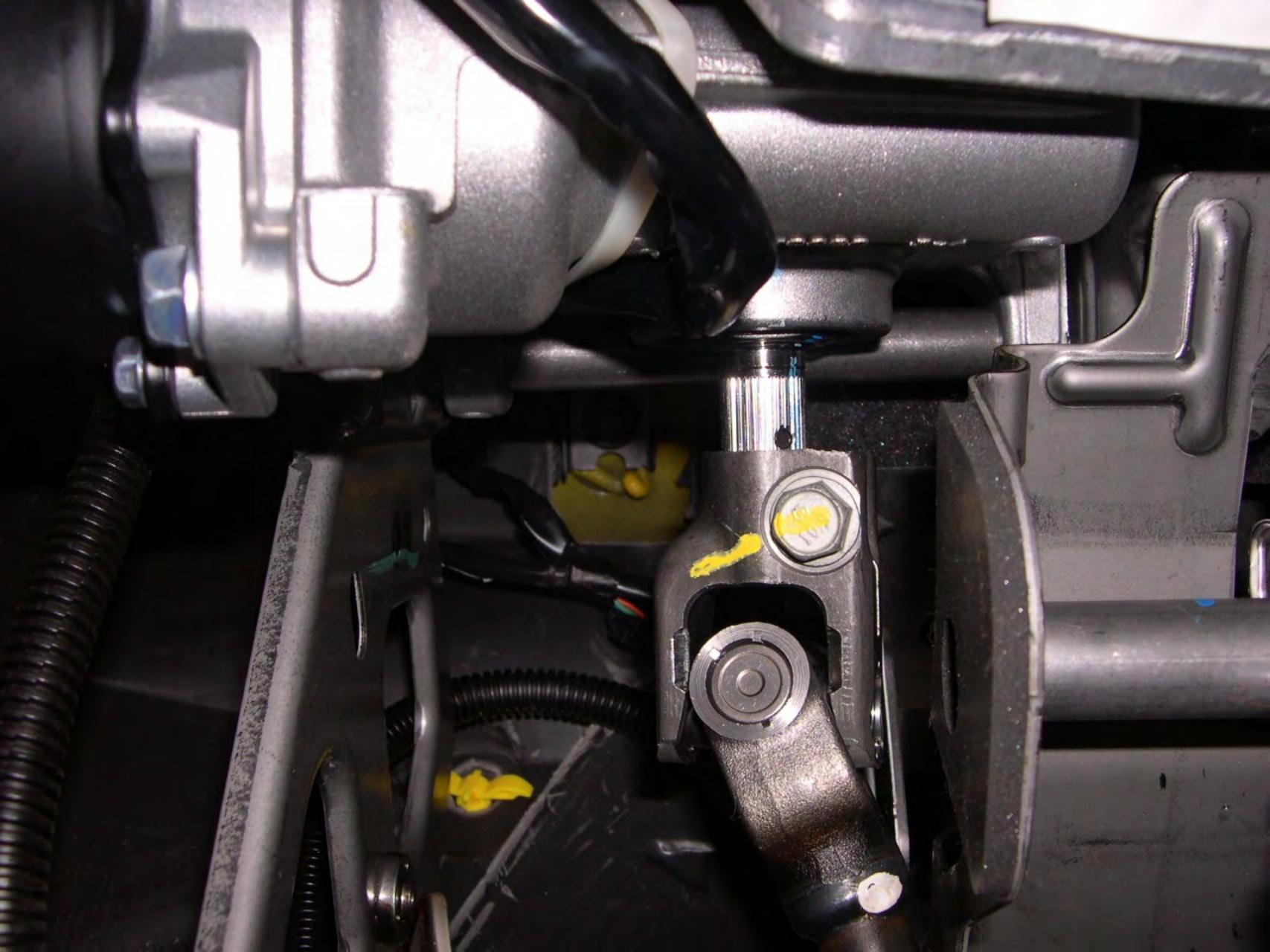






































I EUH 2

DTC Information

ECU Name

Status

EBCM

Vehicle Comm. Interface H
Power Steering Control Ho
Body Control Hodule
Digital Radio Receiver
ECH

No Comm.

0

1 / 12

EBCH

DLC Pin: 14, 6

Restart

View All

TECH 2

DTC Information

ECU Name

Status

DLC Pin: 1

12/ 12

Instrument Panel Cluster
Radio
Remote Control Door Lock
Supplemental Inflatable R
TCM

Theft Deterrent Module

Theft Deterrent Module

Restart

View All DTCs

IECH 2

DTCs Sorted By Priority

Power Steering Control Module C0176 Symptom 54 System Thermal Error Temperature High

Last Test:

This Ignition:

Since Clear:

Passed

Passed

Passed History 1 / 1

Clear DTCs

TECH 2

Data

Battery Voltage
Ignition Voltage
Vehicle Speed
Motor Voltage +
Motor Voltage Steering Shaft Torque
Steering Calibration
14.6 Volts
14.6 Volts
7.2 Volts
7.2 Volts
7.2 Volts
7.2 Volts

Battery Voltage

Select Items

Quick Snapshot

More





















October 30, 2008

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

RE: v. General Motors Corporation

Service Request: 71-634826540

2005 Chevrolet Cobalt

Vehicle Identification Number: 1G1AL52F357640236 Customer Relationship Specialist: Benjamin Patterson

Dear Ms. Allie-Gordon:

Enclosed please find a check in the amount of \$5,000.00 made payable to L.L.C. 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 North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530



CHECK NO. 1

213

DATE 11/03/08

****OO CENTS

AMOUNT *************5,000.00

North American Operations General Motors Corporation Disbursement Account

CLEVELAND OH

AUDIT

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

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO. CHECK NO. PAYMENT DATE VENDOR NAME 11/03/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 10/31/08 VM 1-B6CHEP .71-634826540.1-86CHEP 00.0000 5,000.00 .00 5,000.00 1G1AL52F357

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT OR QUESTIONS CALL 800-462-8782 TOTAL

5,000.00

H3

.00

5,000.00

10/28/2008 16:17 FAX

Benjamin Patterson/Austin/GM1 10/28/2008 05:11 PM To ted.wong@gm.com

cc bcc

Subject Field Resolution Email

Ted Wong-DVM:

This email is to follow up on Service Request 71-634826540 for customer to the customer's vehicle is a 2005 Chevrolet Cobalt with 19,400 miles. The customer has been working with Nick Chevrolet in Tarentum, PA 15084. After negotiations with the plaintiff's counsel, the final offer of \$5,000 was accepted.

There is no need to reply to this email. It is sent for notification purposes only.

Thank you,

Ben Patterson GM Legal Agent PH#800-2311841 ext 41231 Fax#866-629-2944 Benjamin_Patterson@gmexpert.com

Please consider the environment before printing this e-mail. 1 ton of paper ≈ 17 trees. Reduce. Reuse. Recycle. THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded





SEP 0 8 2008

KAHN & ASSOCIATES, L.L.C. ATTORNEYS AT LAW

ATTORNEYS AT LAW 1060 First Avenue, Suite 400 King of Prussia, PA 19406

To

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

CALIFORNIA OFFICES NORTH - San Francisco - Satellite Office CENTRAL - Los Angeles SOUTH - San Diego · Satellite Office

> CONNECTICUT OFFICE Hartford

FLORIDA OFFICES NORTH - Jacksonville - Satellite Office CENTRAL - Tampa SOUTH - Miami - Satellite Office

> INDIANA OFFICE Indianapolis

MARYLAND OFFICE Baltimore

MASSACHUSETTS OFFICE Boston

KAHN & ASSOCIATES

Phone: 1-888-LEMONS-1 (536-6671) Fax: 1-888-868-6671 www.KahnandAssociates.com

CORPORATE HEADQUARTERS

55 Public Square • Suite 650 • Cleveland, Ohio 44113 Phone: (216) 621-6101 • Fax: (216) 621-6006

PLEASE REMIT ALL CORRESPONDENCE TO CORPORATE HEADQUARTERS

MICHIGAN OFFICE Detroit

MISSOURI OFFICE St. Louis

NORTH CAROLINA OFFICE Raleigh

NEW IERSEY OFFICE Kenneth C. Ho, Esq.* Newark *Licensed in New Jersey

PENNSYLVANIA OFFICES EAST - Philadelphia WEST - Pittsburgh - Satellite Office

> TENNESSEE OFFICE Nashville

TEXAS OFFICES Austin - Satellite Office Dallas Houston - Satellite Office San Antonio - Satellite Office

> VIRGINIA OFFICE Richmond

September 4, 2008

VIA FIRST CLASS U.S. MAIL

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

Re:

Settlement Demand

Our Client:

Vehicle:

2005 Chevrolet Cobalt

Date of Purch/Lease:

June 18, 2005

1G1AL52F357 17.438

Current Mileage:

Our File No:

Dear Case Manager:

Please be advised that this office has been retained by regarding the above-referenced vehicle which was obtained from Jerome-Costa Chevrolet-Cadillac (317 Freeport St., New Kensington, Pennsylvania 15068). Since that time, our clients' vehicle has undergone repeated repair attempts for a number of defects and nonconformities. As a result, our clients have been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and nonconformities include, but are not limited to, the following:

- Steering;
- 2. Suspension;
- 3. Ignition;
- 4. Noises;
- 5. Passenger Restraint System;
- Doors;

- 7. Stereo System;
- Any and all additional complaints actually made, whether contained on company invoices or otherwise.

These nonconformities substantially impair the use, value and safety of the subject vehicle as defined under the Pennsylvania Lemon Law, the Magnuson-Moss Warranty Act and the Pennsylvania Uniform Commercial Code. Because the "purchase of a new car is a major investment [which is] rationalized by the peace of mind that flows from its dependability and safety...," these defects have understandably caused our clients to lose all faith and confidence in the vehicle's integrity. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195 (N.J. Super. Ct. 1968).

Therefore, you are hereby notified that our clients are revoking acceptance of the vehicle effective immediately. Our clients have directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our clients may return the vehicle and recoup these expenses. DO NOT CONTACT OUR CLIENTS UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO THIS LAW OFFICE.¹

Please contact this office as soon as possible to discuss resolving this matter. Enclosed please find the purchase documents, all the repair orders in our clients' possession and any other documents pertinent to this claim. Pursuant to the understanding reached in this matter between this office and your local counsel, both parties have agreed to waive informal arbitration in attempt to resolve this matter within forty (40) days from the date of this letter. If we are unsuccessful, we have been directed to commence formal legal proceedings against you.

Meredith Allie-Gordon 12
Meredith Allie-Gordon
Attorney for

Sincerely,

Encls.

^{&#}x27;Until this matter is resolved, our clients reserve the right to make appointments to have current and future defects repaired by any authorized dealer of the consumers' choice, especially while the vehicle remains under warranty.

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7 Total of payments stime balance (5 + 8)	\$ 102/6-45//	MAGE CAUSED TO OTHERS
you do not meet your contractual obligations avo	u may lose your motor vehicle	
OWNTHIS CONTRACT CAN BE CHANGED THIS	contract contains the entire agreement between your a	nd us relating to this contract. Any change to the
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Horiorellisole collidations		
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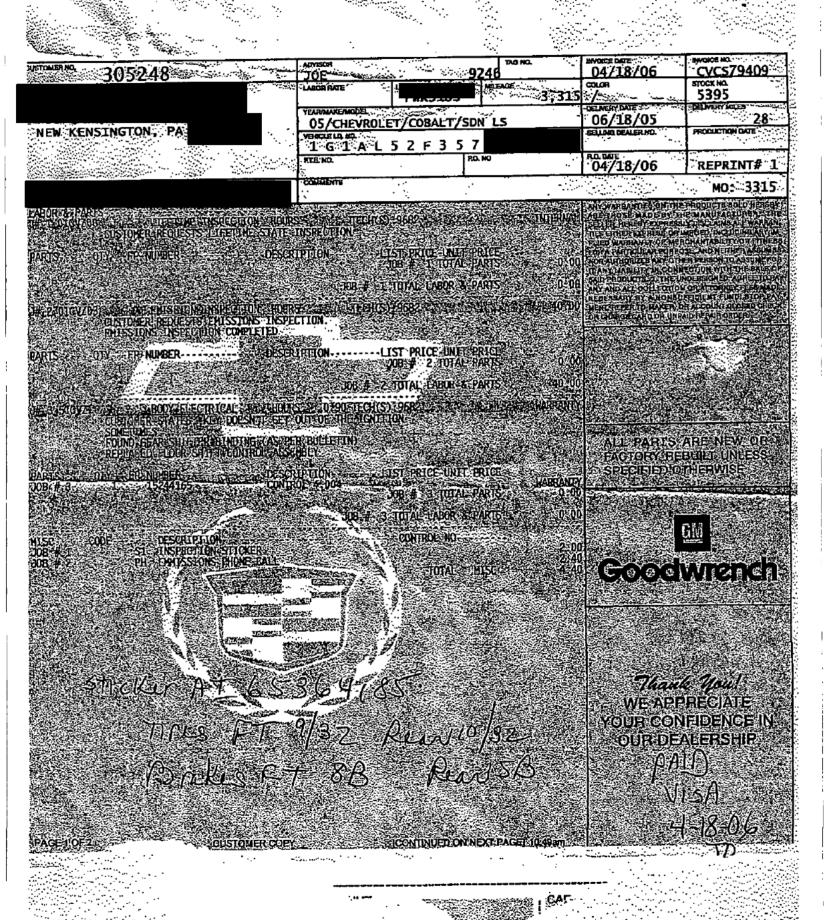
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(724) 337-3566 (724) 337-4563 www.jerome-costa.com



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SELLER NEITHER

AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN

FOR A PARTICULAR PURPOSE.

CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

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EW KENSINGTON, PA

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TARENTUM, PA 16084
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HDURS:
MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M.
SATURDAY 8:00 A.M. - 1:00 P.M.

PAGE 2

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RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY

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HOURS:
MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M.
SATURDAY 8:00 A.M. - 1:00 P.M.

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TARENTUM, PA 15084 LOCAL: (724) 224-2700 PITTSBURGH: (412) 382-3924 FAX: (412) 382-3707 · www.nickchevrolet.com *INVOICE* HOURS: MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M. SATURDAY 8:00 A.M. - 1:00 P.M. PAGE 3 EW KENSINGTON, PA BUS: OME: 368 CHRISTOPHER L ROSS SERVICE ADVISOR: MAKE/MODEL 16099/16100 TO 05 CHEVROLET COBALT 1G1AL52F357 T065 and the same 10APR08 17:00 10APR08 <u> 17JUN2008</u> 7JUN05 DD READY OPTIONS: ENG: 2.2 Liter MFI DOHC 8.0 CIPENED DLR:. 7:42 10APR08 14:46 10APR08 INE OPCODE TECH TYPE HOURS LIST NET TOTAL 16099 LOGSE RUSHING REPLACED LERT CONTROL ARM RUSHING 7 DK AT THIS TIME PRONT BRAKE ROTOR REFINISHING AUSE RUSTED ROTERS H0122 FRONT BRAKE ROTOR REFINISHING SI PRIM TL ROBERT R LICH: 4066 (N/C)WM4 1.80 FC GORDO PART#: COUNTLO CLAIM TYPE: AUTH CODE A POST PORTUGE INC. VD. icooo Rusted Rotors Re-suppación ausumb vicolur Fig. 1. Land ********* ·e v ** STATE INSPECTION (MAY) SE STATE TRISPECTION (MAY) 351 PRILL II, ROBERT R LIC#: 19 95 2 19 95 +CMC 0-70 16099 FRONT BRAKE PADS 9/32B... REAR PADS 5/32B... ALL TIRES 8/32 ** PA STATE EMISSIONS TEST, OBD II OR ENHANCED
M33 PA STATE EMISSIONS TEST, OBD II OR ENHANCED 351 PRILL II, ROBERT R LIC#: CMC D.40 ********** DESCRIPTION TOTALS* LABOR AMOUNT 59.90 ALL PARTS INSTALLED ARE NEW PARTS AMOUNT 0.00 UNLESS SPECIFIED OTHERWISE. GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 HE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH MISC. CHARGES 0.00 IESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY

22 WEST /TH AVENUE

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TOTAL CHARGES

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PLEASE PAY THIS AMOUNT

SALES TAX

59.90

0.00

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22 WEST 71H AVENUE TARENTUM, PA 15084

LOCAL: (724) 224-2700 PTTSBURGH: (412) 362-3924 FAX: (412) 362-3707 · www.nickchevrolet.com MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M.
SATURDAY 8:00 A.M. - 1:00 P.M. PAGE 1 3W KENSINGTON, PA **DME** BUS: 368 CHRISTOPHER L ROSS
USENSE MILEASEN/OFF TAS: SERVICE ADVISOR: COLOR YEAR MAKEMODEL 16333/16334 T3 1GLAL52F357 CHEVROLET COBALT DEL DATE REOD DATE WARE EXP. PROMISED. BONG 7JUNOS DD 17JUN2008 W 23APR08 WAIT 23APR08 ENG:2.2 Liter MFI DOHC 1)48/48K GMPP OPTIONS: MAJOR GUARD \$0 DED 6-17-09 #814669455 11:15 23APR08):02_23APR08 INE OPCODE TECH TYPE HOURS LIS CUSTOMER STATES ANTENNA SELL OFF CLOP MISSING SOP NET TOTAL LIST AUSE: BROKEN WELD ROZAU RADIOSANTENNA BASE REPLACEMENT 351 PRILL II, ROBERT R LIC#: (D/C) **9M4** 0.40 (N/C) 1 15141455 ANTENNA 1 15878167 BRACKET (N/E) FC: 1D PARTH : 15878187 COUNT: 2 AUTH CODE: 16333 BROKEN WELD REPLACED ANTENNA BASEWANE MASTA. OK AT THIS TIME CUSTOMER STATES SEATBELT BUILDN FRLL OFF SEAT BRILT ON DRIVER SIDE C9288 SEAT BELT LATCH STOP INSTALLATIONS
351 PRILL II, ROBERT E LICH # 4066 رف (N/C)WM4 0.40 (N/C) 1 12459810 STOP KET FC: 1D PART#1 12459819 COUNT: 1 CLAIM TYPE AUTH CODE: E VB.

16333 BOTH BUTTONS BROKE REPLACED SEATBELT BUTTONS ON LEFT AND RIGHT SEATBEETS OK AP THIS TIME

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

HE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH IESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY XPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, NCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS SELLER NEITHER ASSUMES NOR OR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

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INVOICE

22 WEST 7TH AVENUE TARENTUM, PA 15084 LOCAL: (724) 224-2700 PITTSBURGH: (412) 362-3924 FAX: (412) 362-3707 · www.nickchevrolet.com

PLEASE PAY THIS AMOUNT

SALES TAX

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HOURS: MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M. SATURDAY 8:00 A.M. - 1:00 P.M.

EW KENSINGTON. PA	PAGE 2	HOURS: MONDAY - FRIDAY 8:00 A.M 5:00 P.M. SATURDAY 8:00 A.M 1:00 P.M.	
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OR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

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22 WEST /IH AVENUE TARENTUM, PA 15084

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HOURS: MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M. SATURDAY 8:00 A.M. - 1:00 P.M.

BW KENSINGTON, PA BUS:

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SERVICE ADVISOR:

380 LINDA SHAHEKN 16722/16722 | T6 1G1AL52F357 05 CHEVROLET COBALT 1
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PLEASE PAY THIS AMOUNT	0.00

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22 WEST 7TH AVENUE TARENTUM, PA 15084 LOCAL: (724) 224-2700 FAX: (724) 224-2907

www.nickchevroletpontisc.com MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M. SATURDAY 8:00 A.M. - 1:00 P.M.

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SERVICE ADVISOR: 380 LINDA SHAHKEN

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OR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR UTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN ONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

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EW KENSINGTON, PA

PAGE 1

www.nickchevroletpontiac.com
HOURS:
MONDAY - FRIDAY 8:00 A.M. - 6:00 P.M.
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PROCESSING SOURCE: CHEVROLET 15:09:53
PAGE: 1

PA

VIN: 1G1AL52F3 57 SELLG SCE: 13 MDL YR: 05 ORD NO: JCDQ4R

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NEW KENSINGTON

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POLICY PYMT CMNT: ACTV TYPE: 6 RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY PROCESSING SOURCE: CHEVROLET

15:09:53

PAGE:

08/12/06

VIN: 1G1AL52F3 57 SELLG SCE: 13 MDL YR: 05 ORD NO: JCDQ4R

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NICK CHEVROLET

BUICK PONTIAC GMC, INC. 262541 35518 22 WEST 7TH AVENUE TARENTUM, PA 15064 LOCAL: (724) 224-2700 · FAX: (724) 224-2907 ACCOUNTING www.nickchevroletgentlac.com HOURS: MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M. SATURDAY 8:00 A.M. - 1:00 P.M. NEW KENSTNOTON. PAGE 1 d HOME: BUS: SERVICE ADVISOR: 380 LINDA WAR ELDENSET BEARING MULE PROCESS OF THE CAMERIA CAMERIA. 一、连接**MAKEMODE**D的。。1995年至常常特别代码的是非的形式的**对称**的影響能能能能能能 LICOLOR SES RECONOCIE INVARBATENTA PROMISEDENT IN INTERNACIONATE DE LA CONTRACTOR DE L CONTRACTOR DELICATED :00 13JUN08 OPTIONS: RM CASH 13JUN08<u> 17.JUN2008</u> ENG: 2.2 Liber MFI DOHC 1) 48/48K GMPP R.O. OPENED READY MAJOR GUARD \$0 DED 6-17-09 #814669455 15:29 13JUN Q8 13JUN08 TOTAL COST SALE COMP LIST NET LINE OPCODE TECH TYPE A/HRS S/HRS Apoustoner states steering to hard though cours really etching in early to LOT TURNS LARING BEDO PCHECK BEETHRUNG COBERCERICE THE KIND LAROUS BETWEEN BEEN BEEN BEEN BEING BEEN BEEN BEING BEING BE 17361 CODE IN SYSTEM C0716- SYSTEM THERMAL ERROR TEMPERATURE HIGH-THIS IS A NORMAL CONSTITION NO REPAIR SEE ATTACHED BUILDING FOR CONDITION B. COSTOMER / STATES EXECUSION OF CONTINUE AND CONTINUE Bloo Lube Ignition Lock Cylinder **经表现到的支持的运行。现代是是影响的时代的影响和解析的影響等的人思想的**的更多的可能的可能的影響的影響。 TREEZ/ACCOUNT WEALENGER OF THE CONTROL OF THE CONTR ***** 1/22500 1911 - Charles - Market - Market Charles - Market - Market Charles - Market Charles - Market - M 1/22500 ٥ 。由于《李德斯斯学》中国的建筑的,与李德斯的特别的中央的原则的中央的使用的原理的原则的自己的原理的原理的原理的原则是不是一种原理的原理的原则是一种原理的原理的原理 。大人,他们一个人,我们就在第二十分的现在形式。1910年的最后的,他们们只见那种的最后的是被那种人的心理的,他们的一个人,他们们的一个人,他们们的一个人们的人 "生活起来了,一个大型的影响,在这种的人,是这种的情况,是这种的人,我们就是这种的人,我们就是这种的人,我们就是这种的人,是这种的人,是这种的人,是这种的人, COST, SALE, & COMP TOTALS TEST STORMUS LESS SECTION DESCRIBTION : LASOR AMOUNT 0.00 ALL PARTS INSTALLED ARE NEW PARTS AMOUNT 00۔ Ω UNLESS SPECIFIED OTHERWISE. GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH MISC, CHARGES RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY 00 TOTAL CHARGES 0.00 EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS LESS INSURANCE 0.00 FOR A PARTICULAR PURPOSE, SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/!TEMS. SALES TAX 0.00 PLEASE PAY THIS AMOUNT

09/10/2008 14:47 FAX 7246954150

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Early Bird
Kev Drop
ENVELOPE Night Owl
 Please write your service instructions on this envelope. Lock your car, place keys in this envelope and seal. Sign at bottom and drop envelope in our mail slot. THANK YOU
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COMMENTS:
RESISTS WHEN PARRALEL
PARKING & SLOW TURNS
DO YOU WANT YOUR OLD PARTS? YES NO
NOT RESPONSIBLE FOR ANY PERSONAL ITEMS LEFT IN VEHICLE. I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection or delivery, at my risk. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs thereto.
You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control,
NOTICE: This form most be signed about on begin work on your vehicle. Terms: STRICTLY CASH Unless Arrangements Made. A Plus Business Forms • 1-800-354-6929 • Form # AP-EKD

09/10/2008 14:44 FAX 7248954150 NICKCHEVROLET **⊠**1015 NICK CHEVROLET, INC. 35518 261577 22 WEST 7TH AVENUE TARENTUM, PA 15084 LDCAL: (724) 224-2700 PITTSBURGH: (412) 362-3824 FAX: (412) 362-3707 www.nickchavrolat.com ACCOUNTING HOURS: MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M. SATURDAY 8:00 A.M. - 1:00 P.M. NEW KENSINGTON PAGE 1 HOME: BUS: SERVICE ADVISOR: OB: 380 LINDA SHAHEEN BLUE 05 CHEVROLET COBALT IGIAL52E 57 16722/15722 T686 17JUN05 DD Carlos Composition of the Composition of 15MAY08 00 CASH 15MAY08 THE TAX SEES FREADMY STARTED OPTIONS: OPTIONS: ENG: 2.2 Liter MFI DOHC 1)48/48K GMPP MAJOR GUARD \$0 DED 6-17-09 #814669455 <u>07:</u>37 15MAY09 09:34 15MAY08 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET A CUSTOMER STREES DOORS WONT TONLOCK WHEN YOU PURSANTO PARK TOTAL Burgarati acat galaga baran kanan kana Burgarati acat kanan Bloo CHANGE SETTINGS ON MENU NAME OF THE PROPERTY OF THE PR 0,00 0.00 0.00 muncusukun na kalenda k 1000 (100 A 100 TRGT/ACCOUNT SALE COST CONTROL TRGT/ACCOUNT SALE COST CONTROL 12/48/0000 等表面的表面的问题的问题的问题的问题,不是不是不是一个人们的证据,我们就是这种,我们就是这种的一个人们的一个人们的一个人们的一个人们的一个人们的一个人们的一个人们的一个人 ,表中性的重要的表面,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我 第一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是 表现了完全的第三人称形式,这种特别的一种,是种种类型的一种的一种,是种种类型的一种的一种,不是一种的一种的一种的一种的一种,是种种类型的一种的一种,是种种类型的 COST SALE, & COMP TOTALS n Ω 製造:::··OESCRIPORT!!!!! 習問手機器はおけれて本にいる。 LAGOR AMOUNT 0.00 ALL PARTS INSTALLED ARE NEW PARTS AMOUNT 0.00 UNLESS SPECIFIED OTHERWISE. GAS, OIL, LUBE 0,00 SUBLET AMOUNT THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH 00 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 MISC, CHARGES 0 . 00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN SALES TAX NOR 0.00 PLEASE PAY CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

CHEYROLET, INC. 261577 22 WEST 7TH AVENUE TARENTUM, PA 15084 LOCAL: (724) 224-2700 PITTSBURGH: CUSTOMER #:35518 WORKORDER PITTSBURGH; (412) 362-3924 FAX: (412) 362-3707 www.nickchevrolet.com HOURS: MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M. SATURDAY 8:00 A.M. - 1:00 P.M. PAGE 2 NEW KENSINGTON, PAHOME: SERVICE ADVISOR: 380 SHAHEEN LINDA BLUE 05 CHEVROLET COBALT 1G1AL52F357 16722/ T686 CASH QO 15MAYOB OPTIONS: EN TUN2008 17:00 7JUN2008 ENG: 2.2 Liter MFI DOHC 1)48/48K GMPP and elonored edica AJOR GUARD 50 DED 6-17-09 #814669455 <u> 15MAY2008 07:37</u> THE SECOND REPORT OF THE PROPERTY OF THE PROPE CURRENT MILEAGE 15722 智慧語言學學是可能與法可可能在主題的語言與當然是因為如何可能與可能的表現的形式的可能可能可能可能可能 BG15000 - (15K SERVICE) LUBE OIL F THE ABOVE SERVICE BE PERFORMED NOW

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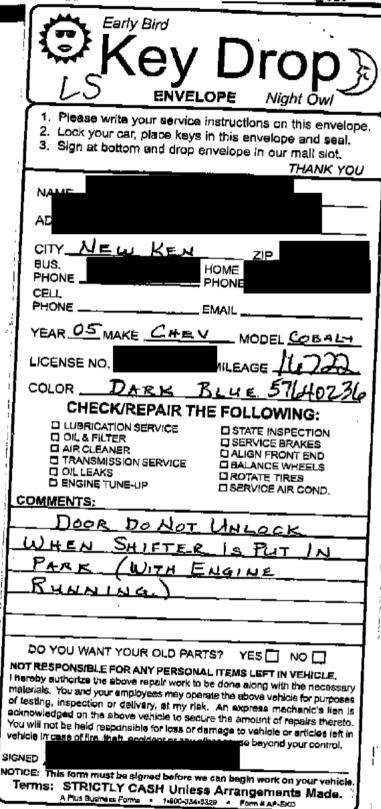
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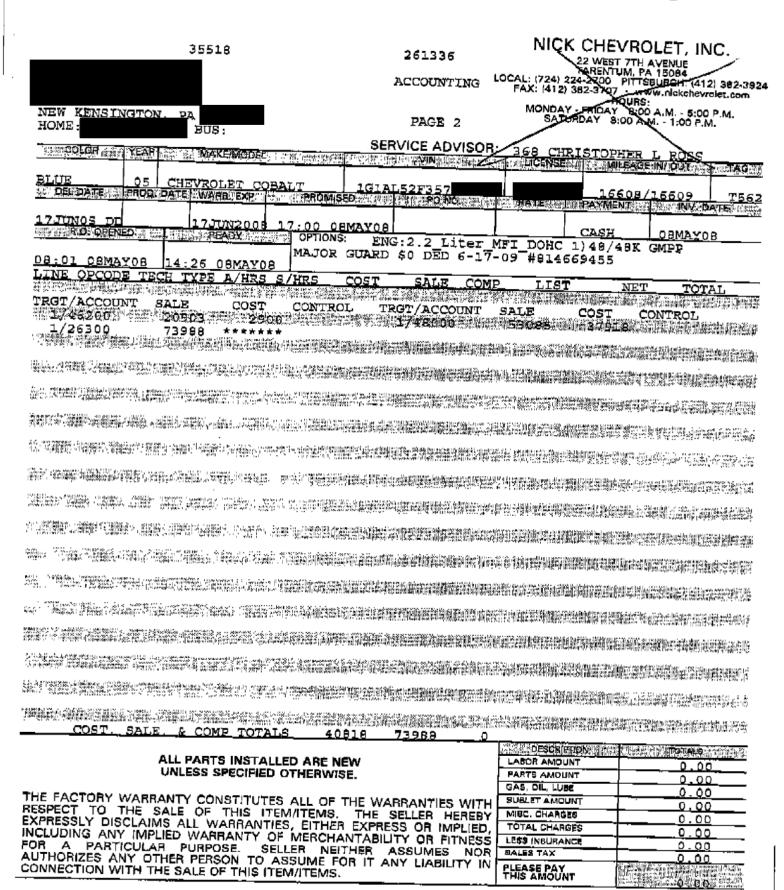
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Clink Noise in Starty Replaced Steerthy Column Was Necessary To April Front Tol Doors what Whook when Put in Park or Turning office-Shifter Stidling Replaced Floor Shift!

MECHANIC: 5/7/08
THIS CAR DOES NOTLINLOCK
WHEN IT IS PUT INTO PARK,
OR WHEN THE KEY IS TURNED
THIS IS IN ADDITION TO
NEEDING STEERING COLUMN
<u> </u>
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09/10/2008 14:44 FAX 7248954150

materials. You and your employees may operate the above vehicle for purposes of testing, inspection or delivery, at my risk. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs thereto. You will not be hold responsible for loss or damage to vehicle or articles left in accident or any other cause beyond your control.

SIGNED

NOTICE: This form must be signed parore we can begin work on your vehicle. Terms: STRICTLY CASH Unless Arrangements Made. A Flug Business Forms 1-800-334-0329 Form # AP-EKO

09/10/2008 14:44 FAX 7248954150

NICKCHEVROLET

2013

Work Order ID

R218498

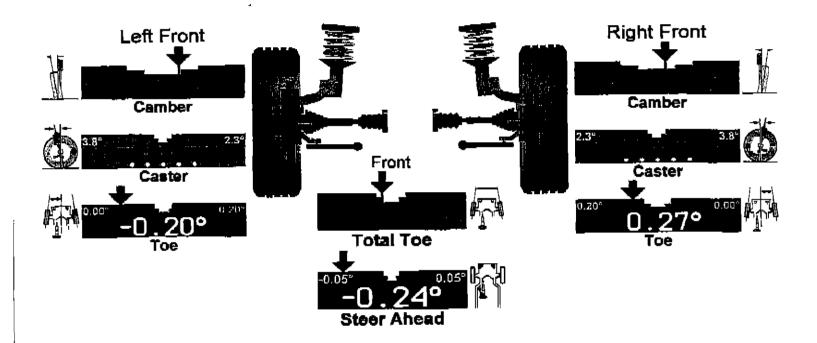
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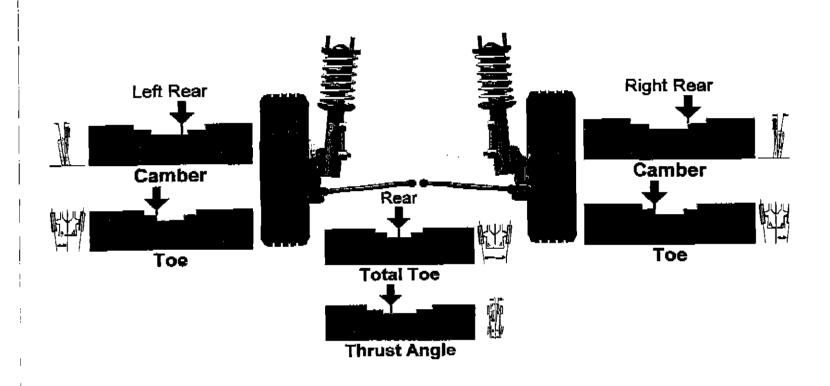
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Chevrolet : Cobalt ; except SS Models : 2005-06
Corrent Measurements





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NICKCHEVROLET

2014

Work Order ID

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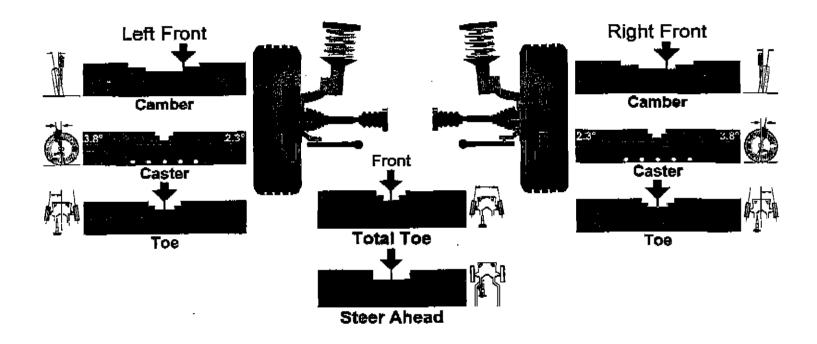
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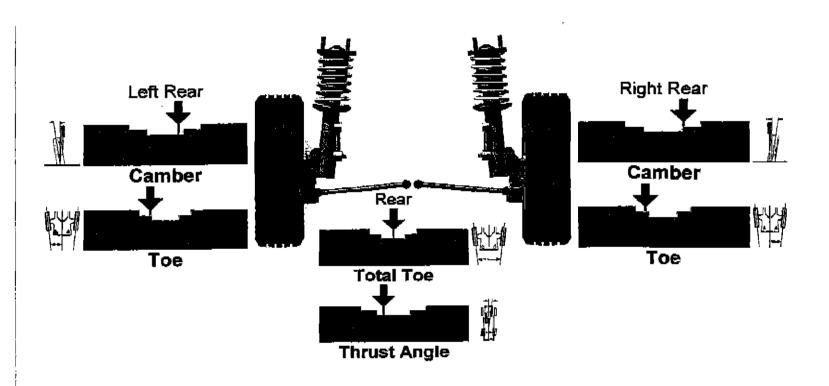
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Chevrolet : Cobalt : except 88 Models : 2005-06





35518	260794	NICK CHE	VROLET, INC.
	ACCOUNTING L	OCAL: (724) 224-2700 FAX: (412) 362-3707	JM, PA 15084 PITTSBURGH: (412) 352-392 Www.nickchevrolet.gom
NEW KENSINGTON, PA HOME: BUS:	PAGE 1	MONDAY - FRIDAY	OURS; B:00 A,M, - B:00 P.M, :00 A.M, - 1:00 P.M.
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RESPECT TO THE SALE OF THIS ITEM/ITEMS. EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER NCLUDING ANY IMPLIED WARRANTY OF MERCHA	EXPRESS OR IMPLIED,	MISC. CHARGES TOTAL CHARGES	
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CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.		PLEASE PAY THIS AMOUNT	

09/10/2008 14:39 FAX 7248954150 NICKCHEVROLET **2**1002 NIGK CHEVROLET, 22 WEST 7TH AVENUE TARENTUM, PA 15084 260794 35518 LOCAL: (724) 224-2780 PTT SBURGH: (412) 362-3924 FAX: (412) 382-3707 www.niokchevrolet.com ACCOUNTING MONDAY - FRIDAY 8:00 A AY 8:00 A.M. - 5:00 P.M. 8:00 A.M. - 1:00 P.M. PAGE 2 NEW KENSINGTON, PA HOME: 368 CHRISTOPHER L ROSS SERVICE ADVISOR: 性,如此的**用的有效的现在分词,但是**是一个 THE COURTER TO PERSON AND THE TRANSPORT OF THE PERSON OF T BLUE 05 CHEVROLET COBALT 1G1AL52F357 16333/16334 T304 23APR08 CASH 17JUNO5 DE 17JUN2008 WAIT 23APR08 ENG:2.2_Liter_MFI_DOHC 1)48/49K GMPP OPTIONS: MAJOR GUARD \$0 DED 6-17-09 #814669455 10:02 23APR08 11:15 23APR08 LINE OPCODE TECH TYPE A/HRS S/HRS NET TOTAL LIST COST SALE COMP CMC 0.00 THE PROPERTY WELL WAS TRANSPORTED TO SERVE WAS TRGT/ACCOUNT SALE COST CONTROL TRGT/ACCOUNT SALE COST CONTROL

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CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

Z1004

CHEVROLET, INC. 260794 CUSTOMER #:35518 WORKORDER TARENTUM, PA 15084 LOCAL: (724) 224-2700 PITTSBURGH: (412) 362-3924 FAX: (412) 362-3707 www.nickchevrolet.com X: (412) 362-3707 · www.mekenevrolet.co HOURS: MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M. SATURDAY 8:00 A.M. - 1:00 P.M. PAGE 2 NEW KENSINGTON, PΑ HOME BUS: SERVICE ADVISOR: 368 RVICE ADVISOR: 368 ROSS, CHRISTOPHER L ANTERNATION DE LA COMPRESA DEL COMPRESA DE LA COMPRESA DEL COMPRESA DE LA COMPRESA DEL COMPRESA DE LA COMPRESA DE LA COMPRESA DE LA COMPRESA DEL COMPRESA DE LA COMPRESA DEL COMPRESA DE LA COMPRESA DEL COMPRESA DE LA BLUE 0.5 CHEVROLET COBALT 1.G1AL52F3.57 17JUN 05 DD 17JUN 2008 -WAITER CASH OPTIONS: ENG: 2.2 Liter MFI DOHC 1)48/48K GMPP MAJOR GUARD \$0 DED 6-17-09 #814669455 23APR2008 10:02 CURRENT MILEAGE16333 Applied in the first state of the state of t BG15000 - (15K SERVICE) LUBE OIL F AS HARSED ON THE CURRENT MITTAGE OF YOUR VEHICLES OUR DEALERSHIP THE ABOVE SERVICE BE PERFORMED NOW HEREN OF ROLL TYPE DESCRIPTIONS/INSTRUCTIONS

LINE OF CODE FIAT TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

SOP THE HEREN OF THE PROPERTY OF THE PRO 20,340 Maring Section 1 1801 (1.1.) **(2014) (1**.1.) 27756435 STATES CHEEK TABLE **ids** L. PRONT R. FRONT NOTICED BODY DAMAGE: FRONT REAR "] A. SIDE □ L. 1/4 L. SIDE WHEELS MEMO CARD ☐ CASH ... CHECK 76 ы PRELIMINARY ESTIMATE & AUTHORITID BY W THE PACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE BALE OF THIS ITEMATICALS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPURE, INCLUDING ANY IMPURED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PAPTICULAR PURPOSE, AND THE SELLER METHER ASSUMES FOR AUTHORIZED ANY OYHER PERSON TO ASSUME FOR IT ANY ULABULTY IN CONNECTION WITH THE SALE OF THIS ITEMATEMS. ATE Tau h ROVIDED ESTIMATE (1) RIVINIO ESTAMATE (2) YO ASSUME PORT: ANY DARRUTT is successful to be done along with the recessive material and agree that you are represented for least or damage to vehicle or explain left in vehicle in gase of first that or says other cause beyond your centrel or for any eleve chused by unavailability operator deleve in paras shipments by the supplier or transporter. I hereby grant you and/or your employees permission to consiste the vehicle herein described on arrests, highways or elevened for the pulpose of testing ends inspection. An express mechanic's lien is hardby admonwinded on above vehicle to assure the amount of regular thatests.

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09/10/2008 14:41 FAX 7248954150

2006



Nick Chevrolet / Nick Pontiac

<u>Customer</u>

Name:	<i>ftV<u>Lf</u>t</i>	<u> </u>
Home Phone:	Work Phone;	
Cell Phone	Time Promised:	
Loyalty Card	Extended Warranty	
Repair Estimate	Special Notes	· · · · · · · · · · · · · · · · · · ·
	<u>Yehicle</u>	•
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Authorization for Repairs

I hereby authorize the repair work herein set forth to be done along with the textssay material and agree that you are not responsible for low or damage to vehicle or acticles loft in vehicle in case of fire, theff or susse beyond your cantrol or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hamby grant you and/or your supplyones permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics time hereby acknowledged on the above vehicle to secure the amount of repairs thereto. The desireship is not responsible for damages from theseing due to lack of antifrence.

Customer Signature:

09/10/2008 14:33 FAX 7248954150

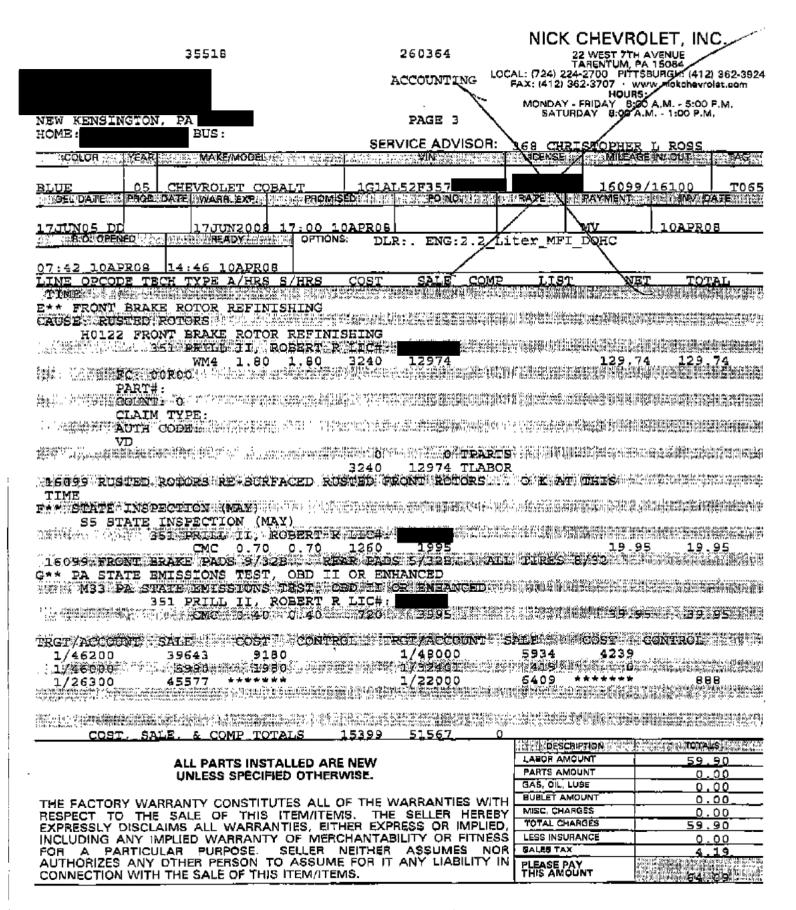
NICKCHEVROLET

		NICK CHEVE	ROLET, INC.
35518	260364	22 WEST 7T TARENTUM,	H AVENUE
	ACCOUNTING LOC	AL: (724) 224-2700 PIT FAX: (412) 362-3707 - HOUI	TSBURGH: (412) 362-3924 www.nickchevrolet.com
		MONDAY - FRIDAY 8 SATURDAY 8:00	:00 A.M 6:00 P.M.
NEW KENSINGTON, PA HOME: BUS:	PAGE 1		, , , , , , , , , , , , , , , , , , ,
	SERVICE ADVISOR:	368 CHRISTOPHE	R L ROSS
BLUE OS CHEVROLET COBALT	1G1AL52F357	1609 PATERNI E PAYMENT	9/15100 T065
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		GAS, OIL, LUBE SUBLET AMOUNT	
THE FACTORY WARRANTY CONSTITUTES ALL OF RESPECT TO THE SALE OF THIS ITEM/ITEMS,	THE WARRANTIES WITH	MISC. CHARGES	
EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER		TOTAL CHARGES	
INCLUDING ANY IMPLIED WARRANTY OF MERCHA	ANTABILITY OR FITNESS	LESS INSURANCE	
FOR A PARTICULAR PURPOSE. SELLER NEI AUTHORIZES ANY OTHER PERSON TO ASSUME F		SALES YAX	thought neutablish has been experienced we
CONNECTION WITH THE SALE OF THIS ITEM/ITEMS		PLEASE PAY THIS AMOUNT	

A.F.F.A.A.	252254	NICK CHEVROLET, INC.	
35518	260364	22 WEST 7TH AVENUE TARENTUM, PA 15084	
		L; (724) 224-2700 PITTSBURGH: (412) 362 AX: (412) 362-3707 · www.nickohevrolet.or HOURS:	
		MONDAY - FRIDAY 8:00 A.M 5:00 P.M. SATURDAY 8:00 A.M 1:00 P.M.	
NEW KENSINGTON, PA	PAGE 2	3A 1 CROA! - 8:00 A:NI 1:00 F.NI.	
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16099 CHROME PEELING REPLACED LEFT	INSIDE DOOR HANDLE.	OK AT	
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RESPECT TO THE SALE OF THIS ITEM/ITEM EXPRESSLY DISCLAIMS ALL WARRANTIES, EITH	S. THE SELLER MEREBY	TOTAL CHARGES	
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NICKCHEVROLET



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ENVELOPE Night Owl
 Please write your service instructions on this envelope. Lock your car, place keys in this envelope and seal. Sign at bottom and drop envelope in our mail slot. THANK YOU
NAME A CITY NEW KEN ZIP
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D LUBRICATION SERVICE STATE INSPECTION OIL & FILTER SERVICE BRAKES OIL AR CLEANER OIL ALIGN FRONT END OIL TRANSMISSION SERVICE BALANCE WHEELS OIL OIL LEAKS OIL ROTATE TIRES OIL ENGINE TUNE-UP OIL SERVICE AIR COND.
COMMENTS: DOOR HANDLES NEIDE
ANTANAE MOUNT
STEERING RATTLE
DO YOU WANT YOUR OLD PARTS? YES NO NOT RESPONSIBLE FOR ANY PERSONAL ITEMS LEFT IN VEHICLE. I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for prospect of testing, inspection or delivery, at my risk. An express mechanic's lien is soknowledged on the above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. SIGNED X
NOTICE: This form must be signed before we can begin work on your vehicle. Terms: STRICTLY CASH Unless Arrangements Made.

A Plus Business Forms • 1-900-334-6328 • Form # AP-EKO

09/10/2008 14:35 FAX 7248954150

NICKCHEVROLET

ADVISOR PARTS RO# TECH SUBTOTAL 260364 AUTHORIZED BY DATE TIME **GRAND TOTAL**

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09/10/2008 14:36 FAX 7248954150

NICKCHEVROLET

Ø017 Page 1 of 1

Document ID: 1389228

2005 Chevroler Cobait | Cobait, Pursuit (VIN A) Service Manual | Brakes | Disc Brakes | Specifications |

Document ID: 1389228

Disc Brake Component Specifications

	Specification	
Application	Metric	English
ront Brakes 341/3M4)/. Brake Pad Lining Minimum Thickness	1.0 mm	0.039 in
Brake Pad Lining Thickness - New	12.0 mm	0.472 in
	256.00 mm	10.079 in
Brake Rotor Diameter Brake Rotor Discard Thickness*	22.0 mm	0.87 in
Brake Rotor Maximum Allowable Assembled Lateral	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 <u>in</u>
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 	0.06 mm	0.002 in
Runout Brake Rotor Maximum Allowable Scoring	1,50 mm	0.059 ln
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 іг
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 <u>In</u>
Brake Rotor Minimum Allowable Thickness After Refinish	12,0 mm	0.472 in
Brake Rotor Thickness - New	14.0 mm	0.551 in that does no

meet this specification. After refinishing the rotor, replace any rotor that does not meet the minimum thickness specification.



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NICKCHEVROLET

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Work Order ID

Customer Number

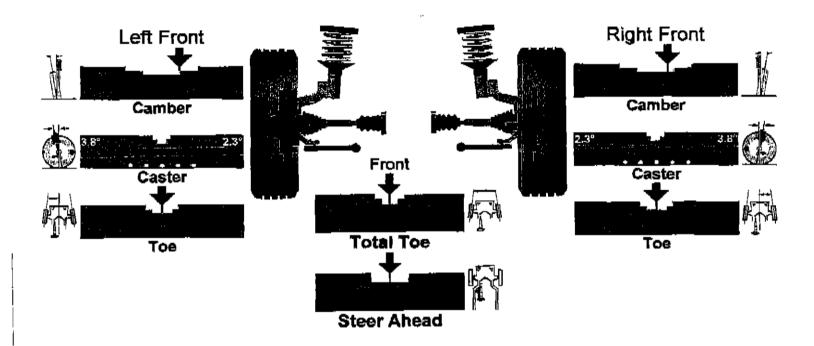
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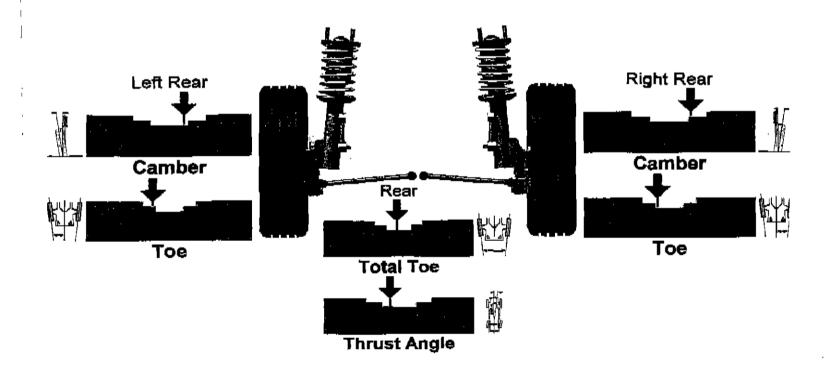
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Chevrolet : Cobalt : except SS Models : 2005-06

Current Messurements





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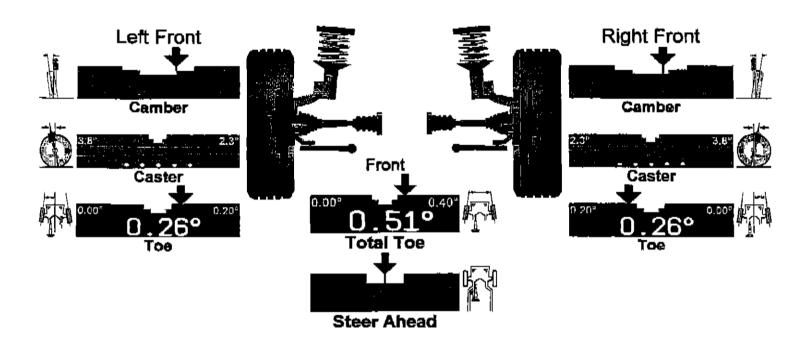
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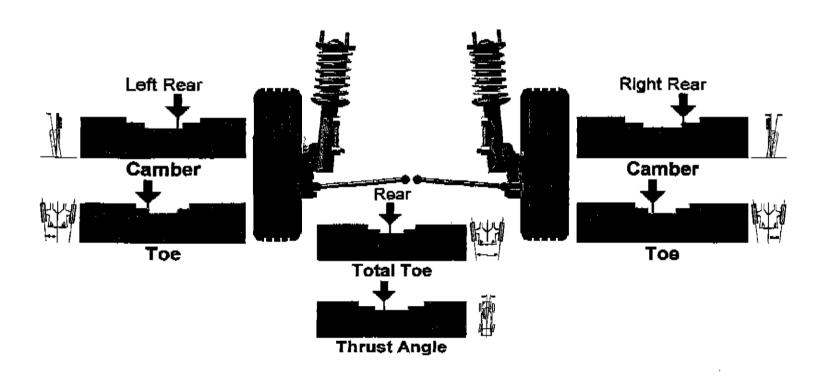
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Chevrolet : Cobalt ; except SS Models : 2005-06
Current Measurements





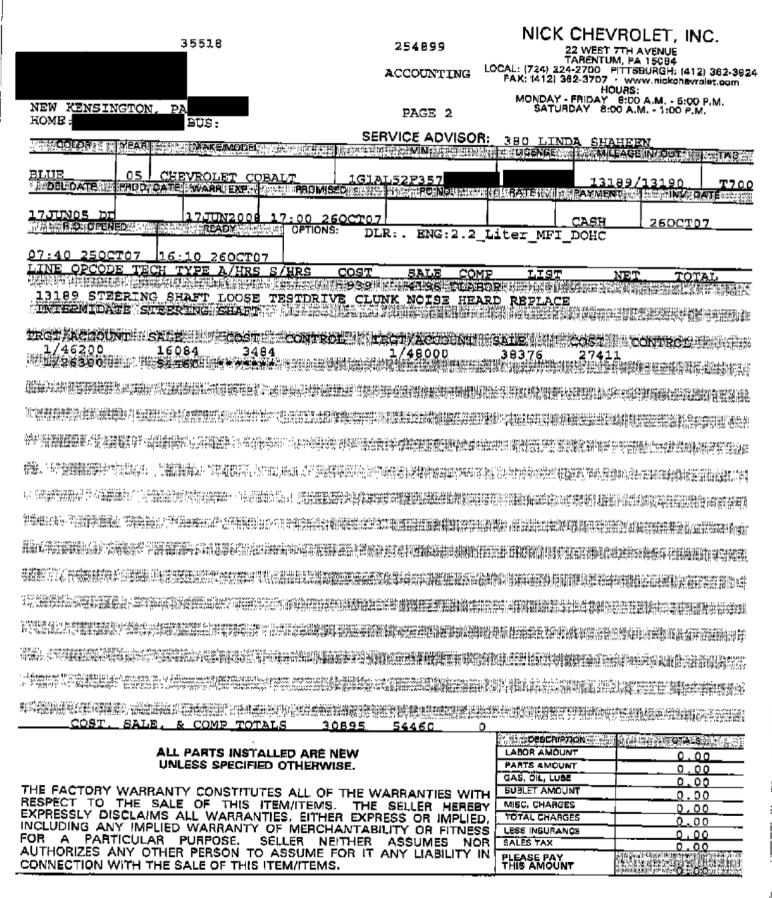
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	234073	TARENTUM, P	AVENUE A 15084 5BU/IGH: (412) 362-3924 www.nlokohavrolet.com
	ACCOUNTING LOCA	AX; (412) 362-3707 · w	nlokohevrolet.com
		MONDAY - FRIDAY 6:0	O A.M 5:00 P.M.
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THE FACTORY WARRANTY CONSTITUTES ALL OF	THE WARRANTIES WITH	SUBLET AMOUNT MISC. CHARGES	
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NICKCHEVROLET

09/10/2008 14:30 FAX 7248954150



09/10/2008 14:30 FAX 7248954150 NICKCHEVROLET Ø 004 CHEYROLET, INC. 254899 CUSTOMER #:35518 TARENTUM, PA 15084 WORKORDER LOCAL: (724) 224-2700 PITTSBURGH: (412) 362-3824 FAX: (412) 362-3707 - www.nickchevroiet.com PAGE 2 MOURS: MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M. NEW KENSTNOTON SATURDAY 8:00 A.M. - 1:00 P.M. HOME: SERVICE ADVISOR: 380 SHAHEEN, LINDA THE PROPERTY OF THE PER 13189/ T700 05 CHEVROLET COBALT 1G1AL52F357 HILDELION THE MILE 00 250CT07 OPTIONS: DL 17JUNOS DD 1. 7JUN2008 17:00 SEEADY SAMUELES ENG: 2.2 Liter MFI DOHC DLR: 250CT2007 07:40 CURRENT MILEAGE13189 BG12000 -12K SERVICE LUBE OIL FI QUEENING DE LA CONTRACTO DE LA CONTRACTO DE LA CONTRACTOR THE ABOVE SERVICE BE PERFORMED NOW THE OP CODE FLAT TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

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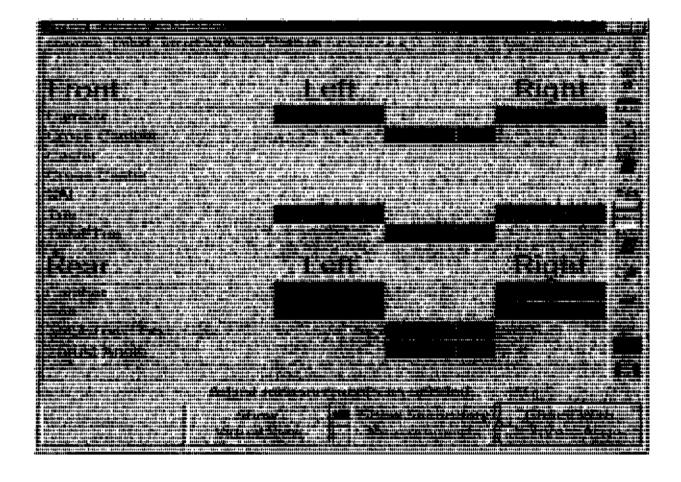
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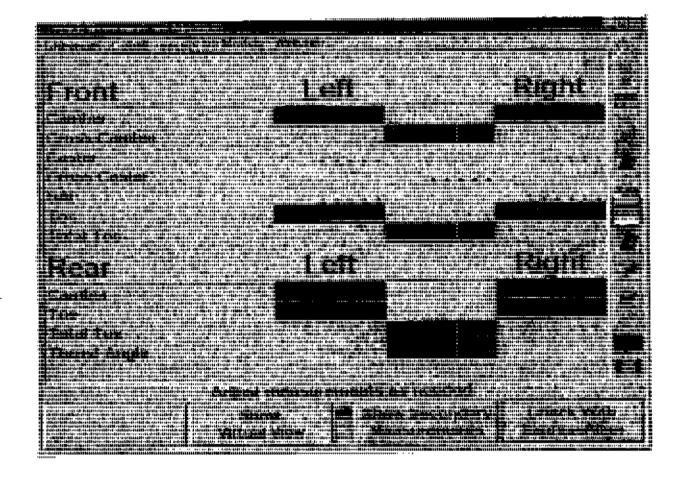
NICKCHEVROLET

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2005 COBALT 4-DOOR LS SEDAN 91U ARRIVAL BLUE METALLIC /L4G 14C GRAY ORDER NO. JCDQ4R/TRE STOCK NO.

VIN 1G1 AL52 F3 57

CHEVROLET MOTOR DIVISION GENERAL MOTORS CORPORATION 100 RENAISSANCE CENTER

DETROIT MI 48243-1114 VEHICLE INVOICE 1AD65070426

MODEL & FACTORY OPTIONS 1AL69 COBALT 4-DOOR LS SEDAN 15920.00 14885.20 INVOICE 05/11/05

MSRP INV AMT RETAIL - STOCK FE9 50-STATE EMISSIONS N/C N/C SHIPPED 05/11/05 L61 2.2L DOHC 4 CYL ENGINE 0.00 0.00 EXP I/T 05/15/05 MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE 850.00 765.00 INT COM 05/16/05 T43 REAR DECK-LID SPOILER 275.00 247.50 PRC EFF 05/11/05

KEYS G2106 G2106 WFP-F QTR OPT-1 BANK: GMAC - 004 CHG-TO 13-388

SHIP WT: 2804 HP: 18.4 GMS: 16026.35 SUPPLR: 16744.16 MRM: 17610.00 DAN: LSSDN MEMO 777.25

TOTAL MODEL & OPTIONS 17045.00 15897.70 ACT 231 15951.35 565.00 565.00 H/B 261 511.35 DESTINATION CHARGE LAM DEALER CONTRIBUTION 170.45 ADV 261 170.45 85.23 EXP 65A LAM GROUP CONTRIBUTION 85.23

TOTAL 17610.00 16718.38 PAY 310 16718.38

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 15968.23

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

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

REMIT TO GMAC NO. 004 VIN 1G1AL52F357 1AD65070426

DUE 05/16/05 DEALER 13-388

TOM CLARK CHEVROLET, INC.

Coversheet

Start Date: 9/9/08

SR #	71-634826540
CUSTOMER:	
VIN#:	1G1AL52F357
YEAR/MAKE/MODEL:	2005 Chevrolet Cobalt
STATE:	PA

FIRM NAME:	Kahn & Associates	
ATTORNEY:	Meredith Allie Gordon	
PH #: 216-621-6101	FAX #: 216-621-6006	

DEALER: NICK CHEVROLET, INC.	BAC # 113479
SVC MGR: Louie Prignon	PH # (724) 224-2700
Svc Docs Rec'd: 9/10/08	FAX #
AVM: Wong Ted	MBOX # 914055 8049
DATE AVM CALLED: 9/9	Sales Docs Rec'd:

2 nd DEALER: JEROME COSTA CHEVROLET CADILLAC	BAC # 189459
DIr no longer in business	

Acknowledgement Date - AVM	Acknowledgement	Acknowledgement	Acknowledgement	Date Rec'd Doc's
	Date - Svc Mgr	Date - Sales Mgr	Date - Atty	from Atty
9/9	9/9		9/9	

15-day deadline:	9/23/08
45-day deadline:	

ATE: TLE: N: THAKE:

SSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT

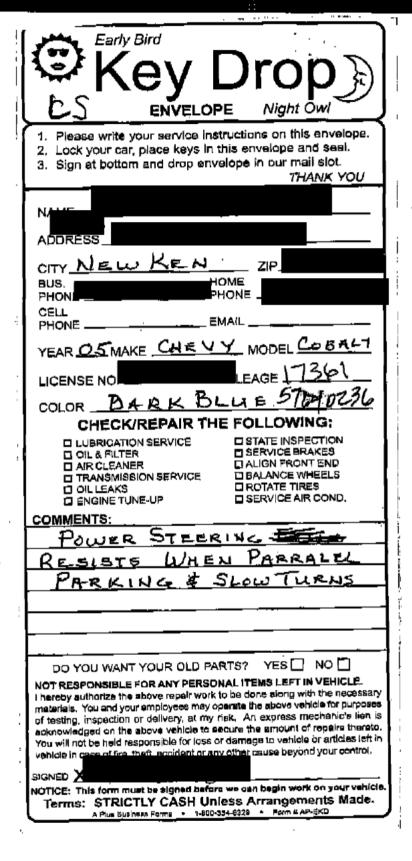
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NICK CHEVROLET BUICK PONTIAC GMC, INC.

262541 35518 22 WEST 7TH AVENUE TARENTUM, PA 15064 LOCAL: (724) 224-2700 · FAX: (724) 224-2907 ACCOUNTING www.nickchavroletgentlac.com HOURS: MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M. SATURDAY 8:00 A.M. - 1:00 P.M. NEW KENSTNOTON PAGE 1 HOME: BUS: LINDA SERVICE ADVISOR: 380 THE MAKE MODEL IN THE PROPERTY OF THE PROPERTY COLOR RRODNOATE WARRIER PROMISEDEN WEBSCHOOLSER WITH THE ROUND WESTER BUTCH AND WESTER WESTER WESTER WESTER WESTER S. DEL DATE 17:00 13JUN08 CASH 13JUN08<u> 17.JUN2008</u> ENG: 2.2 Liber MFI DOHC 1)48/48K GMPP R.O. OPENED READY MAJOR GUARD \$0 DED 6-17-09 #814669455 15:29 13JUN Q8 13JUN08 TOTAL COST SALE COMP LIST NET LINE OPCODE TECH TYPE A/HRS S/HRS Apoustoner states steering to hard though cours really etching in early to LOT TURNS LARING BELOT PORROR BETTER UNGGOOD ENCERTIGEN ON THE ROLL OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE 354 ZIMMERMAN, JUSTIN W LICH: 17361 CODE IN SYSTEM C0716- SYSTEM THERMAL ERROR TEMPERATURE HIGH-THIS IS A NORMAL CONSTITION NO REPAIR SEE ATTACHED BUILDING FOR CONDITION B. COSTOMER / STATES EXECUSION OF CONTINUE AND CONTINUE Bloo Lube Ignition Lock Cylinder TREEZ/ACCOUNT WEALENGER OF THE CONTROL OF THE CONTR ***** 1/22500 1911 - Charles - Market - Market Charles - Market - Market Charles - Market Charles - Market - M 1/22500 ٥ 。由于《李德斯斯学》中国的建筑的,与李德斯的特别的中央的原则的中央的使用的原理的原则的自己的原理的原理的原理的原则是不是一种原理的原理的原则是一种原理的原理的原理 。大人,他们一个人,我们就在第二十分的现在形式。1910年的最后,他们不会是一个人,他们就是一个人,他们也是一个人,我们们的一个人,我们们的一个人,他们就是一个人 COST, SALE, & COMP TOTALS TEST STORMUS LESS SECTION DESCRIBTION : LASOR AMOUNT 0.00 ALL PARTS INSTALLED ARE NEW PARTS AMOUNT ۵۵۔ Ω UNLESS SPECIFIED OTHERWISE. GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH MISC, CHARGES RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY 00 TOTAL CHARGES 0.00 EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS LESS INSURANCE 0.00 FOR A PARTICULAR PURPOSE, SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/!TEMS. SALES TAX 0.00 PLEASE PAY THIS AMOUNT

09/10/2008 14:47 FAX 7248954150



09/10/2008 14:44 FAX 7248954150 NICKCHEVROLET **⊠**1015 NICK CHEVROLET, INC. 35518 261577 22 WEST 7TH AVENUE TARENTUM, PA 15084 LDCAL: (724) 224-2700 PITTSBURGH: (412) 362-3824 FAX: (412) 362-3707 www.nickchavrolat.com ACCOUNTING HOURS: MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M. SATURDAY 8:00 A.M. - 1:00 P.M. NEW KENSINGTON PΑ PAGE 1 HOME: BUS: SERVICE ADVISOR: 380 LINDA SHAHEEN BLUE 05 CHEVROLET COBALT IGLAL52E257 16722/15722 T685 17JUN05 DD Carlos Composition of the Composition of 15MAY08 00 CASH 15MAY08 ACCUSSINGREADYS WAS SEEN OPTIONS: OPTIONS: ENG: 2.2 Liter MFI DOHC 1)48/48K GMPP MAJOR GUARD \$0 DED 6-17-09 #814669455 <u>07:</u>37 15MAY09 09:34 15MAY08 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET A CUSTOMER STREES DOORS WONT TONLOCK WHEN YOU PURSANTO PARK TOTAL Burgarati acat galaga baran kanan kana Burgarati acat kanan Bloo CHANGE SETTINGS ON MENU 0,00 0.00 0.00 muncusukun na kalenda k TRGT/ACCOUNT SALE COST CONTROL TRGT/ACCOUNT SALE COST CONTROL 12/48/0000 ,表中性的重要的表面,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我 第一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是一个人,我们就是 表现了完全的第三人称形式的一个目的。它所是是有关于1955年的1955年的1955年的1955年的1955年的1955年的1955年的1955年的1955年的1955年的1955年的1955年的1955年的1955年的19 COST SALE, & COMP TOTALS n 0 製造:::··OESCRIPORT!!!!! 習問乳器はははTOTAUS!!! ※ままむ LAGOR AMOUNT 0.00 ALL PARTS INSTALLED ARE NEW PARTS AMOUNT 0.00 UNLESS SPECIFIED OTHERWISE. GAS, OIL, LUBE 0,00 SUBLET AMOUNT THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH 00 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 MISC, CHARGES 0 . 00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN SELLER NEITHER ASSUMES NOR SALES TAX 0.00 PLEASE PAY CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

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CHEYROLET, INC. 261577 22 WEST 7TH AVENUE CUSTOMER #:35518 TARENTUM, PA 15084 LOCAL: (724) 224-2700 PITTSBURGH: WORKORDER PITTSBURGH; (412) 362-3924 FAX: (412) 362-3707 www.nickchevrolet.com HOURS: MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M. SATURDAY 8:00 A.M. - 1:00 P.M. PAGE 2 NEW KENSINGTON. PAHOME: SERVICE ADVISOR: 380 SHAHEEN LINDA BLUB 05 CHEVROLET COBALT 1G1AL52F357 16722/ T686 CASH 00 15MAY08 OPTIONS: EN TUN2008 17:00 7JUN2008 ENG: 2.2 Liter MFI DOHC 1)48/48K GMPP and elonored edica MAJOR GUARD 50 DED 6-17-09 #814669455 <u> 15MAY2008 07:37</u> CURRENT MILEAGE 15722 BG15000 - (15K SERVICE) LUBE OIL F THE ABOVE SERVICE BE PERFORMED NOW 是一种的主义,这一种是一种,我们是一种的主义,是一种,我们就是一种的一种,我们就是一种的一种,我们就是一种的一种,我们就是一种的一种,我们就是一种的一种,我们就 | Partic | FLAT TECH. LINE OP CODE 的成型器 经基础逻辑 的复数美国电影型 医多面 经基本工程 這級影響制度影響電腦用作時期的發展時期的可以不同的影響時期的影響時間影響的影響的影響的影響的影響的影響的影響的 R. SIDE L. FRONT R, FRONT □ 4, 1/4 REAR LERONT NOTICED BODY DAMAGE: CREDIT CARD WHEELE F MEMO 7257 CASH CHECK ÆF 7 PRELIMINARY COTIMATE # ŘΑ AUTHORIZED BY X

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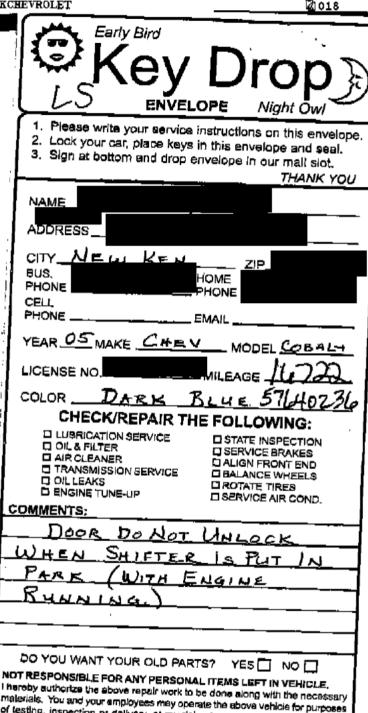
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NICKCHEVROLET

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I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection or delivery, at my risk. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire that o beyond your control.

SIGNED 🗶

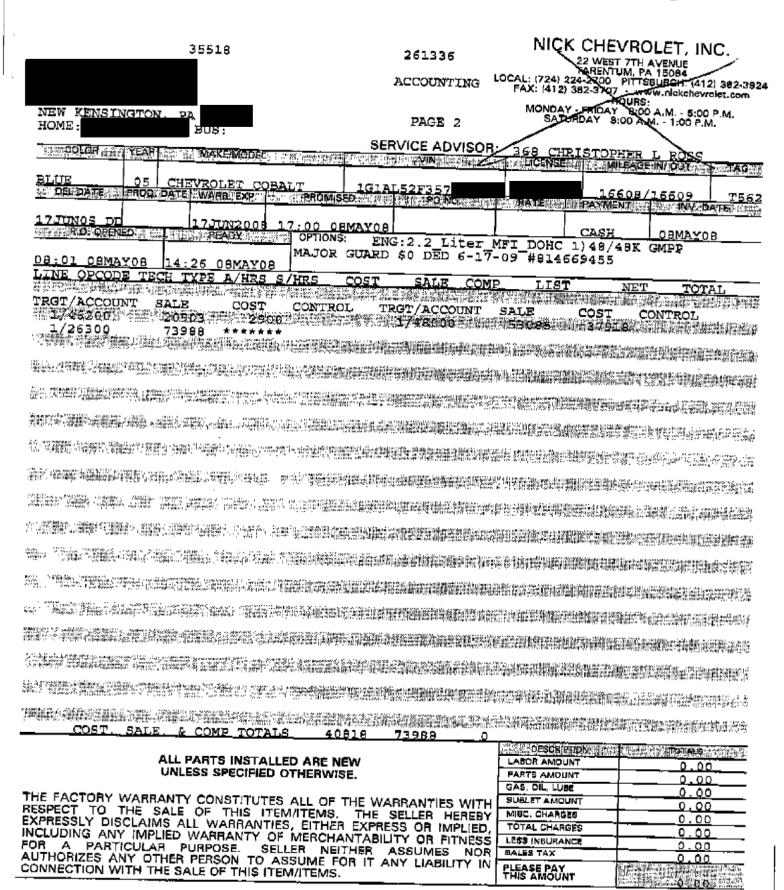
NOTICE: This form must be signed before we can begin work on your vehicle. Terms: STRICTLY CASH Unless Arrangements Made. A Plus Business Forms - 1-800-034-5329 - Form # AP-EKD

09/10/2008 14:42 FAX 7248954150

35510	261336	22 WEST	ROLET, INC.
	ACCOUNTING	LOCAL: (724) 224-2700 F FAX: (412) 362-3707	M, PA 15084 PITT9BURGH: (412) 382-3824 ' www.nickehevoler.com
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NICKCHEVROLET



NICKCHEVROLET

CUSTOMER #:35518	NICK CHEVROLET, INC.
	WORKORDER 22 WEST 7TH AVENUE
NEW KENSINGTON PA	PAGE 2 FAX: (412) 362-3707 • www.nickchevrolet.ppm
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I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection or delivery, at my risk. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs thereto. You will not be hold responsible for loss or damage to vehicle or articles left in accident or any other cause beyond your control.

SIGNED

NOTICE: This form must be signed parore we can begin work on your vehicle. Terms: STRICTLY CASH Unless Arrangements Made.

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NICKCHEVROLET

2013

Work Order ID

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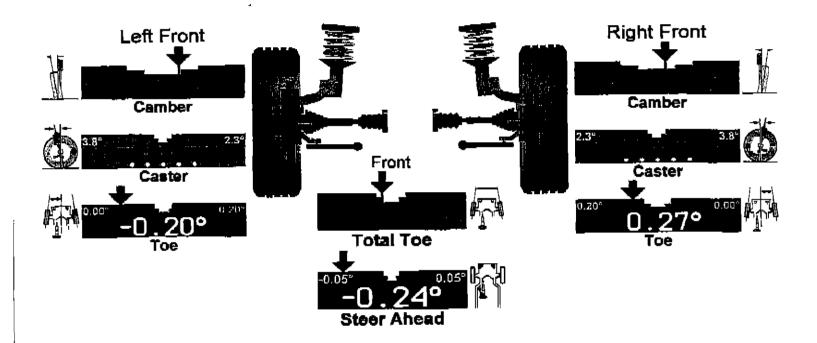
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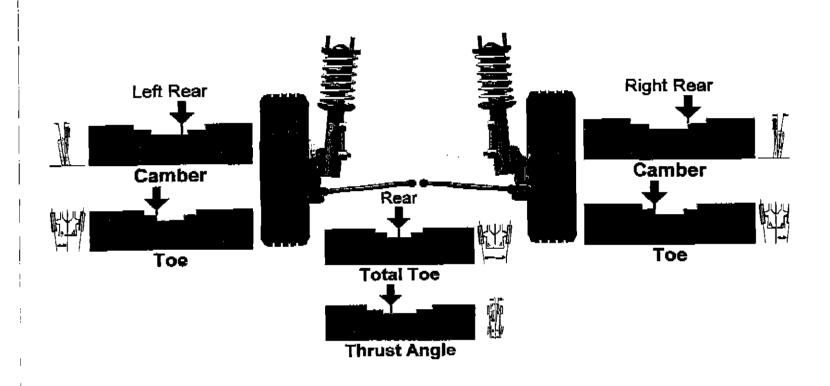
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Chevrolet : Cobalt ; except SS Models : 2005-06
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NICKCHEVROLET

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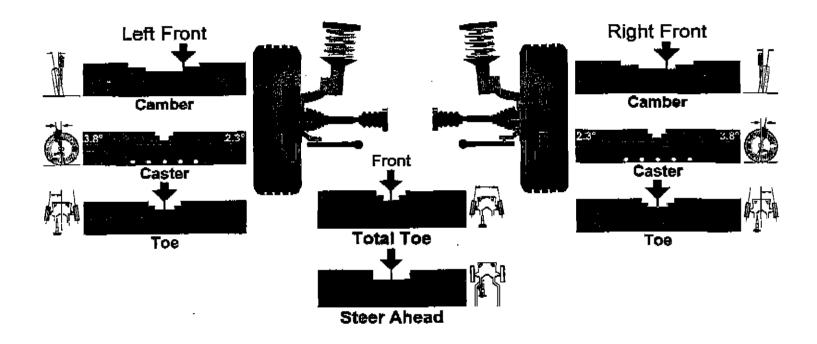
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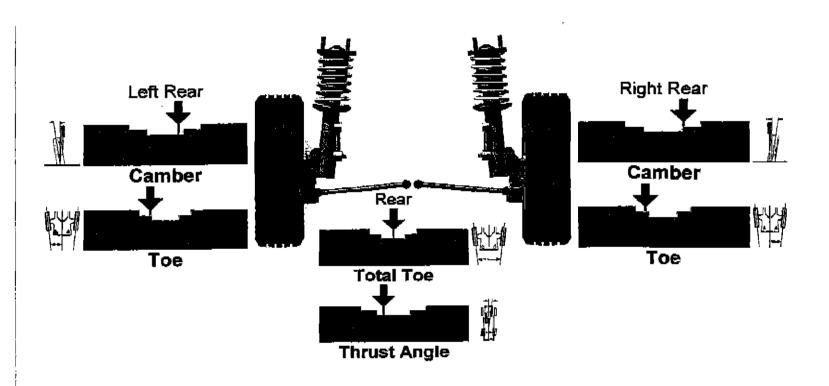
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Chevrolet : Cobalt : except 88 Models : 2005-06





35518	260794	NICK CHE	/ROLET, INC.
	ACCOUNTING L	OCAL: (724) 224-2700 FAX: (412) 362-3707	IM, PA 15084 PITTSBURGH: (412) 352-392 · Www.nickchevrolet.gom
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09/10/2008 14:39 FAX 7248954150 NICKCHEVROLET **2**1002 NISK CHEVROLET, 22 WEST 7TH AVENUE TARENTUM, PA 15084 260794 35518 LOCAL: (724) 224-2780 PTT SBURGH: (412) 362-3924 FAX: (412) 382-3707 www.niokchevrolet.com ACCOUNTING MONDAY - FRIDAY 8:00 A AY 8:00 A.M. - 5:00 P.M. 8:00 A.M. - 1:00 P.M. PAGE 2 NEW KENSINGTON, PA BUS: HOME: 368 CHRISTOPHER L ROSS SERVICE ADVISOR: 性,如此的**用的有效的现在分词,但是**是一个 THE COURTEST PREADER. AND DESCRIPTION OF THE PROPERTY OF THE P BLUE 05 CHEVROLET COBALT 1G1AL52F357 16333/16334 T304 23APR08 CASH 17JUNO5 DE 17JUN2008 WAIT 23APR08 ENG:2.2_Liter_MFI_DOHC 1)48/49K GMPP OPTIONS: MAJOR GUARD \$0 DED 6-17-09 #814669455 10:02 23APR08 11:15 23APR08 LINE OPCODE TECH TYPE A/HRS S/HRS NET TOTAL LIST COST SALE COMP TAN TANK TANK DESTREADER DE LEGERO D CMC 0.00 THE PROPERTY WELL WAS TRANSPORTED TO SERVE WAS TRGT/ACCOUNT SALE COST CONTROL TRGT/ACCOUNT SALE COST CONTROL

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CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

260794 CUSTOMER #:35518 WORKORDER

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09/10/2008 14:41 FAX 7248954150

NICKCHEVROLET





Nick Chevrolet / Nick Pontiac

<u>Customer</u>

Name:	HVTH	
Home Phone:	Work Phone:	
Cell Phone	Time Promised:	
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Authorization for Repairs

I hereby authorize the repair work herein ser forth to be done along with the excessary material and agree that you are not responsible for lor or damage to vehicle or articles loft in vehicle in case of fire, thefit or any other cause beyond your cantrol or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hamby grant you and/or your suppleyes permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics (in horeby schooledged on the above vehicle to secure the amount of repairs thereto. The designship is not responsible for damages from thesting due to lack of antifrence.

Customer Signature:

09/10/2008 14:33 FAX 7248954150

NICKCHEVROLET

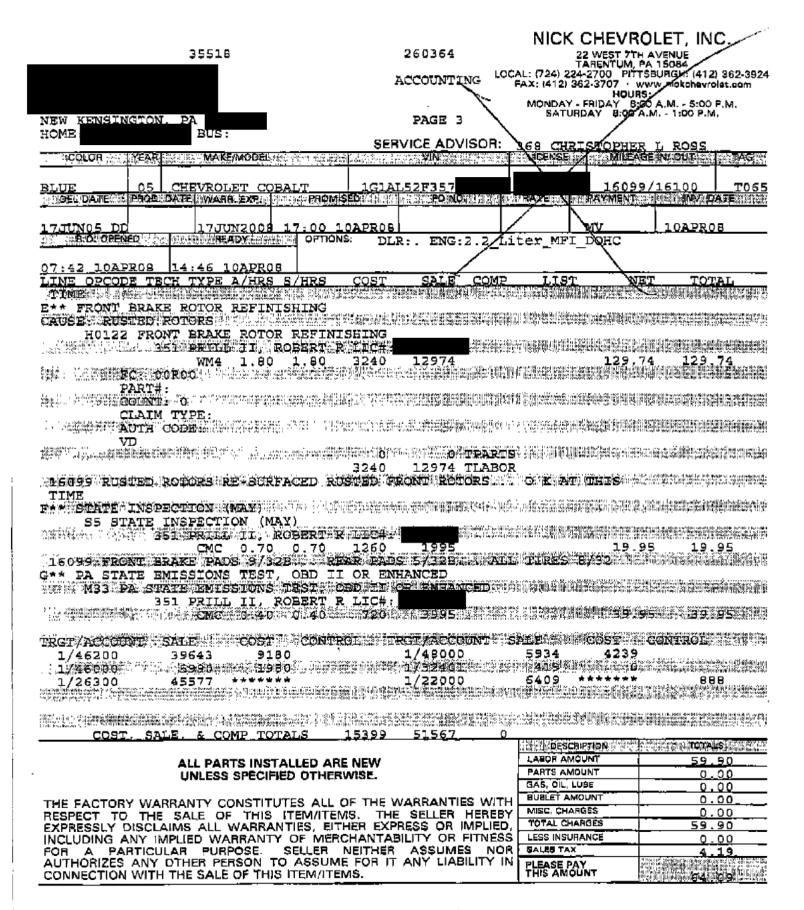
35518		260364	22 WEST	MOLET, INC.
	A	CCOUNTING LC	FAX: (412) 382-3707	M, PA 15084 ITTSBURGH: (412) 362-3924 - www.nickchevrolet.com
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FOR A PARTICULAR PURPOSE. SELLER NE	ITHER	ASSUMES NOP		Haling to the US (Sept.)
AUTHORIZES ANY OTHER PERSON TO ASSUME F CONNECTION WITH THE SALE OF THIS ITEM/ITEMS		MINT CIABILITY IN	PLEASE PAY THIS AMOUNT	

35518	260364	NICK CHEVROLET, INC.
	LOCA	TARENTUM, PA 15084 L: (724) 224-2700 PITTSBURGH: (41 <i>2</i>) 362-3924
	ACCOUNTING	AX: (412) 362-3707 www.nickohevrolet.com HOURS:
NEW KENSINGTON, PA	PAGE 2	MONDAY - FRIDAY 8:00 A.M 5:00 P.M. SATURDAY 8:00 A.M 1:00 P.M.
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RESPECT TO THE SALE OF THIS ITEM/ITEM EXPRESSLY DISCLAIMS ALL WARRANTIES, EITH	IER EXPRESS OR IMPLIED.	TOTAL CHARGES
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AUTHORIZES ANY OTHER PERSON TO ASSUME CONNECTION WITH THE SALE OF THIS ITEM/ITEM	AS.	PLEASE PAY THIS AMOUNT

09/10/2008 14:33 FAX 7248954150

NICKCHEVROLET

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260264 CUSTOMER #:35518 WORKORDER TARENTUM, PA 15084 LOCAL: (724) 224-2700 PITTSBURGH: (412) 362-3924 FAX: (412) 362-3707 www.nickchevrolet.com PAGE 2 HOUR5: NEW KENSINGTON, PA MONDAY - FRIDAY 8:00 A.M. - 6:00 P.M. SATURDAY 8:00 A.M. - 1:00 P.M. HOME: BUS: SERVICE ADVISOR: 368 OR: 368 ROSS, CHRISTOPHER L THE PROPERTY OF THE PROPERTY O TAC OS CHEVROLET COBALT 1G1AL52F357 16099/1444 7JUNDE 17:00 10APR08 Dΰ 7JUN2008 - HOROGORENSED (MINIS) HOLERONG BURNEAU COMPANY OPTIONS: DLR: ENG:2.2 Liter MFI DOHC 10APR2008 07:4 CURRENT MILEAGE16099 BG15000 - (15K SERVICE) LUBE OIL F Proeducing the Company of the Compan THE ABOVE SERVICE BE PERFORMED NOW English Link And The Link of the Control of the Con Descriptions/instructions FLAT TECH. TYPE LINE OF CODE. CHECK STATES WITH THE TANK THE şədilibə in a litherdiğidi An Bahedrayev IICIH-II PEELING Self Biografia - Alta terra i i cabia 毕为"明果"。"明明"的《阿斯·阿斯·阿斯·斯斯·斯·斯·斯 L. FRONT R. FRONT NOTICED BODY DAMAGE: FRONT A. SIDE **WHEELS** AND COMPANY OF THE PARTY OF THE CHECK ☐ CASH PRINCIPLE OF THE PRINCIPLE OF SP
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OR IMPUED, MIGLUDING ANY IMPUED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE, AND THE SELLER METHER ASSUMES NOR AUTHORISE ANY OTHER PERSON
TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE BALLE OF THIS FERMINISM. AUTHORISED BY IN REVISED DATE TIME TEYIDOD TEYIMATE (2) TO ASSUME POR IT ANY LIABILITY IN CONNECTION WITH TO be done clong with the necessary material and agree their surroute the report work herein set form to be done clong with the necessary material and agree their your processor work herein set form to be well-be or prices and their processor reports of the state of delays in parts of delays in parts of delays in parts and delays in parts and delays in parts and parts of the supplier of transporter. I hereby grant you and/or your employers partisetion to operate the volicity flywing described on elessis, highways or discussed to the parts of touting and/or inspection. An express mechanic's lian is nevery seknowledged on above valide to source the amount of regular thereto. REVISED THAIGHT ACK сивтомја видиачиј COPY

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E 3 5 5 1 1.1 bushing out of arms Replace bushings

B 4281 3 Curt States brown peeling from Lf- Defront

B 4281 3 mails due hould Replace both hundle

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NICKCHEVROLET

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- Commercial States

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	<u> </u>	254	ON

09/10/2008 14:35 FAX 7248954150



ENVELOPE Night Owl
Please write your service instructions on this envelope. Lock your car, place keys in this envelope and seal. Sign at bottom and drop envelope in our mail slot. THANK YOU
NAME AL CITY NEW KEN ZIP
BUS. HOME PHONE
YEAR 05 MAKE CHEN MODEL GODALT
CHECK/REPAIR THE FOLLOWING:
☐ LUBRICATION SERVICE ☐ STATE INSPECTION ☐ OIL & FILTER ☐ SERVICE BRAKES ☐ AIR CLEANER ☐ ALIGN FRONT END ☐ TRANSMISSION SERVICE ☐ BALANCE WHEELS ☐ OIL LEAKS ☐ ROTATE TIRES ☐ ENGINE TUNE-UP ☐ SERVICE AIR COND.
COMMENTS: DOOR HANDEES NOIDE ANTANAE MOUNT
STEERING RATTLE
DO YOU WANT YOUR OLD PARTS? YES NO NOT RESPONSIBLE FOR ANY PERSONAL ITEMS LEFT IN VEHICLE. I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection or delivery, at my risk. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in good of fire their accident account beyond your control. SIGNED X

Terms: STRICTLY CASH Unless Arrangements Made.

A Paus Business Forms 4 1-800-224-6928 - Form # AP-5KO

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NICKCHEVROLET

ADVISOR PARTS RO# TECH SUBTOTAL 260364 AUTHORIZED BY DATE TIME **GRAND TOTAL**

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After Cutting

After Cutting

After Replacement

After Replacement - a

09/10/2008 14:36 FAX 7248954150

NICKCHEVROLET

Ø017 Page 1 of 1

Document ID: 1389228

2005 Chevroler Cobait | Cobait, Pursuit (VIN A) Service Manual | Brakes | Disc Brakes | Specifications |

Document ID: 1389228

Disc Brake Component Specifications

	Specifica	tion
Application	Metric	English
ont Brakes J41/JM4 \/\dispress Brake Pad Liming Minimum Thickness	1.0 mm	0.039 in
Brake Pad Lining Thickness - New	12.0 mm	0.472 in
	256.00 mm	10.079 in
Brake Rotor Diameter Brake Rotor Discard Thickness*	22.0 mm	0.87 in
Brake Rotor Maximum Allowable Assembled Lateral	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
ront 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 	0.06 mm	0.002 in
Runout Brake Rotor Maximum Allowable Scoring	1,50 mm	0.059 ln
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 <u>In</u>
Brake Rotor Maximum Allowable Assembled Lateral	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 <u>l</u> n
Brake Rotor Minimum Allowable Thickness After	12,0 mm	0.472 in
Refinish 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 the imeet this specification. After refinishing the rotor, replace any rotor that does not meet the minimum thickness specification.



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NICKCHEVROLET

Ø 018

Work Order ID

Customer Number

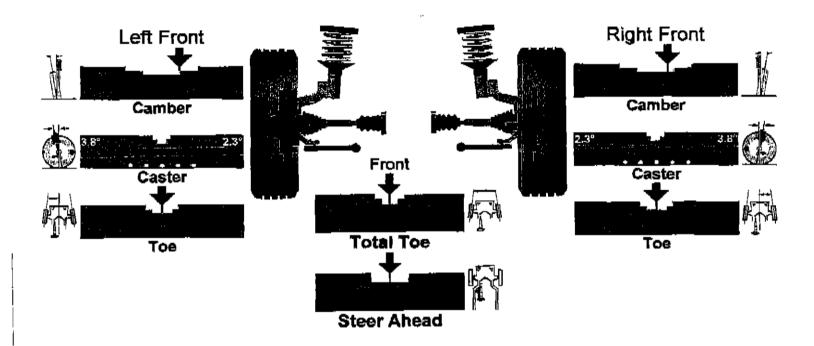
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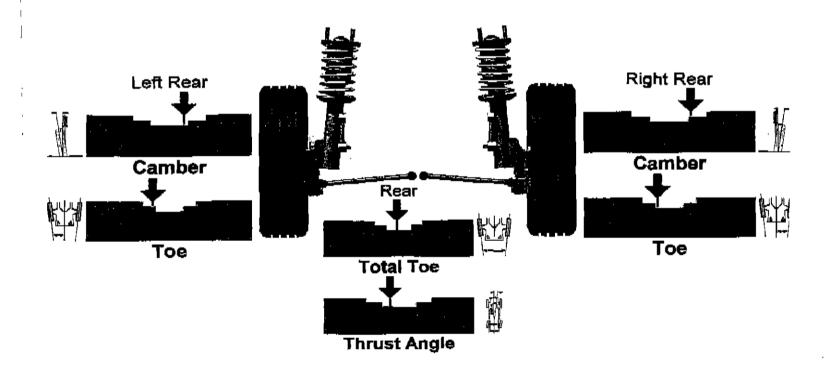
Time Printed

4/11/08 2:32 AM

Chevrolet : Cobalt : except SS Models : 2005-06

Current Messurements





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NICKCHEVROLET

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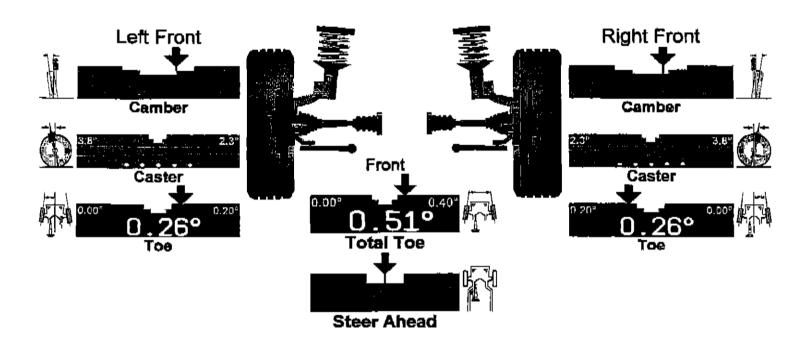
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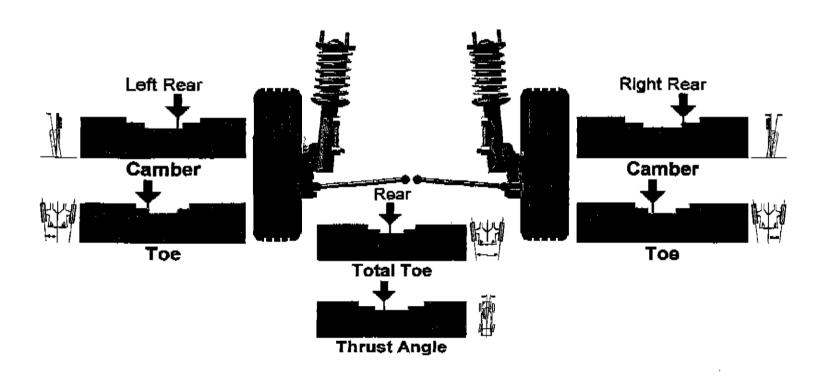
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Customer Number Time Printed

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Chevrolet : Cobalt ; except SS Models : 2005-06
Current Measurements





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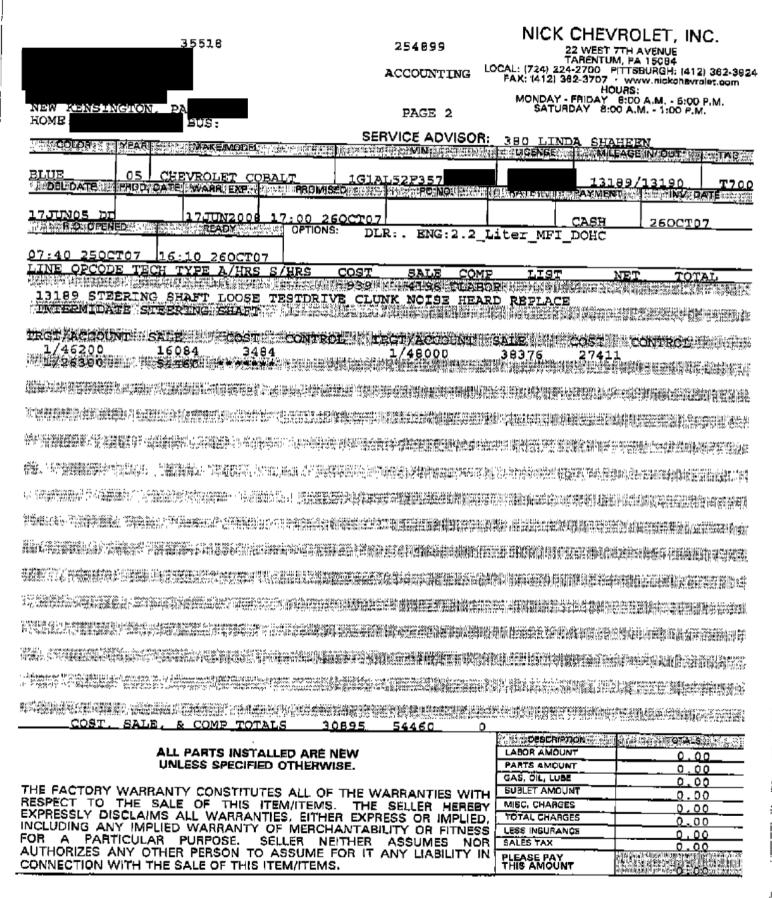
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		NICK CHEVRO	THE IND
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35518		22 WEST 7TH TARENTUM, P 1- (224) 224-2700 PITT	A 15084 SBURGH: (412) 362-3924
	ACCOUNTING LOCA	X; (412) 362-3707 W	SBURGH: (412) 362-3924 www.nickohevrolet.com
		MONDAY - FRIDAY 6:0	0 A.M 5:00 P.M. . M 1:00 P.M.
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ALL PARTS INSTALLED ARE NE	W.	LABOR AMOUNT	(1985) St. Street, 2005; St.
UNLESS SPECIFIED OTHERWIS		PARTS AMOUNT GAG, OIL, LUBE	
THE FACTORY WARRANTY CONSTITUTES ALL OF T	HE WARRANTIES WITH	SUBLET AMOUNT	
RESPECT TO THE SALE OF THIS ITEM/ITEMS.	THE SELLER HEREDY	MISC. CHARGES	
EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER INCLUDING ANY IMPLIED WARRANTY OF MERCHA	NTABILITY OR FITNESS	LESS INGURANCE	
FOR A PARTICULAR PURPOSE. SELLER NEIT AUTHORIZES ANY OTHER PERSON TO ASSUME FO	HER ASSUMES NOR	SALES TAX	
CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.		PLEASE PAY THIS AMOUNT	

NICKCHEVROLET

09/10/2008 14:30 FAX 7248954150

21003



09/10/2008 14:30 FAX 7248954150 NICKCHEVROLET Ø 004 CHEYROLET, INC. 254899 CUSTOMER #:35518 TARENTUM, PA 15084 WORKORDER LOCAL: (724) 224-2700 PITTSBURGH: (412) 362-3824 FAX: (412) 362-3707 - www.nickchevroiet.com PAGE 2 MOURS: MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M. NEW KENSINGTON, PA SATURDAY 8:00 A.M. - 1:00 P.M. HOME: BUS: SERVICE ADVISOR: 380 SHAHEEN, LINDA THE PROPERTY OF THE PER **《林森KEXM包型集中**列的副教育各级的直线 13189/ T700 05 CHEVROLET COBALT 1G1AL52F357 MALER STEINING MERCAND ENTRUM HILDELION THE MILE 00 250CT07 OPTIONS: DL 17JUNOS DD 1. 7JUN2008 17:00 READY SAME TO SEN ENG: 2.2 Liter MFI DOHC DLR: 250CT2007 07:40 HINNING HELD WELL THE COMMENDED TO SERVICE IN CURRENT MILEAGE13189 BG12000 -12K SERVICE LUBE OIL FI QUEENING DE LA CONTRACTO DE LA CONTRACTO DE LA CONTRACTOR THE ABOVE SERVICE BE PERFORMED NOW THE OP CODE FLAT TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

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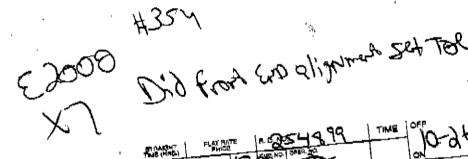
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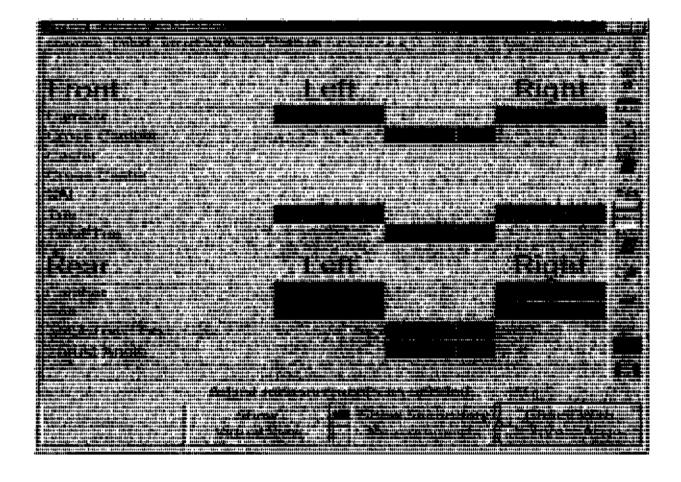
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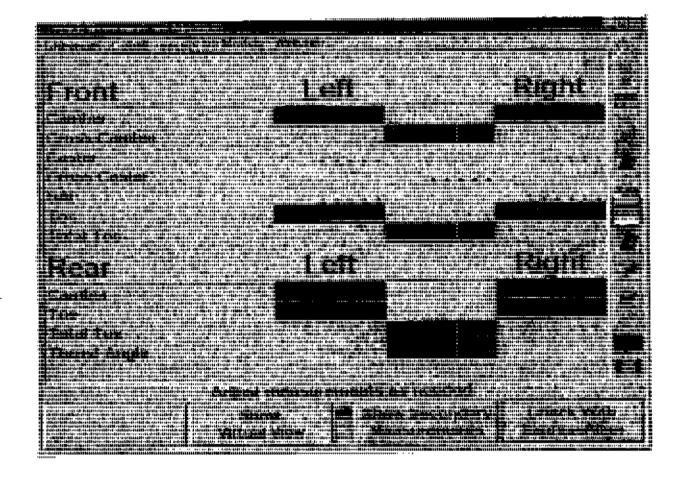
NICKCHEVROLET

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TA

RELEASE OF CLAIM

We,	(hereinafter referred to as "Releasor(s)"), on behalf of
myself/ourselves and my/our ass	igns, heirs and executors, in consideration of \$5,000 inclusive paid by
	eby release(s) and discharge(s) General Motors Corporation, its
subsidiaries, its authorized indep	endent dealers, any designers and suppliers of vehicles, parts and
components that are distributed b	by General Motors Corporation, and their respective agents and
employees from any and all clair	ns, causes of action, demands, damages, and claims for attorney's fees
and costs which directly or indire	ectly arise from, are related to, or are in any way associated with the
{purchase or lease}, repair, main	tenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet
Cobalt bearing Vehicle Identifica	ation Number 1G1AL52F357 "Subject Vehicle"), including but
not limited to any claims based o	n any alleged defects in the subject vehicle. This Release of Claim shall
not be construed to release any o	f the above named persons or entities from any liability regarding claims
	bility arising out of the use or operation of the Subject Vehicle after the
	Notwithstanding the above, General Motors Corporation agrees to
	manufacturer's express limited warranty and any applicable GM
Protection Plans which accompan	nied the sale of the subject vehicle. If Releasor(s) has/have initiated any
court, arbitration or other proceed	ding against General Motors Corporation, Releasor(s) immediately will
dismiss the proceeding with preju	idice.

The subject vehicle's mileage is 19, 400 on the date of the signing of this release.

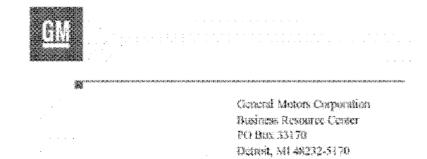
Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than 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: One 400 27, 20	⊅ 8
Claimant's Signature	/Claimant's Signature
Address	Address
Dewkensucaran PA	New Kensinston Pa
City, State, Zip Code	City, State, Zip Code
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STATE OF	
COUNTY OF LASTMORELATED	

by	in to (or affirmed) and subscribed before the this 2μ day of 2000 ,
	mah a Bion
	Signature of Notary Public
	MARK A. BATOHER
	Print, type or stamp Commissioned Name of Notary Public
	Personally Known OR Produced identification V- PA DRIVERS
	Type of identification A Devel's License
	My commission expires:
CC: File	COMMONWEALTH OF PENNSYLVANIA Notarial Seal Mark A. Bittcher, Notary Public City Of New Kensington, Westmoreland County My Commission Expires June 29, 2010 Member, Pannsylvania Association of Notarias
LG0024 V6302006	



VIA FAX ONLY

September 9, 2008

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

RE:

Service Request: 71-634826540

2005 Chevrolet Cobalt

Vehicle Identification Number: 1G1AL52F357

Customer Relationship Specialist: Ileana White

Dear Ms. Allie-Gordon:

This is to advise that General Motors is in receipt of the above referenced case dated September 4, 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

 ☐ Finance agreement

 ☐ Other: Release of lien information

 ☐ Buyer's agreement

General Motors Corporation ATTN: BRC Legal P.O. Box 33170 Detroit, MI 48232

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)
hereby authorize	
(Lien holder Nan	ne)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regardi	ng my loan account #(Account Number)
	(Account Number)
with	
(Lien holder Name)	
to General Motors Corporation, including loan payoff amount, and per diem inform	g but not limited to a complete payment history of my account, a ation.
Date	
VE	HICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V08012008	















Privileged and Confidential Information

CASE ASSESSMENT - LEGAL (NON SMALL CLAIMS)

By: Ileana White

State: PA

Customer Name: Service Request: 71-634826540 GM Legal File No.: n/a

Vehicle ID No.: 1G1AL52F357 Vehicle is: New at BAC Code: 189459 In Service Date: 6/17/2005

28 miles

Year, Make & Model: 2005 Chevrolet Cobalt

Lien holder: GMAC⊠

Was TAC contacted for this vehicle (Y/N)? : No

DVM requests involvement?: Purchase Price of Vehicle: \$ 16,715.91

Yes

☐ <u>Brake</u>	<u>s</u>	- 1	/EHIC	LE REPAIR HISTORY
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/10/08	260364	*	16099	Front brake rotor refinishing Rusted rotors Re-surfaced rusted front rotors ok at this time
Restra	aints			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/23/08	260794	*	16333	C/s seatbelt button fell off seat belt on driver side Both buttons broke Replaced seatbelt buttons on left and right seatbelts ok at this time.
Steeri	ng			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/25/07	254899	2	13189	C/s rattle noise applying brakes down a hill or when stopping Steering gear worn Test drive rattle noise heard on rough roads Replace steering hear Upon test drive found noise from steering shaft
				Steering shaft loose test drove clunk noise heard Replace intermediate steering shaft
4/23/08	260794	*	16333	C/s check rattle in front over bumps Ordered column assembly
5/8/08	261336	1	16608	C/s clunk noise in steering SOP Faulty column Replaced steering column and set toe for alignment ok at this time.
				Replaced steering column and set toe for alignment or at this time.
6/13/8	262541	1	17361	C/s steering is hard to turn gets really tight in parking lot turns Code in system C0716 – system thermal error temperature high – this is a normal condition on repair – see attached bulletin for condition
				C/s key is hard to put into ignition

Lube ignition lock cylinder

☐ <u>Transmission</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/18/06	79409	1	3315	C/s key doesn't get out of the ignition sometimes Found gear shifter binding (as per bulletin) Replace floor shift control assembly Per atty's doc's dirship closed down
5/8/08	261336	*	16608	C/s doors wont unlock when you put in park or when key turned off Worn shifter Replaced shifter ok at this time.
☐ Body/	<u>Trim</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/10/08	260364	*	16099	C/s drive door inside handle chrome peeling Chrome peeling Replaced left inside door handle ok at this time
				C/s pass side front door handle peeling Chrome peeling Replaced right inside door handle ok at this time
4/23/08	260794	1	16333	C/s antenna fell off clip missing —SOP Broken weld Replaced antenna base and mast ok at this time
☐ <u>Electri</u>	<u>cal</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/12/05	77042	1	1861	C/s program new remote Per atty doc's dirship closed down
5/15/08	261577	1	16722	C/s doors wont unlock when put into park Change settings on menu
☐ Suspe	<u>nsion</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/10/08	260364	1	16099	C/s check noise in steering while braking Loose control arm bushing Replaced control arm bushing ok at this time
				C/s bushings and/or shaft, front control arm lower left replace Loose bushing Replaced left control arm bushing ok at this time

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs: 3

Time period: Months 12/12,000 Miles If applicable, safety-related repairs: Safety-related time period: Months / Miles.

Does Lemon Law state nonconformity must continue to exist? Yes
Usage: Lesser of 10% of purchase price or .10 per mile for miles prior to 1st report.

Number of repair attempts in the presumption period: Total days out of service during the presumption period: Total days out of service during customer's ownership: PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager
PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)
PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION
Concern: 71-627216330 Doors won't unlock/ Body-Door No Symptom Indicated. Date & Offer/Result: 05/13/08 No goodwill offered
Concern: Date & Offer/Result:
Concern: Date & Offer/Result:
RECOMMENDATION
CRS recommends a cash offer of \$5,000 inclusive.

RATIONALE

Vehicle multiple repairs outside of the presumption period. Both the left and right side seatbelts had to be replaced, and replaced two control arm bushings. There were various other repairs during this period which were minor.

CRS FINAL OFFER:	DATE: 10/28/08	OFFER TO CUST: \$ ATTORNEY FEES: \$
		OR INCLUSIVE OFFER: \$5,000
PLAINTIFF'S FINAL DEMAND:	DATE:	AMOUNT TO CUST: \$
		ATTORNEY FEES: \$
		OR INCLUSIVE OFFER: \$
TEAM MANAGER APPROVING:	Da	ate:

.... W-9

(Rev. December 1995)

Request for Taxpayer Identification Number and Certification

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

Decement of the Treasury Treast Revenue Service

	Mame III, a IPINI Eccount or you changed your name, see &	beeing magnenoda ou bizõs 5"}					
ype	KAHUS ASSOCIATES; L.L.C.						
. –	Business name, if different from above, (See Specific Instructions on page 2.)						
5							
print							
프	Check abbroditate pox: Individual/Scie proprietor Corporation Parmership			Other F			
Please	Address (number, street, and apt. or,suite no.)			Requester's name and address (optional)			
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Purpose of Form.—A person who is required to file an information return, with the IRS must get your correct taxpayer pentification 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

arrangement (IFIA), and gi

provide your correct TIN.

Sign .

Use Form W-9 to give your correct TIN to the person requesting if (the requester) and, when applicable, to:

contributions you made to an IRA.

- Cently the TN you are giving is correct (or you are waiting for a number to be issued).
- Certify you are not subject to backup withholding, or
- 3. Claim exemption from backup withholding if you are an exempt payee.

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

What is Backup Withholding?—Persons making certain payments to you must withhold and pay to the IRS 31% of such payments under certain conditions. This is called "backup withholding." Payments that may be subject to backup withholding.

include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain, payments from lishing boat operators. Real estate transactions are not subject to backup withholding.

If you give the requester your correct Titl, make the proper certifications, and report all your taxable interest and dividence on your tax return, payments you receive will not be subject to backup withholding. Payments you receive will be subject to backup withholding if:

- 1. You do not furnish your TIN to the requester, or the re-
- 2. The IRS tells the requester that you furnished an incorrect TIN, or
- a. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
- A. You do not cartify to the requester that you are not subject to backup withholding under 3 above (for reportable interest and dividend accounts opened after 1963 only), or

5, You do not certify your TIN when required. See the Part III Instructions on page 2 for details.

Certain payees and payments are exempt from backup withholding. See the Part II Instructions and the separate instructions for the Requester of Form W-9.

Penalties

nds, you are not required to sign the Certification, but you must

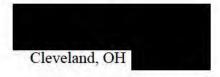
Date 🕩

Failure To Furnish TIN.—If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil Penalty for False information With Respect to Withholding.—If you make a table statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal Penalty for Palalfying Information.— Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs.—If the requester discloses or uses TINs.in violation of Federal law, the requester may be subject to civil and criminal penalties.



Service Request: 71-635395219

Customer Relationship Specialist: Janieve Cochrane

Dear

Thank you again for making us aware of the situation with your 2006 Chevrolet Cobalt. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center



Daniel Villela/Austin/GM1

04/09/2009 01:25 PM

To "William Perry" < wperry@thelemonlawyers.com>

cc bcc

Subject Re: Sierra Edwards

Mr. Perry,

Thank you for the response. Please be advised that as a result of the lawsuit filed, this case was assigned to me for further handling. As such, the file was set for a full re-evaluation. I have reviewed the case file, vehicle history, and all prior settlement negotiations. As all prior offers were rejected and/or expired, they are no longer valid nor necessarily used as a "starting point," so to speak.

Based on your email below, it does not appear the client is willing to accept the current proposed offer of \$5,500, inclusive. Thus, the file will be forwarded to GM's counsel for further handling in preparation for litigation. If the client changes her mind, please advise prior to end of business on Monday, 4/13/09. Thank you.

Regards,

Daniel Villela Legal Agent - BRC Legal Dept. Aditya Birla Minacs daniel_villela@gmexpert.com Phone: (800) 231-1841 ext. 21341 Fax: (866) 270-0207

"William Perry" < wperry@thelemonlawyers.com>



"William Perry"
<wperry@thelemonlawyers.
com>

To <daniel_villela@gmexpert.com>

CC

04/09/2009 12:32 PM

Subject Sierra Edwards

Dear Mr. Villela:

I received your fax yesterday concerning claim and GM's settlement offer of \$5,500.00. You should know that GM has previously offered \$7,000.00 to settle this claim (see attached). The settlement offer. However, she has now given me authority to settle this matter for \$7,500, which is why I again contacted Gina Perez about this case.

Please advise if GM is willing to increase its offer to \$7,500. This case is currently pending in Cuyahoga County Common Please Court, Case No. CV 09 687723.

Thank You,

William F. Perry, Attorney at Law Perry & Associates Co., LPA 30867 Kilgour Drive Westlake, Ohio 44145

Phone: (440) 835-4503

Toll Free Phone: (888) 536-2889 (LEM-ATTY)

Fax: (440) 348-2359

Email: wperry@thelemonlawyers.com Web Site: www.thelemonlawyers.com

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Edwards_ Release 7K.doc



To "William Perry" <wperry@thelemonlawyers.com>@SITELCWEB

hc

Subject RE: Read: Sierra Edwards - 2006 Chevrolet Cobalt -

VIN: 1G1AK15F567

Good afternoon Mr. Perry,

Attached you will find our answer to your most recent demand. Thank you for your cooperation and attention to this matter, I look forward to hearing from you soon.





02-05-09 NFA Release Edwards.doc 02-05-09 NFA Edwards.doc

Gina M. Perez Legal Agent Aditya Birla Minacs

Phone: 1-866-790-5600 X 31269 / Fax: 1-866-233-2951 / Email:

gina_perez@gmexpert.com

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"William Perry" <wperry@thelemonlawyers.com>



"William Perry" <wperry@thelemonlawyer s.com> 01/28/2009 05:44 PM

To <gina_perez@gmexpert.com>

CC

Subject RE: Read: VIN: 1G1AK15F567 - 2006 Chevrolet Cobalt -- 4th follow up regarding

12/29/08 offer out.

Gina:

get her to accept \$9000, so please let me know if GM can increase its offer to that amount. Otherwise, I will have to file a Complaint in Cuyahoga County next week.

I appreciate your patience as well as your efforts to resolve this matter.

Best Regards,

William F. Perry, Esq.

From: gina_perez@gmexpert.com [mailto:gina_perez@gmexpert.com]

Sent: Tuesday, January 27, 2009 4:27 PM

To: wperry@thelemonlawyers.com

Subject: Re: Read: - 2006 Chevrolet Cobalt - VIN: 1G1AK15F567 4th follow up

regarding 12/29/08 offer out.

Importance: High

4th follow up regarding 12/29/08 offer out.

Good afternoon Mr. Perry,

I noticed that you opened my previous email but did not respond to it. do you have a counter to our last offer out that was made on 12/29/08? Last time we spoke was on 01/16/09 and you advised me that you had lost contact with Have you had any luck getting in contact with her yet? Please advise so that we may move forward with this case. Thank you for your cooperation and attention to this matter, I look forward to your response.

Gina M. Perez Legal Agent Aditya Birla Minacs

Phone: 1-866-790-5600 X 31269 / Fax: 1-866-233-2951 / Email:

gina_perez@gmexpert.com

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PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded.

"William Perry" <wperry@thelemonlawyers.com>

01/08/2009 10:46 AM

Your message

To: Wperry@thelemonlawyers.com

Subject: Fw: - 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

Sent: 1/8/2009 10:27 AM

was read on 1/8/2009 10:46 AM. Reporting-UA: FirmComputer; Microsoft Office Outlook,

Build 11.0.5510

Final-Recipient: rfc822; wperry@thelemonlawyers.com

Original-Message-ID:

<OFF2FA4356.7AED3B0E-ON85257538.0054D6BD-85257538.0054E3F9@qmexpert.com>

Disposition: manual-action/MDN-sent-automatically; displayed



Service of Process Transmittal

03/26/2009

CT Log Number 514633553

TO:

Timothy Sullivan

Taft Stettinius & Hollister LLP

1800 Star Bank Center, 425 Walnut Street Cincinnati, OH 45202-3957

RF:

Process Served in Ohio

FOR:

General Motors Corporation (Domestic State: DE)

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

TITLE OF ACTION:

Pltf. vs. General Motors Corp., Dft.

Name discrepancy noted.

DOCUMENT(S) SERVED:

Summons, Complaint, Jury Trial

COURT/AGENCY:

Cuyahoga County Common Pleas Court, OH Case # CV09687723

NATURE OF ACTION:

Product Liability Litigation - Lemon Law - Failure to correct and/or repair defects on a 2006 Chevrolet Cobalt, VIN: 1G1AK15F567 - Seeking a declaratory judgment that Dft.'s practices are unfair, deceptive and/or unconscionable

ON WHOM PROCESS WAS SERVED:

C T Corporation System, Cleveland, OH

DATE AND HOUR OF SERVICE:

By Certified Mail on 03/26/2009 postmarked on 03/25/2009

APPEARANCE OR ANSWER DUE:

None Specified

ATTORNEY(S) / SENDER(S):

William F. Perry & Assocs. Co., LPA

30867 Kilgour Drive Westlake, OH 44145 (440) 835-4503

ACTION ITEMS:

SOP Papers with Transmittal, via Fed Ex 2 Day, 790167567508

Fax Transmittal, Rosemarie Williams 313-665-7572

CC Recipient(s)

Rosemarie Williams, via Regular Mail

SIGNED: PER: ADDRESS: C T Corporation System

Debra Justice 1300 East 9th Street

Suite 1010

TELEPHONE:

Cleveland, OH 44114 216-621-4270

Page 1 of 1 / KW

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

IN THE COURT OF COMMON PLEAS CUYAHOGA COUNTY, OHIO

) Case No:
Cleveland, Ohio)
Plaintiff) Judge: JOHN P O'DONNELL
·) CV 09 687723
vs.)
GENERAL MOTORS CORP. c/o CT Corporation System 1300 E. 9 th Street, Suite 1010 Cleveland, Ohio 44114) COMPLAINT))) (Jury Demand Endorsed Hereon)
Defendant	į́
Now comes Plaintiff,	by and through undersigned counsel and
states as follows:	

COUNT 1 OHIO LEMON LAW

- Plaintiff, is an individual citizen and legal resident of Cuyahoga
 County in the State of Ohio (hereinafter referred to as "Plaintiff").
- Defendant, General Motors Corp., is a business corporation qualified to do and regularly conducting business in the State of Ohio, with its principal place of business located in Michigan and can be served at its local Agent listed above.

- On or about March 22, 2006, Plaintiff purchased a 2006 Chevrolet Cobalt, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 1G1AK15F567 (hereinafter the "vehicle").
- 4. The vehicle was purchased in the State of Ohio and is registered in Ohio.
- 5. The price of the vehicle and/or the total of payments is approximately \$18,500.00.
- Plaintiff presented the vehicle to Defendant's authorized dealers on many occasions and any repairs which were attempted (or not attempted) were insufficient and/or performed in an unworkmanlike manner
- 7. Plaintiff states that as a result of the ineffective repair attempts made by Defendant, through its authorized dealer(s), Plaintiff has lost all faith and confidence in the vehicle and defendant's actions have resulted in a substantial impairment of the use, value and/or safety of the vehicle.
- 8. As part of the consideration for the purchase of the above vehicle, Defendant issued to Plaintiff one or more written warranties and the warranty has ultimately failed of its essential purpose and/or has been breached by the Defendant.
- Plaintiff notified the Defendant and/or its Authorized Dealer(s) on one or more
 occasions that Plaintiff was revoking acceptance of the vehicle and requested the
 return of all funds paid toward the vehicle.
- 10. Section 1345.71 through Section 1345.77 of the Ohio Consumer Sales Practices Act is commonly known as, and will hereinafter be referred to as, the "Ohio Lemon Law."
- 11. Plaintiff is a "Consumer" as defined by R.C. § 1345.71(A).
- 12. Defendant is a "Manufacturer" as defined by R.C. § 1345(B).

- 13. Defendant provided an "Express Warranty" and a "Warranty" as defined by R.C. §1345.71 (C).
- 14. Plaintiff purchased or leased the vehicle from Defendant.
- 15. Plaintiff had the vehicle serviced at Defendant's "Authorized Dealer(s).
- 16. Plaintiff reported one or more "nonconformities," to the manufacturer, through its authorized dealer(s).
- 17. Defendant, through its authorized dealer(s), has been unable, unwilling and/or has refused to conform the motor vehicle to the express warranty by repairing one or more nonconformities within a reasonable number of attempts or a reasonable amount of time.
- 18. Plaintiff's vehicle satisfies one or more of the presumptions set forth in Section 1345.73.
- 19. Plaintiff has fully complied with Defendant's qualified Informal Dispute Resolution forum prior to filing this lawsuit, if required.

WHEREFORE, Plaintiff respectfully demands:

- 1. The "full purchase price" of the vehicle, collateral charges, finance charges, incidental and consequential damages;
- 2. Costs, including expert witness fees and reasonable attorney's fees; and
- 3. Such other relief as this court deems just and proper.

COUNT II MAGNUSON-MOSS FEDERAL TRADE COMMISSION ACT

- 20. Plaintiff re-alleges all of the previous allegations as if fully rewritten herein.
- 21. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301.
- 22. Defendant is a "Supplier" and a "Warrantor" as defined by 15 U.S.C.2301.
- 23. The vehicle is a "Consumer Product" as defined by 15 U.S.C. §2301.
- 24. One or more of the warranties given to Plaintiff by Defendant was a "Written Warranty" as defined by 15 U.S.C. §2301(6) and/or a "Service Contract" as defined by 15 USC 2301(8).
- 25. Defendant has been afforded a reasonable opportunity to cure the vehicle's nonconformities and has been unable or unwilling to do so by failing to repair one or more nonconformities within a reasonable number of attempts and/or a reasonable amount of time.
- 26. Plaintiff states that Defendant's actions or inactions constitute a breach or their written, express, and or implied warranty(ies).
- 27. As a direct and proximate result of Defendant's failure to comply with Defendant's express written and implied warranties and service contract, Plaintiff has and continues to suffer damages.
- 28. Pursuant to 15 U.S.C. §2310(d)(2), plaintiff seeks all Costs, including attorney's fees and expert witness fees.

WHEREFORE, Plaintiff respectfully demands Judgment in the following manner:

- 1. The full purchase price of the vehicle, collateral charges, finance charges, incidental and consequential damages;
- 2. Costs, including expert witness fees and reasonable attorney's fees; and
- 3. Such other relief as this court deems just and proper.

COUNT III OHIO UNIFORM COMMERCIAL CODE

- 29. Plaintiff hereby reavers all statements and allegations previously set forth as if fully rewritten herein.
- 30. The defects and nonconformities exhibited by the vehicle constitute a breach of contractual and statutory obligations of Defendant, including, but not limited to, the following:
 - a. Express Warranty
 - b. Implied Warranty of Merchantability; and
 - c. Implied Warranty of Fitness for a Particular Purpose.
- 31. At the time of delivery of the vehicle to Plaintiff and at all times subsequent thereto, Plaintiff has justifiably relied on Defendant's express and implied warranties, obligations and representations with regard to the vehicle.
- 32. At the time of delivery of the vehicle and at all times subsequent thereto,

 Defendant was aware that Plaintiff was relying on Defendant's express and
 implied warranties, obligations and representations with regard to the vehicle.
- 33. Plaintiff has incurred damage as a direct and proximate result of the Defendant's breach of warranty.

34. Plaintiff has incurred damage as a direct and proximate result of the failure of essential purpose of Defendant's express and implied warranties, obligations and representations with regard to the vehicle.

WHEREFORE, Plaintiff respectfully demands:

- 1. The full purchase price of the vehicle, collateral charges, finance charges, incidental and consequential damages;
- 2. Costs, including expert witness fees and reasonable attorney's fees; and
- 3. Such other relief as this court deems just and proper.

COUNT IV IMPLIED WARRANTY IN TORT

- 35. Plaintiff hereby re-alleges all statements and allegations previously set forth as if fully rewritten herein.
- 36. The defects and nonconformities exhibited by the vehicle constitute a breach of contractual, statutory and/or common law obligations of Defendant, including, but not limited to, the following:
 - a. Implied Warranty of Merchantability sounding in Tort; and
 - b. Implied Warranty of Fitness for a Particular Purpose sounding in Tort.
- 37. At the time delivery of the vehicle to Plaintiff and at all times subsequent thereto,
 Plaintiff has justifiably relied on Defendant's implied warranties, obligations and
 representations with regard to the vehicle.

- 38. At the time of delivery of the vehicle and at all times subsequent thereto,

 Defendant was aware that Plaintiff was relying on Defendant's implied

 warranties, obligations and representations with regard to the vehicle.
- 39. Plaintiff has incurred damage as a direct and proximate result of the Defendant's breach and failure to honor its implied warranties, obligations and representations with regard to the vehicle.

WHEREFORE, Plaintiff respectfully demands:

- 1. The full purchase price of the vehicle, collateral charges, finance charges, incidental and consequential damages;
- 2. Costs, including expert witness fees and reasonable attorney's fees; and
- 3. Such other relief as this court deems just and proper.

COUNT V OHIO CONSUMER SALES PRACTICES ACT

- 40. Plaintiff hereby re-alleges all statements and allegations previously set forth as if fully rewritten herein.
- 41. Section 1345.01 et seq. is commonly known as, and will hereinafter be referred to as, the "Ohio Consumer Sales Practices Act" or "CSPA."
- 42. Plaintiff is a "Person," as defined by R.C. § 1345.01(B).
- 43. Defendant is a "Supplier" and a "Person" as defined by R.C. § 1345.01 (C) & (B).
- 44. Plaintiff's purchase of the vehicle is a "Consumer Transaction" as defined by R.C. § 1345.01 (A).

- 45. In connection with said transaction, Defendant committed unfair, deceptive and/or unconscionable acts and practices in violation of R.C. § 1345.02 and R.C. § 1345.03.
- 46. Defendant's representation that the vehicle contained a valid warranty, which would cause effective warranty repairs to be made within a reasonable time and within the warranty period, was untrue.
- 47. Defendant's representation that the vehicle would have the natural benefits of being fit for its intended and ordinary purposes and was of merchantable quality in the industry, was untrue.
- 48. Defendant's representation that the vehicle was fit for ordinary purpose, was untrue.
- 49. Defendant's violation of the Ohio Lemon Law constitutes an unfair, deceptive and/or unconscionable sales practice.
- 50. In connection with said transaction, Defendant also committed acts and practices that have been declared to be unfair, deceptive or unconscionable by rules adopted pursuant to R.C. § 1345.05(B)(2), of the Ohio Attorney General and said acts and practices were committed after such rules were made available for public inspection pursuant to R.C. §1345.05(A)(3).
- 51. Defendant never disclosed any defects in connection with the sale of the vehicle, as required by O.A.C. 109:4-13-16 (B)(14).

- 52. Defendant, who had a legal obligation to Plaintiff under the written warranty, knowingly breached, avoided and/or attempted to avoid its obligations to the Plaintiff, which has been declared a violation of the CSPA in <u>Brown v. Spears</u>, No. 8897 (Muni, Franklin 1979); <u>Brown v. Lyons</u>, 322 N.E.2d 380 (CP, Hamilton 1974) and related cases.
- 53. Defendant knowingly exhibited a pattern of inefficiency, stalling and/or in competency with regard to its warranty repair work, which is behavior declared a violation in <u>Brown v. Lyons</u>, 332 N.E.2d 380 (CP Hamilton 1974); <u>Pearson v. Tom Harrigan Oldsmobile-Nissan, Inc.</u>, No 12411, 1991 WL 214228 (2d Dist. Ct. App., Montgomery, 1991); and <u>Brown v. Spears</u>, No. 8897 (Muni, Franklin 1979).
- 54. Defendant knowingly failed to honor its implied warranty of merchantability, which was declared a violation of the CSPA in <u>Brown v. Lyons</u>, 322 N.E.2d 380 (CP, Hamilton 1974).
- 55. Defendant knowingly refused to accept Plaintiff's revocation of acceptance of goods, which was declared to be a violation in Holsinger v. Krystal Klear Sales & Service, Inc. No. 91-CV-55 (CP, Meigs 1991) and Price v. Humphries Auto City, Inc., No. 7-89-CVE-243 (Muni, New Philadelphia 1990).
- 56. Defendant knowingly committed all of the above unfair, deceptive, and/or unconscionable acts and practices, and plaintiff has incurred damages as a result of defendant's actions and/or inaction.

WHEREFORE, Plaintiff respectfully demands:

- 1. Judgment against Defendant in an amount equal to three times Plaintiff's actual damages and/or the statutory minimum of \$200 for each additional unlawful act specified;
- 2. Costs, including expert witness fees and reasonable attorney's fees;
- 3. A declaratory judgment that Defendant's practices herein complained of are unfair, deceptive and/or unconscionable; and
- 4. Such other relief as this court deems just and proper.

Respectfully submitted,

WILLIAM F. PERRY & ASSOCS. CO., LPA

William F. Perry (ID# 0075943)

30867 Kilgour Drive Westlake, Ohio 44145

(440) 835-4503

(440) 348-2359 (fax)

wperry@the lemon lawyers.com

Attorney for Plaintiff

JURY TRIAL

A trial by jury in this action is hereby demanded on all issues except the determination of reasonable attorney's fees and costs and the determination of which damages shall be trebled, which are reserved for determination by the Court in the event that Plaintiff prevails at a trial on the merits.

WILLIAM F. PERRY & ASSOCS. CO., LPA

William F. Perry (ID# 0075943)

Attorney for Plaintiff

VIA FAX ONLY

June 24, 2008 Ms. Susan Smith LAKESHORE CHEVROLET 543 E 185TH ST

EUCLID, OH 44119-1671

RE:

Service Request: 71-635395219

2006 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK15F567

Customer Relationship Specialist: Kimberly Labut

Dear Ms. Susan Smith:

This is a letter of notification regarding a legal matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders, if applicable.

Please fax them to 866-255-3725. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

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

Sincerely,

General Motors Corporation

LG0040 V6302006













06/30/08 14:47:07

IDENTIFY INVOICE TO BE DISPLAYED

VIN: 1G1AK15F567			
OR			
INVOICE NO:			
OR			
SELLING SOURCE(#):	MDL YR(#):	ORDER NO:	

VEHICLE WAS PURGED ON 05/13/07 COMMAND ===> ____ PF01=HELP 03=PRV SCRN

P/W:

176134 BASS CHEVROLET, INC. CUSTOMER #:79396 4499 Northfield Road WORKORDER WARRENSVILLE HEIGHTS, OHIO 44128 Telephone (216) 475-4800 PAGE 2 www.basschevy.com CLEVELAND. HOME: BUS: SERVICE ADVISOR: 67 VACCARO, MEGHAN LICENS MILEAGE IN/ OUT TAG COLOR MAKE/MODEL YEAR CHEVROLET COBALT 23567/ T7181 BLACK 06 INV. DATE RATE PAYMENT DEL DATE PROD. DATE WARR EXP. PROMIS CASH WAITER 22MAR06 R.O. OPENED OPTIONS: DLR:28032 ENG:2.2 Liter MFI DOHC READY 12JUN2008 09:03 DESCRIPTIONS/INSTRUCTIONS TECH C/STATES THAT THE SERVICE AIR BAG LIGHT CAME ON ADVISE DISCLAIMER OF WARRANTIES - Any Warranties on the products sold herein are those made by the manufacturer of these products. Seller hereby expressly disclaims all warranties, either express or implicit, including any implied warranties or merchantability or fitness for a particular purpose (regarding any products or services provided, unless than sold products or services provided, unless than sold products or services provided, unless than sold products or services. ESTIMATE
UNDER ONIO LAW! YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF SEPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE in the event that you, the customer, I DO NOT REQUEST AN ESTIMATE WRITTEN ESTIMATE ORAL ESTIMATE otherwise indicated on the service repair order). This depletship neither assumes not authorizes any other person to assume for it any liability in connection with the sale of said products or services. This discislmer by REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE. DISCARD INITIAL the dealership in no way affects the terms or performance repair or service. manufacturer's werrenty. CUSTOMER'S AUTHORIZED ORIGINAL ESTIMATE ADDITIONS

Copyright 2000 ADF

SIGNATURE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

MASTER LARD DISCOVER VIEW CASH

AUTH TECHNICIAN COPY

authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, resessmbly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection.

I hereby suthorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of tire, that or any other cause beyond your control or for any delays caused by unavailability of parts or average to parts shipments by the supplier or transporter. I hereby graft you and/or your employees permission to agree the whicle herein described on streets, highways or alsowhere for the purpose of testing end/or inspetition. An express mechanic's lien is hereby acknowledged on above vehicle to accure the amount of repairs thereto. The deglerably is not responsible for damages from freezing due, to tack of antifreeze.

176134

BASS CHEVROLET, INC.

INVOICE

4499 Northfield Road WARRENISVILLE HEIGHTS, OHIO 44128 Telephone (216) 475-4800

DUPLICATE 1 PAGE 1

www.besschevv.com

HOME: BUS: SERVICE ADVISOR: 67 MEGHAIN VACCARO LICENSE MILEAGE IN / OUT TAG COLOR YEAR HER WARE MODE T7181 23567/23567 1G1AK15F567 BLACK CHEVROLET COBALT PAYMENT INV. DATE PO NO. FATE DEL DATE PRID DATE WARP EXP 12JUN08 WAIT 12JUN08 22MAR06 IS DLR:28032 ENG:2.2 Liter R.O. OPENED READY OPTIONS: 09:03 12JUN08 11:25 12JUN08 LIST NET TOTAL LINE OPCODE TECH TYPE HOURS A C/STATES THAT THE SERVICE AIR BAG LIGHT CAME ON ADVISE CAUSE: DAMAGED CONNECTOR N6624 WIRING AND/OR CONNECTOR OCCUPANT SAFETY REPAIR OR REPLACE (b/C)

FC: 6H PART#: COUNT: 0 CTAIN TYPE!

AUTH CODE: **NK**

CLEVELAND,

OH

TECH NOTED THAT CONNECTOR UNDER PASSENGER SEAT WAS DAMAGED CODES B0081 Pound- Possible sensing and diag. Module or Sensor Customer Declined REPAIR - RETURNING TO LAKESHORE CHEVROLET ********

YOU WILL RECEIVE A SURVEY FROM CHEVROLET Question #16 is the most important to our OVERALL SCORE. IF YOU LIKED THE SERVICE YOU RECEIVED WE WOULD APPRECIATE IT IF YOU COULD ANSWER QUESTION #16 "COMPLETLEY SATISFIED" IP YOU CANNOT ANSWER "COMPLETLEY SATISFIED" CONTACT ME DAVID KENNERLY 216-475-4800

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

the sale of run removems. In a Seffer haraby expressly disclaims all warranties wither express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither securities nor authorizes any other person to sesums for it any liability in connection with the sale of this Hamftoms.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\tema. The

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

DESCRIPTION

TOTALS

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED)

DATE

CUSTOMER SIGNATURE

BUS:

174848

BASS CHEVROLET, INC.

4499 Northfield Road

WARRENBVILLE HEIGHTS, OHIO 44128 Telephone (216) 475-4800

www.basschevy.com

INVOICE

DUPLICATE 1 PAGE 2

SERVICE ADVISOR: 36 KEN STRINMETZ

HOME: TAG MILEAGE IN / OUT LICENSE VIN MAKE/MODEL YEAR COLOR T3708 20959/20959 1G1AK15F567 CHEVROLET COBALT BLACK 06 INV. DATE PAYMENT RATE PO NO. PROMISED PROD DATE WARR EXP DEL DATE 23APR08 CASH WAIT 23APR08 22MAR06 IS DLR:28032 ENG:2.2 Liter MFI DOHC A O. OPENED READY OPTIONS: 07:55 17APR08 13:58 23APR08

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TOTAL \mathbf{NET} LIST

CLAHM TYPES AUTH CODE:

CLEVELAND, OH

B CUSTOMER STATES GARAGE COULD NOT RESET OIL LIPS

N100 RESET OIL LIFE

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YOU WILL RECRIVE A SURVEY FROM CHEVROLET QUESTION #16 IS THE MOST IMPORTANT TO OUR OVERALL SCORE, IF YOU LIKED THE SERVICE YOU RECEIVED WE WOULD APPRECIATE IT IF YOU COULD Anewer Question #16 "Completent Satisfied" IF YOU CANNOT ANSWER "COMPLETLEY SATISFIED" CONTACT ME DAVID KENNERLY 216-475-4800

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

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

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warrantias with respect to the sale of this iternitems. The Sellar heraby expressly disclaims all warrantiae wither expréss of implied. Including any implied warranty of merchantability or fitness for a particular purpose. Sellar naither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. item/items.

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0.00

CUSTOMER SIGNATURE

174848

BASS CHEVROLET, INC.

INVOICE

4499 Northfield Road WARRENSVILLE HEIGHTS, OHIO 44128 Telephone (216) 475-4800

DUPLICATE 1

www.basschevy.com

CLEVELAND,	OH		PAGE 1									
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General Motors Corporation Legal Staff

Facsimile (248) 267-4427 Telephone (512) 386-0750

March 27, 2009

Timothy Sullivan, Esq. Taft Stettinius & Hollister 1800 Star Bank Center 425 Walnut Street Cincinnati, OH 45202-3957

Dear Mr. Sullivan:

Re: GM Case No. 668959

v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible via email to the attention of Cortney Buechler, Legal Administrative Assistant, at cortney.buechler@gm.com.

This case is part of the Early Resolution Program. A representative from the Business Resource Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation is required on your part at this point. Rather, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer. However, I do not need a copy of the answer to the complaint.

If the case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. On all written communication, please be sure to include the GM Case Name and Case Number. Feel free to contact me by phone at (512) 386-0750 or Fax at (248) 267-4427 with any questions.

Sincerely,

Tamera Shultz Legal Coordinator

03-30-09A07:34 RCVD



Service of Process **Transmittal**

03/26/2009

CT Log Number 514633553

Rosemarie Williams TO:

General Motors Legal Staff 400 Renaissance Center, Mail Code 482-038-210

Detroit, MI 48265-4000

Process Served In Ohio RE:

FOR: General Motors Corporation (Domestic State: DE)

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

TITLE OF ACTION:

Pltf. vs. General Motors Corp., Dft.

Name discrepancy noted.

DOCUMENT(S) SERVED:

Summons, Complaint, Jury Trial

COURT/AGENCY:

Cuyahoga County Common Pleas Court, OH Case # CV09687723

NATURE OF ACTION:

Product Liability Litigation - Lemon Law - Failure to correct and/or repair defects on a 2006 Chevrolet Cobalt, VIN: 1G1AK15F567 - Seeking a declaratory judgment that Dft.'s practices are unfair, deceptive and/or unconscionable

ON WHOM PROCESS WAS SERVED:

C T Corporation System, Cleveland, OH

DATE AND HOUR OF SERVICE:

By Certified Mail on 03/26/2009 postmarked on 03/25/2009

APPEARANCE OR ANSWER DUE:

Mone specified 28 days after service, exclusive of the day of service

ATTORNEY(5) / SENDER(5):

William F. Perry William F. Perry & Assocs. Co., LPA 30867 Kilgour Drive Westlake, OH 44145 (440) 835-4503

ACTION ITEMS:

SOP Papers with Transmittal, via Fed Ex 2 Day

Image SOP Fax Transmittal, Rosemarie Williams 313-665-7572

CC Recipient(s)

Rosemarie Williams, via Regular Mail

SIGNED: PER: ADDRESS:

C T Corporation System Debra Justice 1300 East 9th Street

Suite 1010

TELEPHONE:

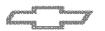
Cleveland, OH 44114 216-621-4270

ER- Tamera Shutz Taff Stetlinius Timothy Sculivan

CTWeb 3/26/09 4:39pm

Page 1 of 1 / KW

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













General Motors Business Resource Center

FAX

To: Mr. Carl Whelply

Company:

Fax: 4405859060

Phone:

From: Kimberly Labut

Fax: 866-255-3725

Phone: 866-790-5700 ext 41214

E-mail:

CC:

NOTES:

Please fax to 866-255-3725. Thank you.

This fax may contain proprietary, private and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system.

VIA FAX ONLY

June 24, 2008

Mr. Carl Whelply PAT O BRIEN CHEVROLET 2810 BISHOP RD WILLOUGHBY HILLS, OH 44092-2604

RE:

Service Request: 71-635395219

2006 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK15F567

Customer Relationship Specialist: Kimberly Labut

Dear Mr. Carl Whelply:

This is a letter of notification regarding a legal matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

Service and body shop repair orders, if applicable.

Please fax them to 866-255-3725. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

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

Sincerely,

General Motors Corporation

LG0040 V6302006









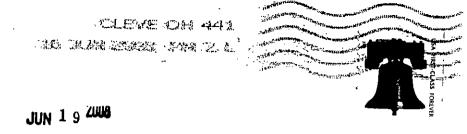






Perry & Associates

Attorneys at Law 30867 Kilgour Drive Westlake, Ohio 44145



Mattalandamathliallanathliadhadala

General Motors Corp. c/o MSX International Attn: BRC Legal 1919 Concept Drive Warren, MI 48091-6013 June 16, 2008

VIA FIRST CLASS US MAIL

General Motors Corp. c/o MSX International Attn: BRC Legal 1919 Concept Drive Warren, MI 48091-6013

Re: Revocation of Acceptance

Our Client:

Vehicle: 2006 Chevy Cobalt VIN: 1G1AK15F567

Current Mileage: 23,000 Our File No: 06 08 187

Dear Sir or Madam:

This office has been retained by regarding the above-referenced vehicle. Our client's vehicle has undergone repeated repair attempts for a number of defects and nonconformities. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and nonconformities include, but are not limited to, the following:

- Electrical System
- 2. Vibrations
- Overall Drivability
- 4. Any and all additional complaints actually made, whether contained on company invoices or otherwise.

These nonconformities substantially impair the use, value and safety of the subject vehicle as defined under the Ohio Lemon Law, the Magnuson-Moss Warranty Act and the Ohio Uniform Commercial Code. Furthermore, our client has lost confidence in this vehicle's integrity.

is revoking acceptance of the vehicle effective immediately. Our client has directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our client may return the vehicle and recoup these expenses. Please do not contact our client under any circumstances and direct all inquiries to our office.

If you wish to resolve this matter or discuss your position please contact this office as soon as possible. Depending on the circumstances, we may begin preparing an arbitration application immediately. If we do not hear anything from you and/or we receive an unfavorable decision from the arbitration panel or arbitration is unnecessary, we will begin preparing to file a formal legal proceeding in the near future.

With Regards,

William F. Perry

Attorney for

Until this matter is resolved, Ms. Edwards reserves the right to make appointments to have current and future defects repaired by any authorized dealer of the consumer's choice, especially while the vehicle remains under warranty.

WFP:vp Eucls



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VIA FAX ONLY

August 1, 2008

William Perry, Esq.
Perry & Associates
30867 Kilgour Dr
Westlake, OH 44145-6834

RE:

Service Request: 71-635395219

2006 Chevrolet Cobalt

Vehicle Identification Number: IG1AK15F567

Customer Relationship Specialist: Gina Perez

Dear Mr. Perry:

On 07/14/08 we communicated to you General Motors Corporation's offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors Corporation's offer. We ask that you discuss General Motors Corporation's offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

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

Sincerely,

General Motors Corporation

LG0047 V07092007



Ch. morat (20. 186. - Common 20. 20. 186.) Chasarasan Permanana Karatan PKN 1868 (NST 76) Chasarát, (48. 442/92-84/76)

VIA FAX ONLY

July 14, 2008

William Perry, Esq.
Perry & Associates
30867 Kilgour Dr
Westlake, OH 44145-6834

RE:

Service Request: 71-635395219

2006 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK15F567

Customer Relationship Specialist: Gina Perez

Dear Mr. Perry:

We regret that your client is dissatisfied with her 2006 Chevrolet Cobalt and that several attempts by the dealer to resolve the concerns have not met your client 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.

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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of \$3,000 inclusive of fees.

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 would retain the vehicle.

If this offer is acceptable to your client, please have your client 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 does 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.

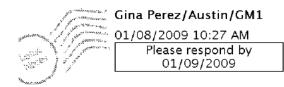
Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,	
General Motors Corporation	
cc: FILE	
L00044 V01032008	
Attach.	
Odometer	
Client's Signature	Client's Signature
Date	Date

RELEASE OF CLAIM

(hereinafter referred to as "Releasor"), on behalf of myself and my assigns, heirs and executors, in consideration of: \$3,000.00 inclusive of fees, paid by General Motors Corporation, hereby releases and discharges 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 lease, repair, maintenance, operation, alteration, or use of Releasor 2006 Chevrolet Cobalt bearing Vehicle Identification Number IG1AK15F567 ("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 has initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor immediately will dismiss the proceeding with prejudice. As consideration for the payment described above to be tendered in the form of one check: the first, in the amount of \$3,000.00, made payable to									
The subject vehicle's mileage iso	n the date of the signing of this release.								
Releasor has carefully read and understands this release. Releasor agrees and acknowledges that this Release constitutes the entire agreement between Releasor and General Motors Corporation, and Releasor is 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 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									

COUN	TY OF						-									
20	_	to (ed)	апд	subscribe	d bef	ore n	e this	;		day	of			,
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					Pers	onally Kn	owп_		_ 0	R Proc	duce	d ide	ntific	cation	1	
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CC: F	ile															
L60029 V630200	06															



To william perry

cc

bcc

Subject Fw: - 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

Good morning Mr. Perry,

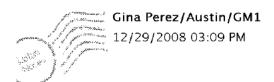
I am following up on our last offer out via telephone communication. Has given you an answer regarding out last offer to settle the matter for \$7,000 inclusive of attorney's fees? Please advise once you have received a response from regarding this offer. Thank you for your cooperation and attention to this matter, I look forward to your response.

Gina M. Perez Legal Agent Aditya Birla Minacs Phone: 1-866-790-5600 X 31269 / Fax: 1-866-233-2951 / Email: gina_perez@gmexpert.com

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Gina Perez/Austin/GM1



Good afternoon Mr. Perry,

Per our most recent phone conversation, we have an offer out on the table to settle the matter for \$7k inclusive of fees. Please advise once has had a chance to consider. Thank you for your cooperation and attention to this matter, I look forward to your response.

Respectfully submitted, Gina M. Perez Business Resource Center Minacs An Aditya Birla Group Company 1-866-790-5600 X 31269 (phone) 1-866-233-2951 (fax) gina_perez@gmexpert.com

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"William Perry" <wperry@thelemonlawyers.com>



"William Perry" <wperry@thelemonlawyer s.com> 12/19/2008 02:53 PM

1G1AK15F567

Gina:

My client is still considering the offer but has not told me if it is acceptable. I will call you next week with our answer

Thanks, WP

From: gina_perez@gmexpert.com [mailto:gina_perez@gmexpert.com]

Sent: Friday, December 19, 2008 12:03 PM

To: Wperry@thelemonlawyers.com

Subject: RE: - 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

Good morning Mr. Perry,

I recently left a message on your phone regarding our last offer out to settle the matter for \$6,500 inclusive of fees. Please advise on the status of the offer. Thank you for your cooperation and attention to this matter, I look forward to hearing from you soon.

Respectfully submitted, Gina M. Perez Business Resource Center Minacs An Aditya Birla Group Company 1-866-790-5600 X 31269 (phone) 1-866-233-2951 (fax) gina_perez@gmexpert.com

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Mr. Perry,

When I called the dealership on Thursday I did not receive an answer, and on Friday (12/12/08) I was out sick. I called Pat O'Brien Chevrolet today to get additional information on vehicle. I was told that she is 12,000 miles past her much needed oil change. I was also told that the tech who worked on her vehicle noticed that her transmission pan was dented and seeping. They notified her of the dent and seepage and asked if she would allow them to repair it and she declined. I was told that if this does not get fixed it could possibly blow her transmission. Please inform that other issues may arise since she declined work on

the transmission pan. It looks like Pat O'Brien only had the vehicle for one day. The noise in the front end that noticed, was found to be the result of a bad hub, so they replaced both stabilizer shaft links.

Seeing that the vehicle was out of service for 1 day, and seeing that the repair that was made was minor in nature. At this time, I would like to communicate a new offer of \$6,500 inclusive of attorney's fees paid to Please advise.

Respectfully submitted, Gina M. Perez Business Resource Center Minacs An Aditya Birla Group Company 1-866-790-5600 X 31269 (phone) 1-866-233-2951 (fax) gina_perez@gmexpert.com

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"William Perry" <wperry@thelemonlawyers.com>

12/12/2008 05:52 PM

Gina:

Were you able to speak with the dealership? At your earliest convenience let me know where we stand.	
Regards,	
William F. Perry, Esq.	

From: gina_perez@gmexpert.com [mailto:gina_perez@gmexpert.com]

Sent: Thursday, December 04, 2008 3:17 PM

To: wperry@thelemonlawyers.com

Subject: RE: - 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

Thank you for the information Mr. Perry. Depending on what issues and what repairs were made I can increase my offer. Let me get a hold of Pat O'Brien to see what went on and I'll forward some information to you today or tomorrow morning. Preferably today, however there's no telling how busy the dealer is, and that may delay the repair order from getting to me.

Respectfully submitted, Gina M. Perez Business Resource Center Minacs An Aditya Birla Group Company 1-866-790-5600 X 31269 (phone) 1-866-233-2951 (fax) gina_perez@gmexpert.com

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"William Perry" <wperry@thelemonlawyers.com>

Gina:

The dealer was Pat O'Brien Chevrolet, Willoughby Hills, OH,(440) 585-9300. Please let me know if GM will increase its offer based on this new information.

Sincerely,

William F. Perry, Esq.

From: gina_perez@gmexpert.com [mailto:gina_perez@gmexpert.com]

Sent: Thursday, December 04, 2008 1:54 PM

To: wperry@thelemonlawyers.com

Subject: RE: - 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

Unfortunately we do not feel that the issues that have risen warrant a repurchase. The vehicle was out of service for a total of 7 days in presumption with 3 repair attempts to a rattle in the front end of the vehicle that ceased to exist on 01/10/07. What dealership did

taking her vehicle to for repairs?

Respectfully submitted, Gina M. Perez Business Resource Center Minacs An Aditya Birla Group Company 1-866-790-5600 X 31269 (phone) 1-866-233-2951 (fax) gina_perez@gmexpert.com

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"William Perry" <wperry@thelemonlawyers.com>

12/04/2008 01:38 PM

Thanks, Gina, but I know she will need more to settle this claim. She had her Cobalt in again this week and is very frustrated. Is there no chance of a repurchase or replacement?

From: gina_perez@gmexpert.com [mailto:gina_perez@gmexpert.com]

Sent: Thursday, December 04, 2008 11:57 AM

To: wperry@thelemonlawyers.com

Subject: RE: - 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

I completely forgot that this vehicle already had a GMPP! We cannot offer GMPP's on vehicle's that already have a GMPP, nor can we extend the GMPP's coverage. Unfortunately we are going to have to retract the GMPP from the offer. At this time I would like to extend an offer of \$6,000 inclusive of fees to settle this matter. Please advise. Thank you for your cooperation and attention to this matter, I look forward to hearing from you soon.

Respectfully submitted, Gina M. Perez Business Resource Center Minacs An Aditya Birla Group Company 1-866-790-5600 X 31269 (phone) 1-866-233-2951 (fax) gina_perez@gmexpert.com

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"William Perry" <wperry@thelemonlawyers.com>

12/04/2008 11:46 AM

To < gina_perez@gmexpert.com>

cc

Does the GMPP kick in after the expiration of her current warranty? I believe she has an extended warranty already, so I don't know how much additional coverage she will actually be receiving with this offer

From: gina_perez@gmexpert.com [mailto:gina_perez@gmexpert.com]

Sent: Thursday, December 04, 2008 11:36 AM

To: wperry@thelemonlawyers.com

Subject: RE: - 2006 Chevrolet Cobalt - VIN: 1G1AK15F567 - 3rd REQUEST FOR

INFORMATION...

Mr. Perry,

Would accept a 36 Month / 45,000 miles GMPP Major Guard with a \$0.00 deductible in addition to our last offer out on 10/31/08? Attached you will find the same offer that was forwarded to you on 10/31/08. The GMPP covers the following components:

Engine, Transmission/Transaxle, Front/Rear Wheel-Drive Assemblies, Fuel System, Engine Cooling System, Heating and Vehicle Manufacturer-Installed Air Conditioning Systems, Electrical, Computer and Audio Systems, Braking System Components, Suspension (Front/Rear), Steering System, High-tech Components, Seals and Gaskets, and Safety Assemblies.

You informed me that milage was 23,881, is that still the same? If the mileage

changed, is the vehicle currently under or over 24,000 miles? Please advise. Thank you for your cooperation and attention to this matter, I look forward to hearing from you soon.

Respectfully submitted, Gina M. Perez Business Resource Center Minacs An Aditya Birla Group Company 1-866-790-5600 X 31269 (phone) 1-866-233-2951 (fax) gina_perez@gmexpert.com

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"William Perry" <wperry@thelemonlawyers.com>

11/17/2008 05:05 PM

To < gina_perez@gmexpert.com>
cc
SubjectRE: - 2006 Chevrolet Cobalt - VIN:
1G1AK15F567 - 3rd REQUEST FOR INFORMATION...

I will try to call you about this tomorrow (Tue.). I plan to inquire about the possibility of including an extended warranty. If GM will do so, I believe we can resolve this quickly.

Thanks, _WP

From: gina_perez@gmexpert.com [mailto:gina_perez@gmexpert.com]

Sent: Monday, November 17, 2008 11:02 AM

To: Wperry@thelemonlawyers.com

Subject: Re: 2006 Chevrolet Cobalt - VIN: 1G1AK15F567 - 3rd REQUEST FOR

INFORMATION...

Importance: High

Good morning Mr. Perry,

I am doing a follow up to our offer of October 31, 2008. Has had an opportunity to review our offer? If so, has she made a decision on whether or not to accept it? Should there be any questions, I can be reached via email or at the number provided below. Thank you for your cooperation and attention to this matter, I look forward to your response.

Respectfully submitted, Gina M. Perez Paralegal General Motors Business Resource Center Legal Department

7401 E. Ben White Blvd, Bldg 3
Austin, Texas 78741
1-866-790-5600 X 31269 (phone)
1-866-233-2951 (fax)
gina_perez@gmexpert.com
7:30 a.m. - 4:00 p.m. Central Standard Time

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Gina Perez/Austin/GM1

11/05/2008 02:21 PM

ToWilliam Perry
cc
Subject - 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

I am doing a follow up to our offer of October 31, 2008. Has had an opportunity to review our offer? If so, has she made a decision on whether or not to accept it? Attached below, you will find the same offer and release of claim that was forwarded to your office on 10/22/08. Should there be any questions, I can be reached via email or at the number provided below. Thank you for your cooperation and attention to this matter, I look forward to your response.

Respectfully submitted, Gina M. Perez Paralegal General Motors Business Resource Center Legal Department

7401 E. Ben White Blvd, Bldg 3
Austin, Texas 78741
1-866-790-5600 X 31269 (phone)
1-866-233-2951 (fax)
gina_perez@gmexpert.com
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Gina Perez/Austin/GM1

10/31/2008 09:57 AM

Good morning

We are in receipt of your counter to our October 15, 2008 offer. At this time we, General Motors, respectfully reject. Attached you will find for your review and consideration a proposed settlement offer and release of claim for the above referenced matter. If you have any questions or comments, please do not hesitate to contact me.

Thank you for your cooperation and attention to this matter, I look forward to your response.

Respectfully submitted, Gina M. Perez Paralegal General Motors Business Resource Center Legal Department

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Austin, Texas 78741
1-866-790-5600 X 31269 (phone)
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state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded.
"William Perry" <wperry@thelemonlawyers.com></wperry@thelemonlawyers.com>
10/28/2008 07:56 PM
^{To} <gina_perez@gmexpert.com> cc</gina_perez@gmexpert.com>
SubjectRE:
Gina:
I appreciate the second offer but it is not satisfactory to my client. I have authorization to settle this matter for \$8,500, inclusive. Please advise if this is acceptable.

Thank You,

William Perry

From: gina perez@gmexpert.com [mailto:gina perez@gmexpert.com]

Sent: Thursday, October 23, 2008 9:23 AM

To: Wperry@thelemonlawyers.com

Subject: Re: - 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

Good morning Mr. Perry, I am following up on the status of the offer below. Please advise.

Respectfully submitted, Gina M. Perez Paralegal General Motors Business Resource Center Legal Department

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Austin, Texas 78741
1-866-790-5600 X 31269 (phone)
1-866-233-2951 (fax)
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Gina Perez/Austin/GM1

10/15/2008 09:54 AM

ToWilliam F. Perry
cc
Subject - 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

Good morning Mr. Perry,
I have received your voice mail that informed me that this time we will continue with our negotiations.

On September 10, 2008, you forwarded to me, an counter offer to my 07/14/08 offer. At this time we, General Motors, respectfully reject. Attached you will find for your review and consideration a new proposed offer of settlement. Please review the offer and release with Ms. and inform me of her response. Thank you for your cooperation and attention to this matter, I look forward to hearing from you soon.

Respectfully submitted, Gina M. Perez Paralegal General Motors Business Resource Center Legal Department

7401 E. Ben White Blvd, Bldg 3 Austin, Texas 78741 1-866-790-5600 X 31269 (phone) 1-866-233-2951 (fax) gina_perez@gmexpert.com 7:30 a.m. - 4:00 p.m. Central Standard Time

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RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 06/30/08

PROCESSING SOURCE: BARS 14:45:01

VIN: 1G1AK15F567 SELLG SCE: __ MDL YR: __ ORD NO: ____ PAGE NO:

OTYPE: DLVY SS/SITE CD: ORDER FAN: ODATE:

DTYPE: SRVC TYPE: MILEAGE: DLVY FAN: DDATE:

ORDER BY: DLVY DOE:

CANC:

CANC DOE:

TRADE: DLVY TO:

TRD DOE:

SRVC IN:

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

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

VEHICLE WAS PURGED ON 05/13/07

COMMAND ===> ___

PF01=HELP 02=CURR INV 03=PRV SCRN PF07=PGUP 08=PGDN

PF09=CURR OPT 10=SPL INST 11=CURR ORD P/W:



To William F. Perry
cc
bcc
Subject Fw: 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

Good Morning Mr. Perry,

I noticed that you had sent us a counter offer to our \$3,000 inclusive offer that was resent to you on 08/01/08. At this time the above referenced file has been closed pending BBB. We received notice from our Alternative Dispute Resolution department that opened up a BBB case on 08/27/08. At this time we will hold off on negotiations until after the BBB case file is resolved. I will be in contact with Mr. Peltier, the ADR agent handling the matter, for further information. Thank you for your cooperation and attention to this matter.

Respectfully submitted, Gina M. Perez Paralegal General Motors Business Resource Center Legal Department

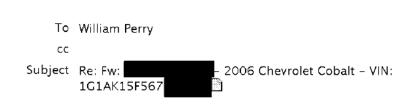
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7:00 a.m. - 3:30 p.m. Central Standard Time

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PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded.

Gina Perez/Austin/GM1





I am following up on my previous email below. I am doing a follow up of our last offer out on 07/14/08. To date I still have not received a response from you on whether or not the offer has been rejected/counter/accepted. Have you had a chance to review the offer with followed up on our 07/14/08 offer with a 10 day follow up letter on 07/25/08, and I still have not received a response. Attached you will find another 10 day letter dated today (08/01/08) for the above referenced matter. I have also attached our 07/14/08 offer of settlement and release of claim for your review and consideration. Please review the documents with Ms.

and inform me of her response. Thank you for your cooperation and attention to this matter, I look forward to hearing from you soon.







08-01-08 10 Day Letter-Edwards.doc 07-14-08 Offer #1-Edwards.doc 07-14-08 Release #1-Edwards.doc

Respectfully submitted, Gina M. Perez Paralegal General Motors Business Resource Center Legal Department

7401 E. Ben White Blvd, Bldg 3
Austin, Texas 78741
1-866-790-5600 X 31269 (phone)
1-866-233-2951 (fax)
gina_perez@gmexpert.com
7:00 a.m. - 3:30 p.m. Central Standard Time

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800–231–1841 so that our address record can be corrected. Thank you.

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Gina Perez/Austin/GM1



Gina Perez/Austin/GM1

07/25/2008 01:24 PM

To Wperry@thelemonlawyers.com

CC

Subject Fw: - 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

Good morning Mr. Perry,

I am doing another follow up of our last offer out which was sent to your office on 07/14/08. To date I still have not received a response on whether or not the offer has been rejected and countered or

accepted. Attached you will find the same offer and release of claim that was forwarded to your office on 07/14/08. Please review the documents with and inform me of her position. Thank you for your cooperation and attention to this matter, I look forward to your response.







07-25-08 10 day Letter-Edawrds.doc 07-14-08 Offer #1-Edwards.doc 07-14-08 Release #1-Edwards.doc

Respectfully submitted, Gina M. Perez Paralegal General Motors Business Resource Center Legal Department

7401 E. Ben White Blvd, Bldg 3 Austin, Texas 78741 1-866-790-5600 X 31269 (phone) 1-866-233-2951 (fax) gina_perez@gmexpert.com 7:00 a.m. - 3:30 p.m. Central Standard Time

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded.

VIA FAX ONLY

June 24, 2008

Mr. Carl Whelply
PAT O BRIEN CHEVROLET
2810 BISHOP RD
WILLOUGHBY HILLS, OH 44092-2604

RE:

Service Request: 71-635395219

2006 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK15F567

Customer Relationship Specialist: Kimberly Labut

Dear Mr. Carl Whelply:

This is a letter of notification regarding a legal matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

· Service and body shop repair orders, if applicable.

Please fax them to 866-255-3725. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

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

Sincerely,

General Motors Corporation

LG0040 V6302006















To kimberly_labut@gmexpert.com
cc
bcc
Subject Re: 1G1AK15F567 200
Chevrolet Cobalt 23567 6/12/08

Hi Kimberly,

"B", and I am not the DVM for Motorcars. I'm not sure who is.

Please call me if you have additional questions, or need my assistance.

Thanks for keeping me in the loop.

kimberly_labut@gmexpert.com

06/24/2008 04:58 PM

cc

To paul.aardal@gm.com

Subject 1G1AK15F567

2006 Chevrolet Cobalt 23567 6/12/08

Dear DVM Paul Aardal:

Hi, my name is Kimberly Labut. This email is to follow up on my voicemail regarding Service Request 71-635395219 for customer The customer's vehicle is a 2006 Chevrolet Cobalt w/about 23,567 miles as of 6/12/08. The customer has been working with:

LAKESHORE CHEVROLET in EUCLID,OH, PAT O'BRIEN CHEVROLET in WILLOUGHBY HILLS, OH and BASS CHEVROLET, INC. in WARRENSVILLE HEIGHTS, OH and MOTORCARS PONTIAC in CLEVELAND HEIGHTS, OH.

*Please verify that you are also the DVM for Motorcars.

Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program.

To make it easier for you to meet the 24 hour turnaround, please

review the following options and reply with your choice:

- A) I am familiar with this customer and vehicle and I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)
- B) I am not aware of this particular customer or vehicle. However, I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel.
- C) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement. If the settlement requires a Repurchase, I would like to re-engage in this case. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)
- D) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement including a Repurchase, if necessary. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)
- E) Unfortunately, I am not aware of this particular customer case and cannot provide any information related to this customer. In addition, I am not able to have any involvement with the case handling. Please resolve this case according to the Early Resolution program policies for case settlement including a Repurchase, if necessary.

Please reply with your choice of the above options within 24 hours. Your feedback will be documented and e-mail attached to our case and is an important step in our accurate and timely case resolution.

Thank you,

Kimberly Labut Email: Kimberly_Labut@gmexpert.com Phone 866-790-5700, ext. 41214

Kimberly Labut

BRC Legal Research Minacs, An Aditya Birla Group Company Phone 866-790-5700, ext. 41214 Fax 866-255-3725

Email: Kimberly_Labut@gmexpert.com

Website: www.minacs.com

Please consider the environment . Reduce, Reuse. Recycle

This email message may contain proprietary, private and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system.

VIA FAX ONLY

June 24, 2008 Mr. Gus Cherry LAKESHORE CHEVROLET 543 E 185TH ST EUCLID, OH 44119-1671

RE:

Service Request: 71-635395219

2006 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK15F567

Customer Relationship Specialist: Kimberly Labut

Dear Mr. Gus Cherry:

This is a letter of notification regarding a legal matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders, if applicable.

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

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

Sincerely,

General Motors Corporation

LG0040 V6302006



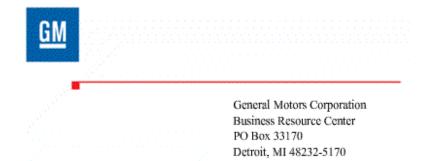












VIA FAX ONLY

April 18, 2009

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

Re:

v. General Motors Corporation

Service Request: 71-635395219

2006 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK15F567 Customer Relationship Specialist: Daniel Villela

Dear Mr. Johnson:

The above GM customer has filed a lawsuit and the lawsuit is being removed from the Early Resolution Program and is being sent to GM's local counsel for handling. Our records indicate that the prior DVM, Paul Aardal, was contacted while the case was in the Early Resolution Program. The customer has been to the following dealers for servicing thus far:

Pat O'Brien Chevrolet Bass Chevrolet, Inc. Motorcars Pontiac

GM's attorney now handling this case:

Timothy Sullivan (513) 381-2838 Taft Stettinius & Hollister

GM Legal Assistant involved:

Lora Hauswirth (313) 665-1436

Customer's attorney now handling the case:

William Perry, William F. Perry & Assocs. Co., LPA, (440) 835-4503

Please have the new DVM notify the dealerships listed above and any other dealers in the vicinity of the customer's address that this customer has filed a lawsuit against GM. Please have them tell the dealers to make sure that any necessary, future repair work is thoroughly documented. The DVM(s) / dealership(s)

should direct any documentation, repair orders and any other information particular about this customer and his/her vehicle to GM's attorney.

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

Thank you for your assistance.

Sincerely,

General Motors Corporation

cc: FILE LG0080 Rev. 7/09/2007



















Ch. market (22. juni 2 Common merce).
Chestatoria (12. market) (2. market)
ENN 1805 (23.1.76)
(Sectrola, 148. 442.72) (31.76)

VIA FAX ONLY

July 25, 2008

William Perry, Esq.
Perry & Associates
30867 Kilgour Dr
Westlake, OH 44145-6834

RE:

Service Request: 71-635395219

2006 Chevrolet Cobalt

Vehicle Identification Number: IG1AK15F567

Customer Relationship Specialist: Gina Perez

Dear Mr. Perry:

On 07/14/08 we communicated to you General Motors Corporation's offer to resolve the above-referenced matter. To date, we have not received a response from you or your client to this offer.

For your convenience, enclosed with this letter is another copy of General Motors Corporation's offer. We ask that you discuss General Motors Corporation's offer with your client at your earliest opportunity. If your client agrees with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client does not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

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

Sincerely,

General Motors Corporation

LG0047 V07092007



Ch. morat (no. 186) - Common noon.
Chaparagan Paragonna Karatan
ENA 1865 (NSTR)
Chaparagan AREA (NSTR)

VIA FAX ONLY

July 14, 2008

William Perry, Esq.
Perry & Associates
30867 Kilgour Dr
Westlake, OH 44145-6834

RE:

Service Request: 71-635395219

2006 Chevrolet Cobalt

Vehicle Identification Number: IG1AK15F567

Customer Relationship Specialist: Gina Perez

Dear Mr. Perry:

We regret that your client is dissatisfied with her 2006 Chevrolet Cobalt and that several attempts by the dealer to resolve the concerns have not met your client 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.

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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of \$3,000 inclusive of fees.

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 would retain the vehicle.

If this offer is acceptable to your client, please have your client 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 does 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	
L00044 V01032008	
Attach.	
Odometer	
Client's Signature	Client's Signature
Date	Date

RELEASE OF CLAIM

executors, in consideration of: \$3,000.00 inclusive of releases and discharges General Motors Corporation, any designers and suppliers of vehicles, parts and corferation, and their respective agents and employed demands, damages, and claims for attorney's fees and related to, or are in any way associated with the lease Releasor 2006 Chevrolet Cobalt bearing Vehicle Iden Vehicle"), including but not limited to any claims bas This Release of Claim shall not be construed to release any liability regarding claims of personal injury or prothe Subject Vehicle after the date of execution of this Motors Corporation agrees to honor the remaining terms and any applicable GM Protection Plans which accombas initiated any court, arbitration or other proceeding immediately will dismiss the proceeding with prejudical As consideration for the payment described above to	its subsidiaries, its authorized independent dealers, inponents that are distributed by General Motors less from any and all claims, causes of action, it costs which directly or indirectly arise from, are repair, maintenance, operation, alteration, or use of attification Number IG1AK15F567 ("Subject sed on any alleged defects in the subject vehicle, se any of the above named persons or entities from roducts liability arising out of the use or operation of release. Notwithstanding the above, General tim of the manufacturer's express limited warranty inpanied the sale of the subject vehicle. If Releasor gagainst General Motors Corporation, Releasor ice.
the amount of \$3,000.00, made payable to	& Associates.
The subject vehicle's mileage ison	the date of the signing of this release.
Releasor has carefully read and understands this release Release constitutes the entire agreement between Rel Releasor is not relying on any representations, promis release.	easor and General Motors Corporation, and
PLEASE READ CAREFULLY BEFORE YOU ARE SIGNIFYING THAT YOU HAVE RE. ITS TERMS.	SIGNING. BY SIGNING THIS RELEASE, AD IT, UNDERSTAND IT, AND AGREE TO
I agree to the terms of this Release of All C	laims
DATE SIGNED:	
Claimant's Signature	Claimant's Signature
Address	Address
City, State, Zip Code	City, State, Zip Code
STATE OF	

COUNT	Y OF				
	Swor <u>n to (or affirmed)</u> , by	and subscribed	before me	this	day of
					Signature of Notary Public
		Prin	it, type of sta	mp Commissio	oned Name of Notary Public
		Personally Kno	wn	OR Produce	d identification
		Type of identi	fication		
		My commissi	on expires: _		
CC: File	е				
ь60029 V6302006					

SR No.	71-635395219	Ref No.		Goodwill	No Goodwill Offered	BRC Type	Legal
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	Legal
Daytime #		Evening #		UCC	Restraints - (SIR) - Driver Front	Sub-Area	NISM
Address		City	Cleveland	Involved Dir	Lakeshore Chevrolet, Llc	Safety	Yes
State	OH Postal Cd	Con. Acct.		Source	White Mail	Updated	6/24/2008 02:07:05 PM
Serial #/VIN	1G1AK15F567	Model Year	2006	Priority	Esc to T2 - License # CHEVROL	Owner	
Make	Chevrolet	Warr. Start	03/22/2006	Status	Open	Opened	6/11/2008 08:31:04 PM
Model	Cobalt	Mileage	23,560	Sub-Status	Dissatisfied	Closed	
Abstract	BRC Legal ER NISM (OH)						

Contact Last Name		Contact Firs	Name	Account		BAC Code	Changed FROM: HAMET TO:
6/24/2008 11:18:11 AM	HAME1	6 1 15	Ownership Changed	A second	Done	6/24/2008 11:18:11 AM	Service Request Ownership has changed FROM: HAME1 TO:
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
Activities							
Service Dealer			BAC Code		Div. Dealer Code	Re	pair Order #
Pre-Authorization	n Basics						
Certificate Number		Amount		Expiration Date			
Certificate Detail	s						
Component Coverage				5	cpiration Mileage	Expirat	ion Date
Component Cov	erage						
GMPP Term		GMPP Mil	eage	GMPP Retail Co	st		
GMPP Details							

Report Generated for on 6/24/2008 Page 1 of 17

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/24/2008 11:17:01 AM	HAME1	LABUTK1	BRC LEGAL	Assigned NISM ER	In Progress		BRC Legal ER NISM
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments Vin scan found prior SR							
VIII Scari Iouriu prior SK							
71-619855560							
71-619509688 71-475035928							
71-464031429							
Edward Ham/atx/legal							
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/24/2008 11:16:55 AM	HAME1	HAME1	Ownership Changed	Ownership Escalated to BRC	Done	6/24/2008 11:16:56 AM	Ownership Escalated to BRC
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/24/2008 09:10:36 AM	SADMIN	HAME1	Inbound White Mail		In Progress		BRC LEGAL Scanned: 2008-06-19-
Contact Last Name		Contact Firs	t Name	Account		BAC Code	11.37.12.000000, MSXDocNum: 0817100074
Commonto							1
Comments							
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/24/2008 09:08:57 AM	HAME1	HAME1	Ownership Changed		Done	6/24/2008 09:08:57 AM	Service Request Ownership has
Contact Last Name		Contact Firs		Account		BAC Code	changed FROM: COCHRAJA TO:
							HAME1
Comments							

Report Generated for labutk1 on 6/24/2008 Page 2 of 17

Activities

reated	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
24/2008 09:08:55 AM	HAME1	COCHRAJA	SR Opened		Done	6/24/2008 09:08:55 AM	SR in Status of Closed has been R
ontact Last Name		Contact First	Name	Account		BAC Code	Opened by HAME1
omments							
reated	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
23/2008 11:46:09 AM	COCHRAJA	COCHRAJA	SR Closed - Dissatisfied	ricantly Cab Typo	Done	6/23/2008 11:46:09 AM	Service Request has been Closed
ontact Last Name	COCITIONA	Contact First		Account	Done	BAC Code	Dissatisfied.
Uniact Last Name		COMMENT	LINdille	Account		BAC COUR	
omments							
umments							
reated	Created By	Assigned To	Activity Type	Activity SupType	Status	Completed	Description
23/2008 10:57:10 AM	SMITHD1	COCHRAJA	Notify CRM	Letter Approved	Done	6/23/2008 11:46:04 AM	Approved
ontact Last Name		Contact First		Account		BAC Code	

omments		10.77					
reated	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
20/2008 04:02:55 PM	COCHRAJA	SMITHD1	Submit for Approval	Letter (Non Goodwill)	Done	6/23/2008 10:57:06 AM	Submission of a non - Goodwill
ontact Last Name		Contact First		Account		BAC Code	Correspondence for Approval -
A Straight Seaton And Providence			11,190,190				Template:CAC_MN0001
omments							
proved							
ppiovou							
reated	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description.
20/2008 04:02:23 PM	COCHRAJA	COCHRAJA	Correspondence		Done	6/20/2008 04:02:23 PM	Created:CAC_MN0001. SR#71-
ontact Last Name		Contact First	t Name	Account		BAC Code	635395219

Report Generated for labutk1 on 6/24/2008 Page 3 of 17

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/20/2008 04:00:18 PM	COCHRAJA	COCHRAJA	Manager Review	Empowered	Done	6/20/2008 04:02:01 PM	Business Reasons for closing dissat w/
Contact Last Name		Contact Firs	t Name	Account		BAC Code	BBB:

Comments

Business Reasons for closing dissat w/ BBB:

- 1. DVM did not respond to not send the BBB
- 2. Customer is dissatisfed that the decision we have given she has a concern with the front end of the vehicle, multiple repair attempts, but nothing that can be duplicated and always has a different diagnosis, latest is that it is a bent rim amd it is not warrantable. She doesn't believe it and refuses to bring the vehicle back to another dirship. After discussing with the VM and reading GMVIS, the vehicle does not qualify for a repurchase the customer was advised of this, but we were willing to work with her. Advised her that unless she was willing to bring the vehicle back to the dirship there was nothing further that could be done.

JanieveCochrane/STJ/CACDS/LVL2 Empowered

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/13/2008 04:55:13 PM	COCHRAJA	COCHRAJA	Scheduled Follow-up		Done	6/20/2008 03:57:19 PM	see if DVM called, close dissat
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Comments

DVM on vacation, won't be back until the end of the week, giving him a chance to respond

JanieveCochrane/STJ/CACDS/LVL2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/13/2008 04:54:29 PM	COCHRAJA	COCHRAJA	Outbound Call Field	1st DVM Call Placed	Done	6/13/2008 04:54:54 PM	cont'd
			Rep/Whlsl				
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Commonto							

Comments

Service Manager's opinion is: She has a bent rim, not warrantable.

The Customer is seeking:Repurchas - whic AC ev ewed and den e

CAC is seeking:Based of our guidelines an equirements I will be send in hear BB. Re erral etter 2 hour (on business day) du to vibration concern with the vehicle that the customer refuses to work with a dirship to resolve. Please contact me before then if you need further information or would like me to wait or not send the letter

JanieveCochrane/STJ/CACDS/LVL2

Report Generated for labutk1 on 6/24/2008 Page 4 of 17

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/13/2008 04:54:12 PM	COCHRAJA	COCHRAJA	Outbound Call Field Rep/Whlsl	1st DVM Call Placed	Done	6/13/2008 04:55:12 PM	630092 8200

Contact Last Name Contact First Name Account BAC Code

Comments

This is: Jan ev Cochran calling from the: Chevro e

Customer Assistance Center in: St. John's

The request number is: 71-635395219

The Customer's name is:

The Customer's phone number is:

The Customer is the: Original Owne

Location of the vehicle at this time is: Hom

The dealer involved is: Lakeshor Chevro e

Located in: Euclid O

The vehicle is a: 2006 Chevro et Coba

With current mileage: 23,56

The last 8 digits of the VIN# are: 6

In service date is: 3/200

This involves: The customer's complaining of a vibratio of the vehicle, she has been to multiply dirshiply when she has been advised has they are not able to resolve her concern, they make suggestions but the concern is reoccurring. She recently visited Lakeshore and was advised it was a result of a bent rim, which she refuses to believe and refuses to work with any more GM dirs. She has advised that she will be contacting an attorney at this point.

cont'd

JanieveCochrane/STJ/CACDS/LVL2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/13/2008 04:36:19 PM COCHRAJA		COCHRAJA Inbound Call Customer		Complex Request	Done	6/13/2008 04:40:23 PM	cont'd
Contact Last Name	Contact First Name			Account		BAC Code	

Comments

CRS sts: there is nothing further that I can do for you. The vehicle does not qualify for a repurchase, we are willing to work with you to get the vehicle repaired but that will require you going back to a dirship, one that you have been to or a new chevrolet dirrship of your choice, but if you are not willing to do so then I will ensure your concerns are clearly documented

Cust sts: I will not be going back to another dirship, I have been more than patient

CRS sts: I do not mean to interrupt, but again, unless you are willing to work with a dirship there is nothing further that can be done to assist you from the CAC

Cust sts: I will call a lawyer and have him call you..

CRS sts: that you for calling Chevrolet

Customer and CRS disconnected the call

Report Generated for labutk1 on 6/24/2008 Page 5 of 17

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/13/2008 04:31:34 PM	COCHRAJA	COCHRAJA	Inbound Call Customer	Complex Request	Done	6/13/2008 04:40:29 PM	cont'd
Contact Last Name	Contact First Name			Account BAC Code			

Comments

Cust sts: I have had it in for a computer concern, they told me they replaced the computer, but they just reprogrammed it - the car had been shutting off with no warning. I ahev gone back there so many times and I refuse to go back again, you keep telling me to go back and I've gone back, how many more until you discover that there is a problem with the vehicle. I called roadside once and teh driver told me the car was leaning, everyone sees the car leans but no one at the dlrship can see it lean. I am finished with this vehicle.

CRS sts: I understand how difficult it can be to dela with a dlrship, going back and forth attempting to get a fix to which they are unsure of the exact cause of your concern, however, at this point the dlrhsip has advised us they believe the vibration is due to a bent rim, if you do not believe that diagnosis I suggest you bring the vehicle to another dlrship, to attempt to confirm that diagnosis, if you are not willing to work with another dlrship there is nothing further that we can do at this point

Cust sts: but that is not benefical to me, I will not keep bringing it back and forth to the dlrhsip, this is becoming expensive, this is unfair for me to keep playing a guess game with them. I have called a lemon law layer, and from here I will let him deal with you guys becuase I have been more than patient

CRS sts: well at this point we are going in circles, if you are not willing to take the vehicle back to the dirship

cont'd

Report Generated for labutk1 on 6/24/2008 Page 6 of 17

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/13/2008 04:17:27 PM	COCHRAJA	COCHRAJA	Inbound Call Customer	Complex Request	Done	6/13/2008 04:40:35 PM	calling to discuss SR
Contact Last Name		Contact Firs	t Name	Account		BAC Code	<u> </u>
Comments							
Cust sts: This is	turning your ca	II, I want to disci	uss the issues I have with m	y vehicle			

Cust seeks: file update

CRS sts: sure, from what I understand you are having multiple issues with the vehicle, starting with a vibration that you have been to the dlrship for. I spoke to the dlrship and was advised that they believe the issue is caused by a bent rim, and perhaps by 2 tires that are bald on the rear of the vehicle

Cust sts: that is untrue. I purchased 2 tires from Firestone, 114 each a little over a month ago, so the tires are not bald. Also, if the rim was bent why did no ones else find that, and if it was bent it was bent since I purchased it so I shoudln't have to pay for it. I am sick of going back and forth to different dlrships playing a guessing game to determine the problem with my vehicle, you don't know what the problem is, you don't know how to fix it and you keep expecting me to pay for it

CRS sts: you are still under warranty what kind of payments

Cust sts: new tires and the rim andn I had to pay for a rental because I asked them to look at my vehicle, but they told me nothing was wrong. I won't pay pay for any more repairs, they replace what they think is wrong, they never know they are just trying to make me pay for more. I won't deal with the VM at Lakeshore, he has refused to work with me. Told me to come back another day, to make an app't.

cont'd

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/13/2008 02:57:50 PM	MERCADTO	COCHRAJA	Notify CRM		Done	6/13/2008 03:47:41 PM	Please see prev IB Activity. Thanks!
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							

Report Generated for labutk1 on 6/24/2008 Page 7 of 17

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/13/2008 02:51:47 PM	MERCADTO	MERCADTO	Inbound Call Customer	Complex Request	Done	6/13/2008 02:57:49 PM	Assissting
Contact Last Name	Contact First Name		Account	Account BAC Code			

Comments

Cust sts: looking for OCRS

Cust sks: OCRS . ds

Crs Adv: provided customer with DS contact info attempted to reach but was unavail adv customer there is a socc for monday 1-2pm est.

Returning call

Cust sts: missed call earlier and I have already called the lemon law lawyer to see if I have a case and they told me I did but I didn't want to pursue anything until I see if you guys would do anything about it.

Crs Adv: there is some reseasrch being done and I see that DS has SOCC for you. would you like for me to doc anything for you and would you like her voicemail

Cust sts: I have already done that but if I don't here anything from her in a couple of hrs I'm going to contact a lawyer and do it that way

Crs Adv: i'll be sure to doc your file and send DS notification

Cust sts: thanks

Tonie Mercado/cac/atx/t1

Cust sts: I ha

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/13/2008 02:14:05 PM	COCHRAJA	COCHRAJA	Inbound Call Customer	Voice Mail Received	Done	6/13/2008 02:14:35 PM	Cusotmer returning my call
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
Returing vour call on 71-							
please	our connveniend	ce					

JanieveCochrane/STJ/CACDS/LVL2

Report Generated for labutk1 on 6/24/2008 Page 8 of 17

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description	
6/13/2008 08:26:49 AM	COCHRAJA	COCHRAJA	Outbound Call Customer	Reached Wrong No./Disconnect	Done	6/13/2008 08:27:13 AM	call	
Contact Last Name		Contact Firs	t Name	Account		BAC Code		
Comments							1	
Not in service, call was o	lisconnected							
JanieveCochrane/STJ/C	ACDS/LVL2							
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description	
6/13/2008 08:25:32 AM	COCHRAJA	COCHRAJA	Scheduled Outbound Call Cust	Cancelled	Done	6/13/2008 04:41:54 PM	call	provide update
Contact Last Name		Contact Firs	t Name	Account		BAC Code		
Comments								
cal , between	een 1-3pm EST	on 6/16/2008						
***cancelled, cusotmer re	eturned my call*	**						
JanieveCochrane/STJ/C	ACDS/LVL2							
Janieve Cochiane/513/C			Astrib. Time	Activity SubType	Status	Completed	Description	
ane to the part of the control	Created By	Assigned To	Activity Type	riculty odd type	Color Sand Sector Sector Sector			
Created	Created By COCHRAJA	Assigned To COCHRAJA	Outbound Call Customer	Left Message	Done	6/13/2008 08:25:31 AM	call	introduction
Created 6/13/2008 08:21:47 AM	the same of the sa		Outbound Call Customer				call	introduction
Created 6/13/2008 08:21:47 AM Contact Last Name	the same of the same of the same of	COCHRAJA	Outbound Call Customer	Left Message		6/13/2008 08:25:31 AM	call	introduction

Report Generated for labutk1

JanieveCochrane/STJ/CACDS/LVL2

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description	
6/13/2008 08:08:42 AM	COCHRAJA	COCHRAJA	Outbound Call Dealer	Made Contact	Done	6/13/2008 08:14:57 AM	call speak to VM about	
Contact Last Name		Contact Firs	t Name	Account		BAC Code	the vehicle diagnosis	

Comments

CRS spoke with: Mark, Service Manager

CRS sts: Just wanted to call and discuss this customers case with you, she is complaining of multiple concerns with the vehicle and perhaps looking for a repurchase. She was supposed to take the vehicle there yesterday for you guys to have a look at it.

DIr sts: I figured that is what she was looking for. She came in unannounced, and I personally took the vehicle for a ride, the vibration she is complaining of is due to a bent rimm, and that is not a warranty item. She also has 2 rear tires that need to be replaced, they are bald.

CRS sts: I also note in the file she is noticing a SES light and the airbag light coming on

DIr sts: The air bag light was on, no SES light, but I did not write a repair order on it

CRS sts: ok, thank you

JanieveCochrane/STJ/CACDS/LVL2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/13/2008 08:05:25 AM	COCHRAJA	COCHRAJA	Inbound Call Customer	Voice Mail Received	Done	6/13/2008 08:06:09 AM	customer seeking info on the file
Contact Last Name	Contact First Name			Account BAC Code			A to continue of the continue of

Currently in my vehicle, don't have my file number with me. Call me on my cell please call me back asap. I just left Lakeshore Chevrolet, and to Bass and need some help at this point.

JanieveCochrane/STJ/CACDS/LVL2

6/12/2008 08:50:01 PM ROMEROCH COCHRAJA Notify CRM Customer Called Done 6/13/2008 08:05:14 AM Informing of conf	
	tact with the dlr
Contact Last Name Contact First Name Account BAC Code	

Customer wanted to be called back ASAP tomorrow before she would take the option of going into a Lawyer for a Lemon case.

Chris Davis(Christopher Ryan Romero) / Mla / CAC T1

Report Generated for labutk1 Page 10 of 17 on 6/24/2008

Activities

Comments

ACTIVITIES							
eated	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/2008 08:43:42 PM	ROMEROCH	ROMEROCH		Complex Request	Done	6/12/2008 08:49:57 PM	***Assisting Only***
tact Last Name		Contact Firs	t Name	Account		BAC Code	
nments							ı
et sts:							
ive told that someone		o call me					
no one ever called n		Tarat of alate base of	and a second second				
y told me that someo 635395219	ne wiii caii me	last night but ir	o one ala				
service manager do	esnt I ke me , h	e doesnt want t	o repair the veh				
ready talekd to a lwye							
s will be my last call	OM bt						
wont recieve a call fried to work with you							
told me that GM man							
st sks:							
h be fixed							
S Advise:							
I notify OCRS nsfer to OCRS (cust	refused)						
,	,						
ris Davis(Christopher	Ryan Romero)	/ Mla / CAC T1					
ated	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/2008 04:56:41 PM	NEWPORJA		Notify CRM	Customer Called	Done	6/13/2008 08:05:22 AM	cust called
ntact Last Name		Contact Firs	t Name	Account		BAC Code	
nments t called							
เ caned S adv: supplied cust เ	with DS # and F	XT.					
sferred to v-mail.							
nieNewport/Tier1/Stj							
ated	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/2008 03:10:21 PM	DYCKME	COCHRAJA	Ownership Changed		Done	6/12/2008 03:10:21 PM	Service Request Ownership has
ntact Last Name		Contact Firs	t Name	Account		BAC Code	changed FROM: DYCKME TO: COCHRAJA
							COCITRAJA

Report Generated for labutk1 on 6/24/2008 Page 11 of 17

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/12/2008 03:06:22 PM	DYCKME	DYCKME	Outbound Call Dealer	Made Contact	Done	6/12/2008 03:09:56 PM	Best Chevrolet
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							

CRS spoke w/: SM David Kennerly

CRS adv: wondering do you have time to speak with me about custs air bag light on diagnosis?

DIr sts:

Diagnosis? we looked at it this morning and fixed the connector and came on again and she didnt want us to fix it shes taking it back to another dlr

When will complete? this morning

Maint at dlr? n

Misuse/Abuse/Lack of maint? n

Cust caused or prevented? alot of stuff stuck under passenger seat

Prev related repairs? n

Related to age/mlg? n

General condition of vehicle? fair

Did you ride-along or test drive with the Cust? n she didnt want us to fix it

CRS sts thanks for your time

Megan Dyck/sTJ/T1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/12/2008 02:11:02 PM	BOLANDDA	DYCKME	Notify CRM		Done	6/12/2008 03:06:08 PM	Call dealer for diagnosis and escalate
Contact Last Name	Contact First Name		Account		BAC Code	to tier 2; customer seeking repurchase	
Comments							

Report Generated for labutk1 on 6/24/2008 Page 12 of 17

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/12/2008 01:59:41 PM	BOLANDDA	BOLANDDA	Escalation	E-CRM	Done	6/12/2008 02:10:07 PM	Repurchase
Contact Last Name Contact First Name		t Name	Account		BAC Code		

Comments

Cust States I am very upset my vehicle is outside the dealership. Her Service Air bag light came on, they fixed the switch and after she got home it came on again. Deaer Lakeshore Chevy said to bring it in again. I am not taking a rental, i am waiting to speak with General Manager, i was told a district specialist would call today.

TS Advised there is a SOCC for today between 7 and 9 pm EST but it is not from a specialist, at this point the specialist needs to get involved.

Cust States i was told there was one involved.

TS Advised we will have one get involved and put your request forward.

Cust States i will wait for tomorrow to get a response.

TS Advised you need to take the rental vehicle because this takes time, it will not happen today if it happens at all.

Cust States i will not take a rental and will wait right here until i speak to a General Manager, have someone call me tomorrow.

David Boland/Mentor/CAC/STJ

ound Call Customer Complex Request	Done	6/12/2008 01:59:39 PM	Supervisor	
ne Account		BAC Code	2200	
	Charles and the Control of the Contr	THE STATE OF THE S	THE PROPERTY OF THE PROPERTY O	

Comments

Customer asked to speak to the specialist who is looking after her file. Asked for the file number, said she had it left home.

CRS located this file and re-opened it, requested came up to assume.

Cust states is outside the dealership. Her Service Air bag light came on, they fixed the switch and after she got home it came on again. Deaer Lakeshore Chevy said to bring it in again.

They said they would put her in a rental and take her vehicle in....

Cust refusing no rental, nothing wants a buyback.

Faye Saunders/CAC/STJ/Lvl2/Tier1

Report Generated for labutk1 on 6/24/2008 Page 13 of 17

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/12/2008 10:47:09 AM	FAELDALE	DYCKME	Notify CRM		Done	6/12/2008 03:50:39 PM	Cust called - assisting only
Contact Last Name	41.2	Contact Firs	t Name	Account		BAC Code	9
V							
Comments	100	- 12 /					
pls refer to previous inbo	und call cust						
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/12/2008 10:46:50 AM	FAELDALE	FAELDALE	Inbound Call Customer	Complex Request	Done	6/12/2008 10:47:43 AM	Cust called - assisting only
Contact Last Name	ntact Last Name Contact First Name		st Name	Account	- 7 1 2	BAC Code	
Comments							
cust sts:	Acres 100						

was adv to have the veh to be service by the ocrs; air bag was not connected according to the dlr and the veh was serviced for the airbag and after cust took the veh from the dlr the veh still the same issue

dont want the veh anymore and this veh has been putting so much stress on me

will call the BBB and Atty. General in regard to this issue

cust CELL

cust sks: assistance

CRS advise:

provided the name of the ocrs Ms. Megan Dyck direct # ext 42035 tried to reach the ocrs - voicemail advised of the sched a call back of the ocrs send a notification to the ocrs to call cust back at cell #

Lex Fieldman/MNL/CAC/T1/PB/L1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/11/2008 09:23:02 PM	DYCKME	DYCKME	Scheduled Outbound Call Cust		Done	6/12/2008 03:10:49 PM	fu with cust
Contact Last Name	Contact First Name			Account		BAC Code	
Comments							
June 12th thursday @	7-	9pm EST					
Megan Dyck/STJ/T1							

Report Generated for labutk1 on 6/24/2008 Page 14 of 17

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/11/2008 09:18:07 PM	DYCKME	DYCKME	Scheduled Outbound Call Dir		Done	6/12/2008 03:11:20 PM	dlr funnel for air bag light on
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
June 12th thursday 4-6pr	m EST						

Megan Dyck/STJ/T1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/11/2008 09:13:23 PM	DYCKME	DYCKME	Inbound Call Customer	Complex Request	Done	6/11/2008 09:18:03 PM	FUNNELL
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Comments

Cust Sts:

Owner Specific:

Orig Owner? y

Primary driver? y

Personal or business use? personal

Veh Specific:

Where purchased? LAKESHORE CHEVROLET

Current approx mlg? 23,560 Ext Svc Plan? y 60/60000 GMPP MAJOR GUARD

Concern Specific:

Concern? air bag light on

When 1st notice concern? yesterday

What conditions does concern occur? air bag light on

Current location of veh? customer

Veh repaired? If yes, cost & where completed? n

working with?

Business Decision:

Where maint performed? independent

Prev GM veh? y

Prev related repairs? When? n

Out of Pocket expense (document repairs & cost):n

Megan Dyck/STJ/T`1

Report Generated for labutk1 Page 15 of 17 on 6/24/2008

Activities

		Activity Type	Activity SubType	Status	Completed	Description
6/11/2008 08:45:24 PM DYCK	ME PENNYMA	Escalation	Level 2	Done	6/11/2008 09:12:51 PM	ESCALATION
Contact Last Name Contact First Name		Account		BAC Code		

Comments

Customer states she had a previous Cobalt car and had to be repurchased. Now with this new one she has had more concerns than the last one. I will be calling the bank in the morning and telling them I will not be paying on this note any longer. I no longer want this car, I want GM to buy it back. I have contacted my state here and have been informed it does fall under lemon law. Now I have an airbag light on Now I have an airbag light on and I am nervous that if involved in an accident airbag may not deploy.

Customer seeks her vehicle to be repurchased as she has had so many repairs.

mentor states the best advise we can offer you is to make an appointment at the dealer to have this checked. If you are concerned about the airbag it is best to have a tech check it out. Once this has been done we will review your file further.

Mentor advised customer will escalate file onto a district specialsit who will be following up with you in 24-48 hours.

MarlenePenney/Mentor/STJ

Report Generated for labutk1 on 6/24/2008 Page 16 of 17

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/11/2008 08:31:32 PM	DYCKME	DYCKME	Inbound Call Customer	Complex Request	Done	6/11/2008 09:22:16 PM	Repurchase
Contact Last Name		Contact Firs	st Name	Account		BAC Code	
							i

Comments

Cust sks repurchase

Cust sts i called in earlier and spoke to someone on chevy cobalt 2006 and car has been in serviced several times light on to service airbags and veh never been in car accident this is first time that light jumped on my car was shutting off and shutting down they claimed comething wrong with computer shutting off they fixed that 7-8 times ive been into service my veh is jumping off ramps they told me to replace the tires and still happening they says we aint sure what the problem is i want out of this veh this is a lemon

CRS ADV of RC on veh cause i had other VIN# on file and TL and i got it fixed up after

CRS sts we cannot do a repurchase without 3 related repairs that deem the veh undrviable and that is still not fixed

Cust sts power sterring done 3 times

CRS ADV only record is once on file (with other veh VIN#) and it has to be unfixed now

Cust adv only issue is airbag light but i want out of veh now

cRS srs doesnt qulaify for a repurchase you can contact your state attorney general for info on lemon law

Cust sts i want a supervisor

CRS sts they will tell you the same thing cause the veh doesnt qualify i can make an appointment with dlr for you to get veh fixed and offer MAIN package

Cust sts supervisor i want another opinion

CRS ADV 3-5m hold time

Cust agreed to hold for supervisior******

Megan Dyck/.STJ/T1

UCC Codes

UCC Code	UCC Symptom	UCC Description
C46	SIR - Light On	Restraints - (SIR) - Driver Front

Report Generated for labutk1 on 6/24/2008 Page 17 of 17



Daniel Villela/Austin/GM1

04/18/2009 10:38 AM

To rob.johnson@gm.com

CC

bcc

Subject



v. GM -- file removed to local Counsel

Mr. Johnson,

Attached please find a copy of our Removal letter, Case Assessment, and Offer letter.

Regards,

Daniel Villela Legal Agent - BRC Legal Dept. Aditya Birla Minacs

Phone: (800) 231-1841 ext. 21341 | Fax: (866) 270-0207

Email: daniel_villela@gmexpert.com







Removal Ltr to CAM.doc

Case Assessment.doc

Final Uffer.doc



"William Perry" <wperry@thelemonlawyers .com> 04/01/2009 10:25 AM

CC

bcc

Subject RE: Read: VIN: 1G1AK15F567

To <gina_perez@gmexpert.com>

claim, we had been unable to agree on a settlement so the case was filed in

2006 Chevrolet Cobalt -3rd Request

Gina:

Cuyahoga County (Case No. CV09687723). However, my client has since indicated she will settle if GM can bump up its last offer from \$7000 to \$7500. Please let me know if this is feasible.	
Γhanks,	
Will Perry	

From: gina_perez@gmexpert.com [mailto:gina_perez@gmexpert.com]

Sent: Monday, March 16, 2009 12:03 PM

To: Wperry@thelemonlawyers.com

Subject: RE: Read: - 2006 Chevrolet Cobalt - VIN: 1G1AK15F567 - 3rd Request

Importance: High

Good morning Mr. Perry,

I was following up for the 3rd time on our last offer out made on 02/05/09. I have not received a response from you regarding this offer and would like a status update. I did review the last repair order that had, dated 02/16/09, however the dealership inspected the vehicle and did not find anything wrong with it. They did readjust the tire pressure and that was it. Unfortunately we do not see that additional cash is needed to settle this matter. Please refer to our 02/05/09 offer that was made and please advise to the status of that offer as soon as possible so that I may notate the file. If you intend to file suit on this matter, please advise of that also so that we may be on notice to receive the formal complaint. Thank you for your cooperation and attention to this matter, I look forward to your response.

P.S. Below you will find the same offer and release of claim regarding our final offer.

Gina Perez Legal Agent – BRC Legal Department Aditya Birla Minacs 1-(866) 790-5600 x 31269 | gina_perez@gmexpert.com Fax # 866-233-2951

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded.

Gina Perez/Austin/GM1

02/05/2009 03:25 PM

To"William Perry" <wperry@thelemonlawyers.com>@SITELCWEB
cc
Subject RE: Read:
Link
- 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

Good afternoon Mr. Perry,

Attached you will find our answer to your most recent demand. Thank you for your cooperation and attention to this matter, I look forward to hearing from you soon.

Gina M. Perez Legal Agent Aditya Birla Minacs

Phone: 1-866-790-5600 X 31269 / Fax: 1-866-233-2951 / Email:

gina_perez@gmexpert.com

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PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded.

"William Perry" <wperry@thelemonlawyers.com></wperry@thelemonlawyers.com>		
01/28/2009 05:44 PM	^{To} <gina_perez@gmex< td=""><td>pert.com></td></gina_perez@gmex<>	pert.com>
	сс	•
	SubjectRE: Read: 1G1AK15F567 out.	2006 Chevrolet Cobalt - VIN: 4th follow up regarding 12/29/08 offer

Sorry for the delay in responding. At this time my client will not agree to settle for \$7000. I believe I can get her to accept \$9000, so please let me know if GM can increase its offer to that amount. Otherwise, I will have to file a Complaint in Cuyahoga County next week.

I appreciate your patience as well as your efforts to resolve this matter.

Gina:

Best Regards,

William F. Perry, Esq.

From: gina_perez@gmexpert.com [mailto:gina_perez@gmexpert.com]

Sent: Tuesday, January 27, 2009 4:27 PM

To: wperry@thelemonlawyers.com

Subject: Re: Read: 2006 Chevrolet Cobalt - VIN: 1G1AK15F567 4th follow up

regarding 12/29/08 offer out.

Importance: High

4th follow up regarding 12/29/08 offer out.

Good afternoon Mr. Perry,

I noticed that you opened my previous email but did not respond to it. do you have a counter to our last offer out that was made on 12/29/08? Last time we spoke was on 01/16/09 and you advised me that you had lost contact with Have you had any luck getting in contact with her yet? Please advise so that we may move forward with this case. Thank you for your cooperation and attention to this matter. I look forward to your response.

Gina M. Perez Legal Agent Aditya Birla Minacs

Phone: 1-866-790-5600 X 31269 / Fax: 1-866-233-2951 / Email:

gina_perez@gmexpert.com

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded.

"William Perry" <wperry@thelemonlawyers.com>

01/08/2009 10:46 AM

To < gina_perez@gmexpert.com> SubjectRead: 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

Your message

To: Wperry@thelemonlawyers.com

- 2006 Chevrolet Cobalt - VIN: 1G1AK15F567 Subject: Fw:

Sent: 1/8/2009 10:27 AM

was read on 1/8/2009 10:46 AM. Reporting-UA: FirmComputer; Microsoft Office Outlook, Build 11.0.5510

Final-Recipient: rfc822; wperry@thelemonlawyers.com

Original-Message-ID:

<OFF2FA4356.7AED3B0E-ON85257538.0054D6BD-85257538.0054E3F9@gmexpert.com>

Disposition: manual-action/MDN-sent-automatically; displayed

RCMPR028 VEHICLE EVENT SELECTION PROCESSING SOURCE: BARS

06/30/08

14:46:08 PAGE NO:

VIN: 1G1AK15F567 OR

SELLING SOURCE(#): MODEL YEAR(#): ORDER NUMBER:

S VIN TYPE:

E SS/ DOCUMENT I INC
L EVENT DESC SITE CD NUMBER S EVENT DT CD M BL AMOUNT R RN

VEHICLE WAS PURGED ON 05/13/07

COMMAND ===>

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

			VEH	ICLE	IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
					F567	14694	09/14/07	61537 A EOD - C
CLEVELAND		OH	YEAR	MAI	KE .	MODEL	COLOR	TAG NO.
			06	СНЕ	EVROLET	COBALT LS	BLACK	00413
CUST.NO. LICE	ISE HOME PH	one wor	K PHON	В	STOCK NO	PROD.DATE	SERV ADV.	TERMS
			0 -	-		00/00/00	217 7492	1 1
CUST LABOR RATE	DELIV DATE	DELIV.MILES	MILEAG	e in	DATE IN	IN-SERV DATE		
	00/00/00		146	94	09/13/07	00/00/00		
YOU MAY BE RECE: TODAY'S SERVICE SATISFIED WITH		* YOU ARE NOT	100%		opportunity	for giving Pat to serve you. ENCE you have p	We appreciate	let the your business &
LINE	OP.CODE FAIL	-CD TECH.	519.50		HOU	JRS/CTY TYPE	AMOUNT	
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ACCT.

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

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

CUSTOMER SIGNATURE

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

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the vehicle or otherwise, that any part repaired or replaced under this claim

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supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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DELIVIDATE DELIVIDATE DELIVIDIES MILEAGE IN DATE IN IN-SERV DATE 00/00/00 13125 08/01/07 00/00/00 The mail soon to rate opportunity to serve you. We appreciate your business the CONTROL OF THE CONT	DD1.NO. D1CBNS	L HOME PA				BIOCK NO.						
OU MAY BE RECEIVING A SURVEY IN THE MAIL SOON TO RATE ODAY'S SERVICE VISIT ****if*** YOU ARE NOT 100% opportunity to serve you. We appreciate your business the CONFIDENCE YOU have placed in US! Thank your for giving Pat O'Brien Chevrolet the opportunity to serve you. We appreciate your business the CONFIDENCE YOU have placed in US! ME OF CODE FAIL-CD TECH. HOURS/GTY TYPE MACUNT SYSTEM, DRIVE AXLES, FLUIDS, AND BATTERY CONDITION .5 DID LOF MA1 A57 6523 .50 C 13.75 12579143 FILTER 1 C 6.52 4.48 OIL GOODWRENCH 5W3 5 C 9.25 8.75 Line Total 29.52 13.23 Labor 460A 13.75- 10.58 Parts 467 15.77- 13.23 SHOP SUPPLIES 469 1.65- SalesTax 324 1.95-	ST. LABOR RATE	DELIV.DATE			in d	ATE IN			_1			
ODAY'S SERVICE VISIT ***if*** YOU ARE NOT 100% SATISFIED WITH TODAY'S SERVICE, PLEASE CONTACT US!!! opportunity to serve you. We appreciate your business the CONFIDENCE you have placed in US! ME		00/00/00										
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		1G:	lakisf!	567	9279	04/02/07	55456 A EOD - C
CLEVELAND	ОН	YEAR	MAKE		MODEL	COLOR	
	V **1	06		ROLET	COBALT LS		00648
CUST.NO. LICENSE	HOME PHONE	WORK PHO	NE	STOCK NO	PROD.DATE	SERV.ADV.	TERMS
		440-	-		00/00/00		
CUST.LABOR RATE DE	DIV.DATE DELI	V.MILES MILEA	GE IN	DATE IN	IN-SERV DATE	57.38.72	
00	0/00/00	92	279 0	4/02/07	00/00/00		
YOU MAY BE RECEIVING TODAY'S SERVICE VIST SATISFIED WITH TODA	T ***if*** YQ	U ARE NOT 100%		opportunity			olet the your business &
T, AXLES, FL	EVERY 6000 LUIDS, BRAKE TIRES 1.0	MILES - LU	JBE OI	L AND F		PECT EXHAU	
MA2			210				
- INZ	125791 OIL BU	A65 69 43 FILTER LK	918 	Line :	1.00 C 1 C 5 C Total	36.75 7.00 8.00 5 1 .75	4.48 7.80 12.28
B CUSTOMER S RECALL 062 ** PERFORMED	OIL BU STATES 217	43 FILTER		Line :	1 C 5 C	7.00 8.00	7.80

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

					F567	N MILEAGE OU 9279	04/02/07	55456 A EOD - C
CLEVELAND		ОН	year 06	T	e VROLET	MODEL COBALT LS	COLOR S BLACK	00648
CUST.NO LECENS	E HOME PH	ONE	WORK PHON	ie .	STOCK NO			TERMS
UST.LABOR RATE	DELIV DATE	DELIV.MI	440- LES MILEAC	e in	DATE IN	00/00/00 IN-SERV DATE		CASH
	00/00/00		92	79		00/00/00		,
YOU MAY BE RECEIV TODAY'S SERVICE V SATISFIED WITH T	/ISIT ***if** CODAY'S SERVICE	YOU AR		1	opportunit the CONFID	y to serve you ENCE you have	placed in US !	e your business
wii: 462	52.77	- 14.	00	I	abor	URS/QTY TYPE	36.75-	
480 263	7.14 59.91	- 5.	11	S	arts HOP SUPP alesTax	467 LIES 469 324	15.00- 4.41- 3.51-	12.28

TOTAL-CASH

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59.67

225A

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

		AEH	ICLE ID	ENTIFICATIO	n mileage out	DATE OUT	INVOICE NO.
		1G1.	AK15E	7567	7447	01/11/07	52366 A EOD - C
CLEVELAND	OH	YEAR	MAKE		MODEL	CCLOR	TAG NO.
		06	CHE	ROLET	COBALT LS	BLACK	00982
CUST.NO. LICENSE	HOME PHONE	WORK PHON	E	STOCK NO	PROD.DATE	SERV.ADV.	TERMS
		440-	_		00/00/00	298 6296	CASH
IST.LABOR RATE DEI	IV.DATE DELIV.MI	es Mileag	e in	DATE IN	IN-SERV DATE		
00	/00/00	74	47 (01/10/07	00/00/00		
	if YOU ARE	NTACT US!!	!	opportunit the CONFID	y to serve you. ENCE you have pl		our business
DOWN ON IT	DE FAIL-CD T FATES STATIC O S OWN.SOP PART OVE AND REPLAC	N RADIO S				AMOUNT	gantsiinaaaaa re
_	ADIO AND PERFO		UP PI	ROCEDURE	S		
	7W 13:44-14:06=00		20		.90 W	67.87	
	im Type: C		t Cd:	: NB L Line	aborHrs: 0	.9 OtherHr	ន: 0.0

CUSTOMER STATES RATTLE NOISE OVER BUMPS.

GEAR ASSEMBLY, POWER STEERING - REPLACE

ROAD TEST SEVERAL TIMES , WITH SERVICE WRITERS , INSPECT HISTORY AND STEERING AND SUSPENSION , REEMOVE BOTH STABILIZER , NOISE STILL THERE / LINKS AND REINSTAL

A87 8420

CALL TECHNICAL ASSISTANCE , CASE # 9404341 .

REPLACE STEERING COLUMN ASSEMBLY DUE TO THUNK NOISE GOING STRAIT BUT OK WHEN TURNING .

ROAD TEST ON COMPLETION

ALIGN FRONT END ,

w/4.91

ACCT.

ADJUST TOE TO CENTER WHEEL . ROAD TEST .

2W

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E9740

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279.02

3.70 W

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

CUSTOMER SIGNATURE

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

I			B 3 300000 000				ranno e o la litto propio accesso della		
						N MILEAGE OUT		INVOICE NO	
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			06	CHEVE	COLET	COBALT LS	BLACK	00982	ļ
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CUST LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE	TN I	DATE IN	IN-SERV DATE	i de la company	<u> </u>	
	00/00/00		744			00/00/00			
TODAY'S SERVICE	IVING A SURVEY I VISIT ***if** TODAY'S SERVICE	* YOU ARE NO	T 100%		pportunity		O'Brien Chevro We appreciate laced in US !		:ss &
LINE									80-8
A87 w 01/10, A87 w 01/10,	/07 13:35-1	3:44=00.1	5 A8	7 w (01/10/0	7 14:06-15	:03=00.95		
$A87 \times 01/10$	/07 13:04-1 /07 14:02-1	4:39=00.5	2 A6) W ()	/ 08:25-TT	:05=02.67		
Auth:E	Claim Type	: Com	plaint		NQ L		.7 OtherH	rs: 2.0	
	X 15	914408 CO	LUMN K	CI		1 W	618.90		
****					Line	Total	897.92	442.07	
	ER STATES V MEND TIRE B		IN STE	ERINO	AT 60	MPH AND AB	OVE		
I	DIAG	A	87 842	0	Time '	Total			
					птие	10car			—
UNDERW	HAS SUBSTIT ARRANTY-SER	VICE CONT	RACT-I	NSURA			COVERED		
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Aden.	SUBLET EN	TERPRISE	RENT A	PO‡	20658	1 W Total	74.00	74.00 74.00	
SWITCH	ER STATES T - HAZARD W TURN SIGNA	ARNING -	REPLAC						
ACCT.	COPY - P	AGE 02							
The factory warranty of sale of this item/item warranties either expreser merchantability or fit assumes nor authorized connection with the sale.	es. The Seller hereby ess or implied, inclu- ness for a particular any other person to	warranties with r expressly disclai- ding any implied w purpose. Seller: assume for it any	ms all arranty of neither	hereon perfor the ve had be suppor	is accurate the data of the da	unless otherwise shoring to owner. There rwise, that any part in any way with any it are available for	certify that the inst wn. Warranty service was no indication for repaired or replaced accident, negligence (1) year from the da ection by manufacture	es described wer rom the appearan d under this cla or misuse. Rec ate of payment n	e ice of im cords

(SIGNED)

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CLEVE	LAND		OH	YEAR	MA	KΕ	MODEL	COLÓR	
				06	CHE	EVROLET	COBALT LS	BLACK	00982
CUST.NO.	LICE	ISE HOME PH	one n	ORK PHON	JE	STOCK NO	. PROD.DATE	SERV.ADV.	TERMS
			4	40-	-		00/00/00	298 6296	CASH
CUST. LABOR	RATE	DELIV.DATE	DELIV MILES	MILEAG	E IN	DATE IN	IN-SERV DATE		
		00/00/00		74	47	01/10/07	00/00/00		
TODAY'S S SATISFIE LINE	SERVICE SD WITH PLACE	TODAY'S SERVICE OR.CODE FAIL TURN SIGN	* YOU ARE NO , PLEASE CONT -CD TECT AL SWITCH	OT 100% ACT US!!	! To v	opportunit the CONFID	ENCE you have p URS/QTY TYPE CANCEL	We appreciate laced in US ! AMOUNT	your business &
Auth:		[2540 6C Claim Type		.87 84 mlain		i ot t		52.79 7 OtherH	ra. n n
114,511.		X 15	841544 SW	TTCH		и. ОО п	1 W	32.44	23.17
			ALER TO D		2		ı W	3.48	
						Line	Total		26.65
	462 480 466 263	654.82 74.00	- 468.72 - 74.00		<u>-</u>	TOTAL-CAS			

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> (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE

		VEH 1G1	ICLE ID AK15F	entification 7567	n MILEAGE OUT 7093	DATE OUT 12/29/06	invoice no 51963 B EOD - C
CLEVELAND	ОН	YEAR 06		ROLET	MODEL COBALT LS	COLOR BLACK	TAG NO: 00201
CUST.NO LICENSE	HOME PHONE	NORK PHON 440-	E -	STOCK NO	00/00/00	217 7492	TERMS CASH
	DATE DELIV			DATE IN	IN-SERV DATE 00/00/00		

YOU MAY HE RECEIVING A SURVEY IN THE MAIL SOON TO RATE TODAY'S SERVICE VISIT ***i.f*** YOU ARE NOT 100% SATISFIED WITH TODAY'S SERVICE, PLEASE CONTACT US!!!

Thank your for giving Pat O'Brien Chevrolet the opportunity to serve you. We appreciate your business & the CONFIDENCE you have placed in US !

LINE OF CODE FAIL-CD TECH HOURS/QTY TYPE AMOUNT

STEERING PLEASE REPLACE STEERING RACK SOP GEAR ASSEMBLY, POWER STEERING - REPLACE

REPLACE SPECIAL ORDER STEERING GEAR AND INSPECT STEERING SHAFT DUE TO NOISE OVER BUMPS WHILE DRIVING STRAIT .

PERFDORM ALIGNMENT .

ADJUST TOE

* *

ROAD TEST AFTER REPAIRS

REPLACE TWO LUG NUT COVERS DUE TO SNAPPED OFF DURING REPAIRS

ROAD TEST SEVERAL TIMES

REPLACE STEERING INTERMEDIATE SHAFT , SEE RELATED BULLETIN

w/3.34E9740 A87 8420 4 X 1.70 W A87 w 12/28/06 12:27-13:21=00.90 A87 w 12/28/06 13:25-15:50=01.22 A87 w 12/28/06 15:50-15:50=00.00 A87 w 12/29/06 14:37-15:50=01.22

Claim Type: Complaint Cd: NQ LaborHrs: 1.7 OtherHrs: 0.0 Auth:

X 15816429 GEAR KIT 9595118 CAP-W/NUT

1 W 251.79 179.85

2 7.40 5.28

Line Total.... 382.73 185.13

MISCELLANEOUS REPAIRS

CUSTOMER STATES AT TIMES THEIR IS STATIC ON THE RADIO AND THE VOLUME WILL GO ALL THE WAY DOWN AND CUSTOMER HAS TO TURN

THE VOLUME BACK UP

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

				VEH	ICLE	EDENTIFICATION	N MILEAGE OUT	DATE OUT	INVOICE NO:
						F567	7093	12/29/06	51963 B EOD - C
CL	EVELAND		OH 44104	YEAR	MA	(B	MODEL	COLOR	TAG NO.
				06	CHE	EVROLET	COBALT LS	BLACK	00201
CUST	NO. LICE	NSE HOME PH	ONE WOL	RK PHON	E	STOCK NO	PROD.DATE	SERV.ADV.	TERMS
				0-	-		00/00/00	217 7492	CASH
CUST.	ABOR RATE	DELIV.DATE	DELIV.MILES	MILEAC	E IN	DATE IN	IN-SERV DATE		
		00/00/00		70	93	12/28/06	00/00/00		
TODAY	'S SERVICE SFIED WITH	TODAY'S SERVICE	* YOU ARE NOT , PLEASE CONTAC	r 100% CT US!!	1	opportunit the CONFID	ENCE you have pl	We appreciate laced in US !	et the your business &
1		OP.CODE FAIL	-CD TECH			НО	URS/QTY TYPE	AMCUNT	
* *	ORDEWF	R RADIO							
		AT C.C.	3.0						
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			· · · · · · · · · · · · · · · · · · ·			птие	10ta1		
С	UNDERWA	AS SUBSTIT ARRANTY-SER 27902 98		ACT-	INSU			COVERED	
Autl	n:	Claim Type	: Comp	lain	t Co	d: MJ L	aborHrs: 0	.0 OtherH	rs: 0.0
		SUBLET EN	TERPRISE F	ENT	A I	PO# 20405	1 W	37.00	37.00
						Line	Total	37.00	37.00
D	REPLACE SHAFT,	LANEOUS REP INT STEER STEERING I	ING SHAFT NTERMEDIAT	TE - 37 84		LACE	.60 W	43.60	
A11+1		Claim Type				T NO T			rs. N N
Auc.								107.79	
		D2:	800140 SHA D PURCHASE	WAR	RANT	Ϋ́	1 W	11.55	
						Line	Total		

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CUSTOMER SIGNATURE

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

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

				ICLE 3 AK15		rification 67	MILEAGE OUT 7093	12/29		invoice no. 51963 B EOD - C
CLEVELAND		ОН	YEAR 06	mai CHE	EVR	OLET	MODEL COBALT LS	BLAG		00201
CUST.NO: LICENSE	HOME PHO		rk phon 10-	e		STOCK NO	PROD.DATE 00/00/00		v.adv. 7492	TERMS CASH
UST_LABOR RATE	DELIV.DATE	DELIV MILES	MILEAG	e in	Dλ	ATE IN	IN-SERV DATE			
(00/00/00		70	93	12,	/28/06	00/00/00			

YOU MAY BE RECEIVING A SURVEY IN THE MAIL SOON TO RATE TODAY'S SERVICE VISIT ***if*** YOU ARE NOT 100% SATISFIED WITH TODAY'S SERVICE, PLEASE CONTACT US!!!

Thank your for giving Pat O'Brien Chevrolet the opportunity to serve you. We appreciate your business & the CONFIDENCE you have placed in US !

LINE	OP.C	ODE FAIL-CD	TECH.	HOURS/QT	Y TYPE	AMOUNT
:	462	167.14-	51.87	TOTAL-CASH	225A	NoCharge
	480	378.53-	285.22			_
	466	37.00-	37.00			
	263	582.67				

ACCT. COPY - PAGE 03

STATEMENT OF DISCLAIMER

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

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> CUSTOMER SIGNATURE (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

					ICLE II AK151	entification 7567	MILEAGE OUT 6617	DATE OUT 12/26/06	invoice no. 51504 A
CLEVELAND			ОН	YEAR	MAKE		MODEL	COLOR	EOD - C
				06 CHE		ROLET	COBALT LS	BLACK	00302
CUST.NO.	LICE	NSE HOME PH	ONE WOI	K PHON	E	STOCK NO	. PROD.DATE	SERV.ADV.	TERMS
			4.4	<u> 0</u> –			00/00/00	217 7492	CASH
CUST:LABOR	RATE	DELIV, DATE	DELIV.MILES	MILEAG	E IN	DATE IN	IN-SERV DATE		
		00/00/00		66	17	L2/14/06	00/00/00		
YOU MAY B		IVING A SURVEY I			ATE			O'Brien Chevro	let the

SATISFIED WITH TODAY'S SERVICE, PLEASE CONTACT US!!!

the CONFIDENCE you have placed in US 1

LINE OP. CODE FAIL-CD TECH. HOURS/QTY TYPE AMOUNT

- MISCELLANEOUS REPAIRS CUSTOMER STATES WHEN GOING OVER BUMBS THEIR IS A RATTLING NOISE COMMING FROM THE FRONT END
- * * ORDER STEERING GEAR

w/ 2.15 MISC A87 8420

A87 w 12/14/06 11:16-13:25=02.15

Line Total....

PERFORMANCE CUSTOMER STATESWHEN ON THE FREEWAY WHEN LETTING OFF THE GAS THEN WHEN SHE ACCLATES THEIR IS A VIBRATION IN THE STEERING WHEEL

PERF

A87 8420

Line Total....

TOTAL-CASH 225A NoCharge

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

			VEH	ICLE I	EDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
				AK15	F567	444	04/03/06	42118 C
CLEVELAND	(HC HC	YEAR	MAK	Œ	MODEL	COLOR	TAG NO.
			06	CHE	EVROLET	COBALT LS	BLACK	00827
CUST.NO. LICENSE	HOME PHON	E NC	RK PHON	E	STOCK NO	PROD.DATE	SERV.ADV.	TERMS
			40-	-		00/00/00	298 6296	CASH
UST LABOR RATE DELIV	/.DATE	DELIV.MILES	MILEAG	E IN	DATE IN	IN-SERV DATE		
00/0	00/00		4	44	04/03/06	00/00/00		
ODAY'S SERVICE VISIT SATISFIED WITH TODAY'S	***if*** S SERVICE,	YOU ARE NO PLEASE CONTA	T 100% CT US!!	!	opportunity the CONFIDE	ENCE you have p	We appreciate laced in US !	olet the e your business
ODAY'S SERVICE VISIT SATISFIED WITH TODAY'S NE CUSTOMER STA AND FEEL LIA HAPPENED WAS POWERTRAIN (CASE #88590	***if*** s service, ATES VEH KE GOING THIS I CONTROL D9,ROAD	YOU ARE NO PLEASE CONTAINED TECH WITH THE WITH THE WITH THE WITH THE WITH THE WORNING MODULE TEST CAL	T 100% CT US!! LL ST LL .W ENGIN	! 'ALL 'ARM	opportunity the CONFIDE HOU AT TIMES OR COLD I	r to serve you. MCE you have pounts MS/QTY TYPE ALSO HAS I ENGINE LAS' ING WITH S	We appreciate laced in US ! AMOUNT NO POWER T TIME PS	e your business
SATISFIED WITH TODAY S OB.CODE CUSTOMER STA AND FEEL LIA HAPPENED WAS POWERTRAIN (***if*** s service, FAIL-C ATES VEH KE GOING S THIS N CONTROL 09, ROAD EL PRESU 3L 0:41-11	YOU ARE NO PLEASE CONTAINED THE CHARLES TO STATE MORNING MODULE TEST CALURE OK. A:52=01.1	T 100% CT US!! LL ST LL .W ENGIN N NOT	! 'ALL 'ARM 'E RE ' DUP	opportunity the CONFIDE AT TIMES OR COLD I	r to serve you. RNCE you have pi RS/QTY TYPE ALSO HAS I ENGINE LAS' ING WITH S: EFLACHED PO .70 W	We appreciate laced in US ! AMOUNT NO POWER T TIME PS CM WITH NE	e your business

TOTAL-CASH

ACCT. COPY - PAGE 01

CUSTOMER SIGNATURE

462

263

STATEMENT OF DISCLAIMER

50.87-

50.87

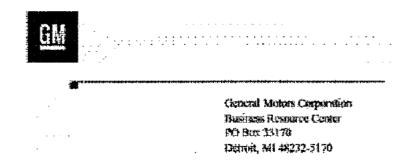
14.81

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225A NoCharge

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



June 24, 2008

Mr. Carl Whelply
PAT O BRIEN CHEVROLET
2810 BISHOP RD
WILLOUGHBY HILLS, OH 44092-2604

RE:

Service Request: 71-635395219 2006 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK15F567

Customer Relationship Specialist: Kimberly Labut

Dear Mr. Carl Whelply:

This is a letter of notification regarding a legal matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

Service and body shop repair orders, if applicable.

Please fax them to 866-255-3725. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

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

Sincerely,

General Motors Corporation

LG0040 V6302006

















					F567	MILEAGE OUT 14694	DATE OUT 09/14/07	invoice no. 61537 A EOD - C
CLEVELAND		OH			EVROLET	MODEL COBALT LS	BLACK	00413
CUST NO LICEN	SE HOME PH		 	 152 -	STOCK NO	PROD.DATE 00/00/00	ı	
UST. LABOR RATE	DELIV.DATE 00/00/00	DELITY.MILES	MILEAG 146		DATE IN 09/13/07	IN-SERV DATE		
YOU MAY BE RECEITODAY'S SERVICE	00/00/00	N THE MAIL SO	146	94	09/13/07 Thank your opportunit	<u> </u>	We appreciate	olet the

SATISFIED WITH TODAY'S SERVICE, PLEASE CONTACT US!!!

LINE OP.CODE FAIL-CD TECH. HOURS/QTY TYPE AMOUNT

CUSTOMER STATES THEIR IS A VIBRATION COMMING FROM STEERING Α THE STEERING BRAKE /AND GAS PEDAL AT SPEEDS OF 60MPH ANS A RUBBING NOISE AT THE SAME TIME

ROAD TEST . ORDER RIGHT FRONT HUB BEARING

A87 8420 .35 STEER w/

A87 w 09/13/07 15:09-15:30=00.35

Line Total....

TURN FRONT ROTORS В BRAKE CONCERN FRONT BRAKE ROTOR-REFINISHING

ROAD TEST , PULSATION AT HIGHER SPEEDS RESURFACE BOTH FRONT BRAKE ROTORS BEFORE = 3.9MM AFTER =23,64 AND 23.6 5MM. RUNOUT .OO1 OR LESS

H0122 3M Auth: Claim Type:

**

A87 8420

2.00 W 150.76

LaborHrs: 2.0 OtherHrs: 0.0 Complaint Cd: 04

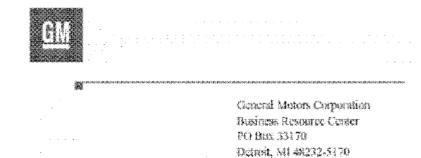
Line Total..... 150.76

ACCT. COPY - PAGE 01

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June 24, 2008

Mr. David Kennerly BASS CHEVROLET, INC. 4499 NORTHFIELD RD WARRENSVILLE HEIGHTS, OH 44128-4696

RE:

Service Request: 71-635395219

2006 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK15F567

Customer Relationship Specialist: Kimberly Labut

Dear Mr. David Kennerly:

This is a letter of notification regarding a legal matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

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

Please fax them to 866-255-3725. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

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

Sincerely,

General Motors Corporation

LG0040 V6302006





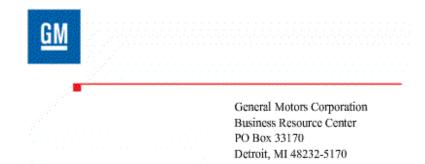












April 8, 2009

William Perry, Esq. Perry & Associates 30867 Kilgour Dr Westlake, OH 44145

RE:

Service Request: 71-635395219

2006 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK15F567 Customer Relationship Specialist: Daniel Villela

Dear Mr. Perry:

We are in receipt of the Summons and Complaint as part of the lawsuit filed. General Motors would like to make a final settlement offer of \$5,500 dollars, inclusive of attorney fees and costs, while this matter is still in the Early Resolution program.

We ask that you discuss General Motors Corporation's offer with your client at your earliest opportunity. This offer will remain available for five (5) calendar days from the date of this letter. If your client agrees with the terms of this offer, please have the offer letter executed where indicated and faxed to the number on the fax cover sheet. If your client does not agree with the terms of the offer, we will assume that this matter is unable to be resolved and will forward this matter to our local counsel for further handling.

Sincerely,

General Motors Corporation Business Resource Center 1-800-231-1841

cc: File

LG0100 V07092007

Current Vehicle Mileage

Client's Signature

Client's Signature

Date

Date







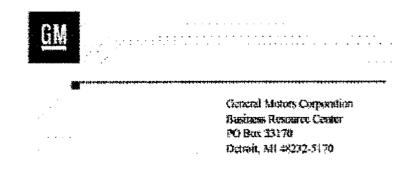












June 24, 2008

Mr. Carl Whelply PAT O BRIEN CHEVROLET 2810 BISHOP RD WILLOUGHBY HILLS, OH 44092-2604

RE:

Service Request: 71-635395219 2006 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK15F567
Customer Relationship Specialist: Kimberly Labut

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Sincerely,

General Motors Corporation

LG0040 V6302006

















PAT O'BRIEN CHEVROLET 2810 Bishop Road Willoughby Hills, OH 44092 (440) 585-9300 Home of the UPFRONT GUARANTEE

VEHICLE IDENTIFICATION | NILEAGE IN | DATE IN/TIME R.O. NO. 06/20/08 14:08 23881 73110 1G1AK15F567 TAG NO. MAKE MODEL COLOR CLEVELAND OHYEAR COBALT LS BLACK 00404 06 CHEVROLET SERV.ADV. PROMISED CUST NO. LICENSE HOME PHONE WORK PHONE STOCK NO. IN-SERV DATE 440-00/00/00 883 4883 WAITER EXPIR-DATE EXP-MILES DELIV.DATE DELIV.MILES SERVICE CONTRACT CUST. LABOR RATE 00/00/00 00/00/00 I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you permission to operate the vehicle herein 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. ___CHARGE authorized signature CASH LN TYPE OP-CODE LABOR INSTRUCTIONS CUSTOMER STATES SERVICE AIR BAG LIGHT IS COMING ON ALSO NOTICE C9040

CONCERN HAPPEND AFTER SOME SITS IN PASS SIDE SEAT OR WHEN A80 DRIVINGVEHICLE FOR A WHILE

CK STORED CODES.B0081 STORED, CK BULLETINS, CK WIRING AND CONNECTIONS TO PASS SEAT BELT.REMOVE AND REPLACE RT FRT SEAT BELT PRETENSIONER, INTER

NAL FAULT

* *

NOTE/// INSIDE OF VEHICLE IS DIRTY NEED TO HAVE CLEANED

B W Z7904 OWNER HAS SUBSTITUTE TRANSPORTATION-MAY OR MAY NOT BE COVERED UND A99

VIN NUMBER 2G2P552781

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE OP-CODE TECH DESC OP-CODE TECH DESC MILES S.A. OP-CODE TECH DESC R O # 70030 4/11/08 20714 883 ISAG A87 VEHICLE IS S A87 VIBRATION IN WB4181 A87 DRIVERS DOOR 64699 11/30/07 17134 042 CMA1 A87 MAINT 1 - EV WE2320 WZ7901 A99 COURTESY TRA WN3315 A87 BOTH DOORS R C A99 WOULD LIKE E A87 BRAKE CONCER 9/13/07 217 CSTEER A\$7 STEERING WH0122 61537 14694 59945 8/ 1/07 13125 043 CMA1 A57 MAINT 1 - EV 55456 4/ 2/07 9279 217 CMA2 A65 MAINT 2 - EV WV1556 A65 WARRANTY WR0760 A87 STATIC ON RA WE9740 A87 RATTLE NOISE CDIAG A87 VIBRATION IN 52366 1/10/07 298 7447 BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES MILES MONTH OPER+CD DESCRIPTION MILES MONTH OPER-CD DESCRIPTION 20000 20 4WA 15000 15 15K 5000 5 MA2 T, AXLES, FLUIDS, BRAKE SYSTEM, ROTA 5000 5 5K 5000 ROT 5

- LAST PAGE -Page

- REPRINT -

06/24/08 16:18

			VEH	ICLE I	DENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
				AK15		20714	04/14/08	70030 B EOD - C
CLEVELAND		ОН	YEAR.	MAK	E	MODEL	COLOR	TAG NO.
			06 CHEV		VROLET	COBALT LS	BLACK	55600
CUST NO. LICEN	CUST NO. LICENSE ÉGME PI		K PHON	ne .	STOCK NO	PROD.DATE	SERV.ADV.	TERMS
		44	.0-	-		00/00/00	883 4883	CASH
CUST LABOR RATE	DELIV DATE	DELIV.MILES	MILEAG	E IN	DATE IN	IN-SERV DATE		i produktija propodski
i	00/00/00		207	14	04/11/08	00/00/00		
	VISIT ***if** TODAY'S SERVICE	* YOU ARE NOT , PLEASE CONTAC	r 100% CT US!!	! !	opportunity the CONFID	ENCE you have p	We appreciate laced in US !	your business &
** INSPECT BOTH RE RECOMME	ER STATES V TIRES WHE EAR TIRES N END 2 TIRES HAD A DEA	EHICLE IS ELS AND SU EED REPAIR AND ALIGN	SAGI JSPEN R , W IMENT	NG I ISION VERE THE	N THE FT ROADFTE AT 5 PSI N RE ROA	DTEST	OMER ON FR	REEWAY
w/ .45 S A87 w 04/12/						1.00 I 1 C Total	77.70 77.70	
463	77.70 7D 77.70			Т	OTAL-CAS			

ACCT. COPY - PAGE 01

CUSTOMER SIGNATURE

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

				VEH	VEHICLE IDENTIFICATION: MILEAGE OUT DATE OUT INVOICE NO.								
CLEVELAND				1G1	1G1AK15F567			134	11/30/07	64699 A EOD - C			
			OH	YEAR	MAKI		MODEL		COLOR	TAG NO.			
				06	CHE	/ROLET	COBAL	T LS	BLACK	00272			
CUST.NO.	LICENS	HOME PH	ONE	WORK PHON	E	STOCK NO	PROD	.DATE	SERV.ADV.	TERMS			
				440-	-		00/0	0/00	042 2080	CASH			
UST LABO	RATE	DELIV.DATE	DELIV.MI	LES MILEAC	E IN	DATE IN	IN-SERV	DATE		i de la compania de la compania de la compania de la compania de la compania de la compania de la compania de l La compania de la co			
		00/00/00		171	34	11/30/07	00/00	/00					
TODAY'S 8	SERVICE V	ING A SURVEY I ISIT ***if** DDAY'S SERVICE	* YOU AR	E NOT 100%		opportunity	y to serv	e you.	O'Brien Chevro We appreciate laced in US !	let the your business &			
		P.CODE FAIL							AMOUNT				
SY		- EVERY 3 RIVE AXLE						INSPI	ECT EXHAUS	T			
* LO	F												
/ 1.50 87 w 1		1 7 13:28-1	4:58=01	A87 84	20		.50	С	13.75				
J (W T	275070		579143				1	С	7.52	4.48			
		OT	L GOODW	RENCH 5	W3		5	С	9.25	8.75			

CUSTOMER STATES VIBRATION IN FRT END SOP HUB IS IN В BEARING AND HUB ASSEMBLY, FRONT WHEEL - RIGHT - REPLACE REPLACE SOP RIGHT FRONT HUB BEARING

E2320 2W A87 8420 1.00 W 75.38 Complaint Cd: 04 Auth: Claim Type: LaborHrs: 1.0 OtherHrs: 0.0 X 22701520 BEARING 133.87 95.62 Line Total.... 209.25 95.62

C CUSTOMER STATES DRIVERS DOOR WONT LATCH AT TIMES DOOR HAS TO BE HELD SHUT

CYLINDER, FRONT DOOR LOCK - LEFT - R&R OR REPLACE CHECK AND REPLACE DRIVERS DOOR LATCH ASM AND LUBRICATE .

ACCT. COPY - PAGE 01

CUSTOMER SIGNATURE

* *

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Line Total.... 30.52

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merchantability or fitness for a particular purpose. Seller neither

CUSTOMER SIGNATURE

connection with the sale of this item/items.

the vehicle or otherwise, that any part repaired or replaced under this claim

had been connected in any way with any accident, negligence or misuse. Records

cation at the servicing dealer for inspection by manufacturer's representative.

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

supporting this claim are available for (1) year from the date of payment notifi-

			11333333333						7 F z z z z z
					TIFICATION		DATE OUT	INVOICE NO.	
				4K15F5		17134	11/30/07	64699 <i>I</i> EOD - C	
CLEVELAND		OH	YEAR	MAKE		MODEL	COLOR		<u> Alaski</u>
			06	CHEVR	OLET	COBALT LS	BLACK	00272	
CUST NO. LICEN	ISE HOME PH	ONE WOL	RK PHONE		STOCK NO	PROD.DATE	SERV.ADV.	TERMS	
	4		ł O –	-		00/00/00	042 2080	CASH	
CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE	IN D	ATE IN	IN-SERV DATE			(dee)
	00/00/00		1713	34 11	/30/07	00/00/00			
	VISIT ***if** TODAY'S SERVICE	* YOU ARE NOT , PLEASE CONTAC	r 100% CT US!!!	t	pportunity he CONFID	for giving Pat y to serve you. ENCE you have p	We appreciate laced in US !	your business	
LINE	OP.CODE FAIL	-CD TECH			но	URS/QTY TYPE	AMOUNT		şi. G
	34181 1H Claim Type X 15		olaint		OA L	.80 W aborHrs: 0 1 W Total	.8 OtherH 60.20	43.00	_
CAN BE FALLING FRONT SIDE	SIDE DOOR	SHUTTING WINDOW RE	THE I	DOORS	SOUNDS TOR RE	LIKE THE	WINDOWS AR - LEFT		
OURQE	E LEFT FRON					·			
REMOVE	RIGHT FRON	T MANUAL V	AINDOM	V REGU	LATOR	, LUBRICAT	E AND SECU	RE	
Auth:	3315 2W Claim Type				NQ L	.70 W aborHrs: 0 Total		Irs: 0.0	_
E CUSTOME VEHICI	ER STATES W LE				OR DAM	AGE ON THE	REAR OF T	HE	
	SUBLET EN	AS TERPRISE F	99 752 RENT <i>I</i>		27836 Line	1 W Total	37.00 37.00	37.00 37.00	_
ACCT.	COPY - P.	AGE 02							
The factory warranty cosale of this item/item		warranties with re	-	he hereon	is accurate :	ing dealer, I hereby unless otherwise shor rge to owner. There	wn. Warranty service	es described were	

			VEH	ICLE IDE	NTIFICATION	MIL	AGE OUT	DATE	OUT	INVC	ICE NO)
			1G1	AK15F	567	17134		11/30/07		64699 EOD - 0		
CLEVELAND	CI.EVELAND		YEAR	MAKE	MAKE		MODEL		COLOR			
CHAVBLAND		OH	06			COBALT LS		BLAC			00272	
CUST.NO. LICE	NSE HOME PH	ONE 3	NORK PHON	E	STOCK NO.	PR(D.DATE	SER	V.ADV.		TERMS	2-00000
		4	440-	-		00/	00/00	042	2080	c	ASH	
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ACCT. COPY - PAGE 03

STATEMENT OF DISCLAIMER

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

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



To William Perry

СС

bcc

Subject Sierra Edwards - 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

Good afternoon Mr. Perry,

I am doing a follow up to our offer of October 31, 2008. Has had an opportunity to review our offer? If so, has she made a decision on whether or not to accept it? Attached below, you will find the same offer and release of claim that was forwarded to your office on 10/22/08. Should there be any questions, I can be reached via email or at the number provided below. Thank you for your cooperation and attention to this matter, I look forward to your response.

Respectfully submitted, Gina M. Perez Paralegal General Motors Business Resource Center Legal Department

7401 E. Ben White Blvd, Bldg 3
Austin, Texas 78741
1-866-790-5600 X 31269 (phone)
1-866-233-2951 (fax)
gina_perez@gmexpert.com
7:30 a.m. - 4:00 p.m. Central Standard Time

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded.

Gina Perez/Austin/GM1



Good morning

We are in receipt of your counter to our October 15, 2008 offer. At this time we, General Motors, respectfully reject. Attached you will find for your review and consideration a proposed settlement offer and release of claim for the above referenced matter. If you have any questions or comments, please do not hesitate to contact me.

Thank you for your cooperation and attention to this matter, I look forward to your response.



10-31-08 Offer #3-Edwards doc 10-31-08 Release #3-



Respectfully submitted, Gina M. Perez Paralegal General Motors Business Resource Center Legal Department

7401 E. Ben White Blvd, Bldg 3
Austin, Texas 78741
1-866-790-5600 X 31269 (phone)
1-866-233-2951 (fax)
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"William Perry" <wperry@thelemonlawyers.com>



"William Perry" <wperry@thelemonlawyer s.com>

To <gina_perez@gmexpert.com>

CC

Subject RE: 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

10/28/2008 07:56 PM

Gina:

I appreciate the second offer but it is not satisfactory to my client. I have authorization to settle this matter for \$8,500, inclusive. Please advise if this is acceptable.

Thank You,

William Perry

From: gina_perez@gmexpert.com [mailto:gina_perez@gmexpert.com]

Sent: Thursday, October 23, 2008 9:23 AM

To: Wperry@thelemonlawyers.com

Subject: Re: - 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

Good morning Mr. Perry,
I am following up on the status of the offer below. Please advise.

Respectfully submitted, Gina M. Perez Paralegal General Motors Business Resource Center Legal Department

7401 E. Ben White Blvd, Bldg 3
Austin, Texas 78741
1-866-790-5600 X 31269 (phone)
1-866-233-2951 (fax)
gina_perez@gmexpert.com
7:30 a.m. - 4:00 p.m. Central Standard Time

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PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a

phone line that is not being recorded.

Gina Perez/Austin/GM1

10/15/2008 09:54 AM

ToWilliam F. Perry

CC

Subject - 2006 Chevrolet Cobalt - VIN: 1G1AK15F567

Good morning Mr. Perry,

I have received your voice mail that informed me that **and the state of the state** has closed her BBB case. At this time we will continue with our negotiations.

On September 10, 2008, you forwarded to me, an counter offer to my 07/14/08 offer. At this time we, General Motors, respectfully reject. Attached you will find for your review and consideration a new proposed offer of settlement. Please review the offer and release with and inform me of her response. Thank you for your cooperation and attention to this matter, I look forward to hearing from you soon.

Respectfully submitted, Gina M. Perez Paralegal General Motors Business Resource Center Legal Department

7401 E. Ben White Blvd, Bldg 3
Austin, Texas 78741
1-866-790-5600 X 31269 (phone)
1-866-233-2951 (fax)
gina_perez@gmexpert.com
7:30 a.m. - 4:00 p.m. Central Standard Time

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you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded.



Kimberly Labut/Austin/GM1 06/24/2008 03:58 PM

To paul.aardal@gm.com

cc

bcc

Subject 1G1AK15F567 Ms Cobalt 23567 6/12/08 2006 Chevrolet

Dear DVM Paul Aardal:

Hi, my name is Kimberly Labut. This email is to follow up on my voicemail regarding Service Request 71-635395219 for customer Ms.

The customer's vehicle is a 2006 Chevrolet Cobalt w/about 23,567 miles as of 6/12/08. The customer has been working with:

LAKESHORE CHEVROLET in EUCLID,OH, PAT O'BRIEN CHEVROLET in WILLOUGHBY HILLS, OH and BASS CHEVROLET, INC. in WARRENSVILLE HEIGHTS, OH and MOTORCARS PONTIAC in CLEVELAND HEIGHTS, OH.

*Please verify that you are also the DVM for Motorcars.

Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program.

To make it easier for you to meet the 24 hour turnaround, please review the following options and reply with your choice:

- A) I am familiar with this customer and vehicle and I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)
- B) I am not aware of this particular customer or vehicle. However, I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel.
- C) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement. If the settlement requires a Repurchase, I would like to re-engage in this case. (If selecting this option, please include in your response any pertinent

information you may have by 1) email or 2) responding to the voicemail that you received.)

- D) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement including a Repurchase, if necessary. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)
- E) Unfortunately, I am not aware of this particular customer case and cannot provide any information related to this customer. In addition, I am not able to have any involvement with the case handling. Please resolve this case according to the Early Resolution program policies for case settlement including a Repurchase, if necessary.

Please reply with your choice of the above options within 24 hours. Your feedback will be documented and e-mail attached to our case and is an important step in our accurate and timely case resolution.

Thank you,

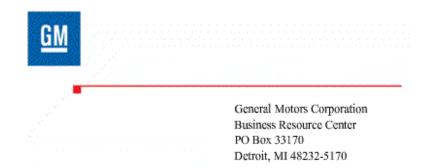
Kimberly Labut Email: Kimberly Labut@gmexpert.com Phone 866-790-5700, ext. 41214

Kimberly Labut BRC Legal Research Minacs, An Aditya Birla Group Company Phone 866-790-5700, ext. 41214 Fax 866-255-3725 Email: Kimberly Labut@gmexpert.com

Website: www.minacs.com

Please consider the environment . Reduce, Reuse. Recycle

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VIA FAX ONLY

April 18, 2009

Timothy Sullivan, Esq.
Taft Stettinius & Hollister
425 Walnut Street, Suite 1800
Cincinnati, OH 45202

RE:

v. General Motors Corporation

Service Request: 71-635395219 GM Legal Staff Case: 668959 2006 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK15F567 Customer Relationship Specialist: Daniel Villela

Dear Mr. Sullivan:

Enclosed is a copy of our file regarding the above referenced case. It is being removed from the Early Resolution Program and turned over to you for further handling. Please see the "Reason for Removal" section of the "Case Assessment" form.

In case you need to contact the District Service Manager, his name is, Kenneth Whitfield, on PH: (800) 823-0055, Mailbox #8197.

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

Sincerely,

General Motors Corporation

LG0037 V07092007















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P O B Cashier Alka Reging

CUSTOMER #: 12064720

5450

INVOICE

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WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE	*SHOP SUPPLY COSTS: We have added a charge equal to:		TOTALS
DEALERSHIP'S LIMITED WARRANTY ON THE REVERSESIDE OF THIS REPAIR INVOICE.	% of the total labor cost,	LABOR AMOUNT	10.00
THIS REPAIR INVOICE.	not to exceed S, to the	PARTS AMOUNT	19.95
By signing below, you acknowledge that you were notified of and	Repair Order for shop supplies used in connection with this		0.00
authorized the Dealership to perform the services/repairs itemized.	repair.	SUBLET AMOUNT	0.00
in this Invoice and that you received (or had the opportunity to		MISC, CHARGES *	1.20
inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount	ALL PARTS ARE NEW	TOTAL CHARGES	31.15
Due.	UNLESS OTHERWISE INDICATED.	LESS INSURANCE	0.00
DATE CUSTOMER SIGNATURE AUTHORIZED DEAL ERSI	1	SALES TAX	1.96
DATE COSTOMER SIGNATURE AUTHORIZED DEALERSY	IP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	33.11

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

Document ID: 2173686

2006 Chevrolet Impala | Impala, Monte Carlo (VIN W) Service Manual | Document ID: 2173686

#05-03-08-002B: Replacement of Shock Absorbers and Struts and Use of Labor Operations E3800, E3801, E3807, E5800, E5801, E5807, E3850, E3857, E5750, E5751 and E5757 - (Jul 25, 2008)

Subject:

Replacement of Shock Absorbers and Struts and Use of Labor Operations E3800, E3801, E3807, E5800, E5801, E5807, E3850, E3857, E5750, E5751, and E5757, Characteristics of the Struts and E5757, E5750, E5751, and E5757, E5750, E5751, and E5757, Characteristics of the Struts and E5757, E5750, E5751, and E5757, Characteristics and Use of Labor Operations E3850, E3857, E5750, E5751, and E5757, Characteristics and Use of Labor Operations E3850, E3857, E5750, E5751, and E5757, and E5751, and E5

E3850, E3857, E5750, E5751 and E5757 (Labor Operations 7611101, 7611102, 7611103, 7613101, 7613102 and

7613103 for Saab)



Models:

2009 and Prior Passenger Cars and Trucks (Including Saturn)

2003-2009 HUMMER H2 2006-2009 HUMMER H3 2005-2009 Saab 9-7X

This bulletin is being revised to add the 2008 and 2009 model years. Please discard Corporate Bulletin Number 05-03-08-002A (Section 03 - Suspension).

The purpose of this bulletin is to provide retail and wholesale service personnel with enhanced service policies for the above listed subject labor operations.

Service management should make certain that all dealership personnel responsible for replacement of suspension components are familiar with GM Service Manual procedures.

Effective with repair orders dated on or after January 15, 1998, the following must also be followed:

 Shock absorbers/strut assemblies are fluid-filled components and will normally exhibit seepage. Seepage is defined as oil film or dust accumulation on the exterior of the shock housing. Shock absorber/strut assemblies are not to be replaced under warranty for seepage,

Important: Electronically controlled shock absorbers (MR) may have a tendency to attract dust to this oil film. Often this film and dust can be wiped off and will not return until similar mileage is accumulated again.

- Defective shock absorber/strut assemblies will have a visible oil path or drip coming from the component. A visible oil path or drip coming from the shock absorber/strut assembly should be replaced as a defective component.
- Only defective shock absorber/strut assemblies should be replaced. Do not replace pairs unless both are defective, unless otherwise instructed in the Service Manual and/or Service Bulletin.
- Service management approval is required on the repair order for replacement of struts or

Mar 05 09 05:10p P 0 B Cashier Document ID: 2173686

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Page 2 of 2

shocks in pairs. This approval includes noting the reason for replacement.

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.



Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Kimberly Labut/ Gina Perez State: Ohio

Customer Name: Service Request: 71-635395219 GM Legal File No.: 668959 Vehicle ID No.:1G1AK15F567 In Service Date: 03/22/06 Vehicle is: New BAC Code: 164333 Year, Make & Model: 2006 Chevrolet Cobalt LS, 2 door couple Vehicle Purchased Used on: N/A Lien holder: Other/unknown DVM requests Purchase Price of involvement?: Y Vehicle: \$Unknown Was TAC contacted for this vehicle (Y/N)? :Y **VEHICLE REPAIR HISTORY** Brakes **Mileage Description of Complaint and Repair Performed:** Date: **RO** #: **Days Out** 61537 9/13/07 14,694 Brake concern. Turn front rotors. Front brake rotor refinishing. Road test, pulsation at higher speeds-Resurface both front brake rotors. Before = 3.9 MM after = 23.64 and 23.65 MM. Run out .001 or less. Pat O'Brien Chevrolet ☐ Engine/Fuel/Exhaust Date: **RO** #: Days Out <u>Mileage</u> **Description of Complaint and Repair Performed:** 4/03/06 42118 444 C/S Vehicle will stall at times. Also has no power and feels like it's going to stall. Warm or cold engine. Last time it happened was this morning. Power train control module engine reprogramming with SPS. CASE # 8859009. Road test can not duplicate. Re-flashed PCM with new software. Test fuel pressure ok. Pat O'Brien Chevrolet Restraints Date: **RO** #: **Davs Out** <u>Mileage</u> **Description of Complaint and Repair Performed:** 6/12/08 176134 23,567 C/S That the service air bag light came on. Advise. **Damaged connector.** Repair or replace wiring and/or connector occupant safety. Tech noted that connector under passenger seat was damaged. Codes B0081 found. Possible sensing and diagnostic module or sensor. Customer declined repair. Returning to Lakeshore **Chevrolet.** * WARRANTY* Bass Chevrolet, Inc. 6/20/08 73110 23,881 C/S Service airbag light is coming on. Also notice concern happened after some one sits in passenger side seat or when driving vehicle for a while. Check stored codes. B0081 stored. Check bulletins. Check wiring and connections to passenger seat belt. Remove and replace right front seat belt pre-tensioner. Internal fault. Note: Inside of vehicle is dirty and needs to be cleaned. Owner has substitute transportation. May or may not be covered

under warranty.
* WARRANTY*

Pat O'Brien Chevrolet

	☐ <u>Trans</u>	mission			
Date:	<u>RO#:</u>	Days Out	<u>Mileage</u>	Description of Complaint and Repair Perform	
3/19/09	006822	2	35,092	Per GMVIS – Left side transmission mount replace	ement.
	⊠ <u>Steeri</u>	ing			
Date:	<u>RO # :</u>	Days Out	<u>Mileage</u>	Description of Complaint and Repair Perform	
12/14/06	51504	1	6,617	C/S When going over bumps there is a rattling no front end. Order steering gear.	oise coming from the
				C/S When on the freeway when letting off the garaccelerates there is a vibration in the steering what *WARRANTY*	
12/28/06	51963	2	7,093	Please replace steering rack SOP. Gear assered replace. Replace special order steering gear shaft due to noise over bumps while driving alignment. Adjust toe. Road test after repainut covers due to being snapped off during several times. Replace steering intermediate bulletin. 2-day courtesy transportation provided. (Parts in, ordered on 12/14/06, repaint WARRANTY*	r and inspect steering y straight. Perform rs. Replace two lug repairs. Road test te shaft. See related
1/10/07	52366	*	7,447	C/S Rattle noise over bumps. Gear assembly, portion Road test several times with service writers steering and suspension. Remove both stab reinstall. Noise still there. Call technical ass # 9404341. Replace steering column asseming going straight but okay when turning. Road Align front end. Adjust toe to center wheel. 2-day courtesy transportation provided. Owner has substitute transportation. May conder warranty. Service contract; Insu Enterprise rental. * WARRANTY*	ower steering-replace. Inspect history and object history and test on completion. Road test. The replace history and be covered object history and test.
		D 0 -	NA'I -		
Date: 12/03/08	RO # : 2267	Days Out	Mileage 32,259	Description of Complaint and Repair Performation Tech noted left axle seal leaking. Diagnose and file Removed and replaced right side front wheel drive Also transmission pan dented and seeping; all we grime. Will get worse, should have pan replaced to surface is flat. Customer declined repair of detransmission pan; also noted oil change ren 12,000 miles past due.	nd axle seal leaking — e shaft seal. It and covered in road to insure the mating ented seeping

Body/Trim

4/17/08

174848 *

Date:	RO #:	Days Out	<u>Mileage</u>	Description of Complaint and Repair Performed:				
11/30/07	64699	*	17,134	C/S Driver's door won't latch at times. Door has to be held shut. Cylinder, front door lock, left. R&R or replace. Check and replace drivers door latch ASM and lubricate. 1-day courtesy transportation provided. *WARRANTY* Pat O'Brien Chevrolet				
4/17/08	174848	1	20,959	C/S Right power door lock inoperative. Inoperative switch, NPF (no problem found) Unable to duplicate customer's complaint at this time. *WARRANTY* Bass Chevrolet, Inc.				
				C/S Left front power door locks work at time. Inoperative switch. Replace left front door lock switch. *WARRANTY* Bass Chevrolet, Inc.				
				C/S Remote inoperative to unlock. Remote inoperative. Replace remote door/rear compartment lock. Replace transmitter. *WARRANTY* Bass Chevrolet, Inc.				
	☐ <u>Electr</u>	<u>ical</u>						
Date:	RO #:	Days Out	<u>Mileage</u>	Description of Complaint and Repair Performed:				
12/28/06	51963	*	7,093	C/S At times there is static on the radio and the volume will go all the way down and customer has to turn the volume back up. Order radio. 2-day courtesy transportation provided. Owner has substitute transportation. May or may not be covered under warranty. Service contract; Insurance plan. Sublet Enterprise rental.				
				WARRANTY Pat O'Brien Chevrolet				
1/10/07	52366	2	7,447	C/S Static on radio and volume goes down on its own. SOP parts. Radio, remove and replace. Replace radio and perform set up procedures. 2-day courtesy transportation provided. (Parts in, ordered on 12/28/06, repair for RO # 51963)				
				C/S Turn signals will not cancel. Switch; hazard warning; replace. Check turn signal operation. Replace turn signal switch due to would not cancel. *WARRANTY* Pat O'Brien Chevrolet				
1/12/07	047868	1	7,474	Per GMVIS- INSTRUMENT PANEL COMPARTMENT DOOR REPLACEMENT *WARRANTY* Motorcars Pontiac				

C/S garage could not reset oil life. **Reset oil life.** *WARRANTY*

Bass Chevrolet, Inc.

20,959

	Glass			
Date: 11/30/07	RO # : 64699	Days Out *	<u>Mileage</u> 17,134	Description of Complaint and Repair Performed: C/S Both doors rattle badly with windows down and can be heard when shutting the door. It sounds like the windows are falling out. Front side door window regulator motor replacement, Left side. Remove left front manual window regulator. Lubricate tracks and re-torque. Remove right front manual window regulator. Lubricate and secure. 1-day courtesy transportation provided. Pat O'Brien Chev.
	HVAC	:		
Date:	<u>RO#:</u>	Days Out	<u>Mileage</u>	Description of Complaint and Repair Performed:
2/02/09	004796	1	34,244	Per GMVIS – Customer concern not duplicated .
2/16/09	005450	1	34,666	Per GMVIS – Customer concern not duplicated .
3/03/09	006116	1	35,050	Per GMVIS – Customer concern not duplicated .
	Suspe	<u>ension</u>		
Date:	RO #:	Days Out	<u>Mileage</u>	Description of Complaint and Repair Performed:
9/13/07	61537	1	14,694	C/S There is a vibration coming from the steering brake and gas pedal at speeds of 60 mph and a rubbing noise at the same time. Road test. Order right front hub bearing. *WARRANTY* Pat O'Brien Chevrolet
11/30/07	64699	1	17,134	C/S Vibration in front end. SOP hub is in. Bearing and hub assembly, front wheel. Right-Replace SOP right front hub bearing. 1-day courtesy transportation provided. * WARRANTY* Pat O'Brien Chevrolet
12/03/08	2267	1	32,259	C/S Noise in front end was told by other shop that hub is bad. Loose. Stabilizer shaft link replacement both sides. Stabilizer links loose and banging. Replace both front links. Pat O'Brien Chevrolet
				C/S Noise in front end. Loose. Replace both front struts per Bulletin 04-03-08-006C. Followed Bulletin # 04-03-08-006C and found both front struts leaking and jounce bumpers detached. Replaced and repair per Bulletin. Perform alignment when done.
	Whee	el/Tires		
<u>Date:</u>	RO # :	Days Out	Mileage	Description of Complaint and Repair Performed:
1/10/07	52366	•	7,447	C/S Vibration in steering at 60 mph and above. Recommend tire balance. Owner has substitute transportation. May or may not be covered under warranty. Service contract; Insurance plan. Sublet Enterprise rental. *WARRANTY* Pat O'Brien Chevrolet

4/11/08	70030	*	20,714	C/S Vehicle is sagging in the front. Inspect tire suspension. Road test with customer on front need repair. Were at 5 PSI. Recommend 2 then re-road test. Vehicle had a dead batteto hazard lights being left on. Sublet enterprise rental. *WARRANTY*	eeway. Both rear tires tires and alignment
4/17/08	174848	*	20,959	C/S Vibration at 45 MPH plus. Tire. Needs 4 ti *NON WARRANTABLE ITEM*	r es. Bass Chevrolet, Inc.
2/16/09	5450	1	34,666	C/S while driving on freeway vehicle swayed wh suggest broken front shock on passenger side. Inspected front end, ok at this time. Readji some seepage front the front struts per GM nor Also road tested vehicle with PW with cust found on road test. *WARRANTY*	No problem found. usted tire pressures. Found mal for some seepage.
3/03/09	006116	*	35,050	Per GMVIS – Wheel replacement.	
	Recal	I/ Other			
Date:	RO #:	Days Out	<u>Mileage</u>	Description of Complaint and Repair Perfo	rmed:
4/02/07	55456	1	9,279	Recall #06217, head impact protection recall - F	

THE STATE LEMON LAW READS:

C/S would like estimate for damage on the rear of the vehicle.

Days out of service: 30

64699

Repairs: 3 to same, 8 to any nonconformity Time period: 12 Months / 18,000 Miles

Does Lemon Law state nonconformity must continue to exist? Yes

17,134

If applicable, safety-related repairs: 1 or more.

Safety-related time period: 12 Months / 18,000 Miles

Number of repair attempts in the presumption period: 3 – Steering

3 – Electrical (radio, IP) 1 – Engine (PCM re-flash)

1 – Recall

Total days out of service during the presumption period: 7
Total days out of service during customer's ownership: 20

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

None.

11/30/07

PERTINENT FACTS & VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S) & PREVIOUS SRs WHICH RELATE TO THE EVALUATION

Concern: 71-464031429

Date & **Offer/Result:** 1/11/07 – Dealer replaced steering column & radio. Had tech ride along & no noise present. Svc Mgr also driven vehicle himself at least 10 times over past 2 days & there is no noise, they cannot duplicate noise after doing repairs. Svc Mgr has dealt w/customer before. She purchased another vehicle previous to this one & complained

about various concerns that they could not identify. DIr replaced that vehicle w/current vehicle all to satisfy her.

Concern: 71-464031429

Date & **Offer/Result:** 01/11/07 – Motor Cars Pontiac Svc Mgr Bob Banks– Dlr test drove vehicle w/customer. Notice rattling noise in glove box, but traced it to a number of loose lying personal items. Customer then claimed to hear the noise in the back end. Dlr drove vehicle extensively @ 50 mph, over rough road rated at 25 mpg and still did not experience excessive rattling noise.

Concern: 71-464031429

Date & **Offer/Result:** 01/15/07 – Svc Mgr Bob Banks informed CRS that they test drove the vehicle w/cust and the rattling noise that was experienced in the glove box was traced back to a number of loose-lying items. After informing the cust of the items, she then claimed to hear the noise in the back end. Svc rode around w/ cust and did not experience any excessive rattling noise.

Concern: 71-619509688

Date & **Offer/Result:** 04/12/08 – Spoke w/Svc Adv Karl. Vehicle was towed in b/c front end sags per towing company. Battery was dead and hazard lights were left on. We jump started the vehicle and called the cust to get more information. Per cust the vehicle was shifting and changing lanes. Tech took a drive w/the cust and found that the rear tires had holes in them. Cust was driving w/2 flat tires, could have caused the concern. Tires were filled up and cust asked for rental. Customer asked for a rental, and she was advised that she would have to pay for the rental seeing that the issue with the tires was not a defect/warrantable item.

Concern: 71-619855560

Date & **Offer/Result:** 04/16/08 – Called dlr for information regarding last repair. Dlr adv Vehicle towed in Friday evening. Cust said front end was sagging, dlr looked at vehicle and found everything to be ok. Batter was dead b/c the hazard lights were left on. No assistance will be offered on this.

Concern: 71-619855560

Date & **Offer/Result:** 04/16/08 – Spoke w/Svc Mgr Carl Whelpley – Cust vehicle was towed in on Friday evening. She said the front end was sagging, we looked at the vehicle and everything was fine. The battery was dead b/c the hazard lights were left on. Cust needs an alignment and 2 tires replaced on the vehicle. No assistance will be offered on this case.

Concern: 71-635395219

Date & **Offer/Result:** 06/11/08 – Spoke w/Cust. Stated she had a previous Chevrolet Cobalt that had to be repurchased. This vehicle is giving her more concerns than the last one. Informed CRS that she will be calling the bank in the morning and telling them she will not be paying on this note any longer.

Concern: 71-635395219

Date & **Offer/Result:** 06/12/08 – Spoke w/Svc Mgr David Kennerly – Regarding air bag light on diagnosis – We looked at it, fixed the connector and the light came on again. She did not want us to fix it, she will be taking it back to another dlr. Cust caused or prevented? There is a lot of stuff stuck under the passenger seat.

Concern: 71-635395219

Date & **Offer/Result:** 06/13/08 – Spoke w/ Mark Svc Mgr- Cust complaining about multiple concerns w/ vehicle and perhaps looking for a repurchase. DLR She came in unannounced and I personally took the vehicle for a ride. The vibration she is complaining of is due to a bent rim, and that is not a warranty item. She also has 2 rear tires that need to be replaced, they are bad.

Concern: 71-635395219

Date & **Offer/Result:** 06/20/08 – CRS closing file dissatisfied w/BBB. Cust vehicle does not qualify for a repurchase. Nothing can be duplicated and there is always a different diagnosis. Vehicle does not qualify for a repurchase (cust advised).

NISM RECOMMENDATION & RATIONALE

Recommend closing file until formal complaint is received.

Advised by PC that suit was filed on 03/18/09 since we were not able to meet his last demand of \$10,000 inclusive of attorney's fees. Requesting that the file be closed, pending retrieval of formal complaint.

Recommend additional cash not to exceed \$8,000 inclusive of fees.

PC countered last offer with \$9k inclusive to settle or he will file suit. Do not feel that the case warrants more than an \$8k settlement. Believe we can settle the matter with \$8k.

Recommend that the case be settled w/small cash of \$3,000.00 to \$7,000.00 inclusive of fees.

Vehicle appears to meet OH lemon law presumption. Out 7 days w/3 repair attempts to the vehicle's steering system. Cust experienced a rattle noise when going over bumps, 1^{st} experienced 12/14/06 @ 6,617 miles. At that time dlr SOP steering gear, cust returned on 12/28/06 @ 7,093 miles for the SOP to be replaced. Customer then returned on 01/10/07 @ 7,447 miles w/the same issue, dlr replaced steering column assembly. Customer has not been back for steering issue since 01/10/07. Cust last visit to dlr was on 06/20/08 @ 23,881 miles for the air bag light coming on. At this time vehicle appears to be operating to design specifications w/no outstanding issues to address.

LAWSUIT RECOMMENDATION & RATIONALE

Recommend cash settlement offer of \$7,500 inclusive, to meet PC/ client's settlement offer.

While the case was still a NISM, the original recommendation and empowerment was for \$3K - \$7K inclusive on July 11, 2008. The settlement negotiations continued until PC filed suit 3/18/09. After suit was filed, PC emailed Legal CRS working the case as a NISM and indicated client is willing to settle for \$7,500 inclusive. Given the vehicle's history, settlement negotiations, and additional repair visits that have occurred in February and March 2009, recommendation is for timely and cost effective resolution of lawsuit.

After discussing case with GM Legal Coordinator, the decision was made to make a FINAL offer of \$5,500 inclusive; if not accepted within 5 days, empowered to remove file to local counsel.

REASON FOR REMOVAL

Recommend removal of file to local counsel.

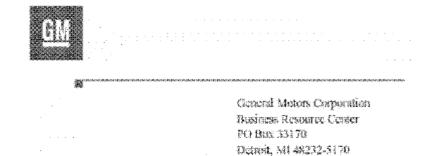
TEAM MANAGER APPROVING:

As per previous empowerment, if PC did not accept FINAL offer of \$5,500 inclusive AND sales/finance docs were obtained, then okay to remove file.

PC/client response was only willing to settle for \$7,500 inclusive. Also, sales/finance documents not available as selling dealership closed down since December 2008.

: \$ 6: \$ DFFER: \$
ST: \$ S: \$ DFFER: \$
5: \$

Date:



VIA FAX ONLY

June 24, 2008 William Perry, Esq. Perry & Associates 30867 Kilgour Dr Westlake, OH 44145-6834

RE:

Service Request: 71-635395219

2006 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK15F567

Customer Relationship Specialist: Kimberly Labut

Dear Mr. Perry:

This is to advise that General Motors is in receipt of the above referenced case dated 6/24/08. 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.

> 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)	,
hereby authorize	
(Lien holder Nar	ne)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regardi	ng my loan account #(Account Number)
	(Account Number)
with	
(Lien holder Name)	
to General Motors Corporation, including loan payoff amount, and per diem inform	g but not limited to a complete payment history of my account, a ation.
Date	
VE	HICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006	
V07092007	













Privileged and Confidential Information CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS) By: Kimberly Labut-Gina Perez State: OH

Customer Name: Service Request: 71-63					3395219 GM Legal File No.: n/a			
Vehicle II	No.: 1G1	AK15F567	I	n Service Date: 03/22/2006 Vehicle is: Used BAC Code: 164333				
Year, Mal	ke & Mode	I: 2006 CHEV	ROLET COB	ALT	Vehicle Purchased Used on: unknown per dlr sts it was sold under a different name. Also bars states vehicle was purged.			
a differen	t name. A	Other State for this vehice	s vehicle wa		DVM requests Purchase Price of involvement?: Y Vehicle: \$See Above			
	☐ Brake	<u>s</u>		VEHICLE REPAIR HISTORY				
Date:	RO #:	Days Out	<u>Mileage</u>	Description of Complaint a	and Renair Performed			
9/13/07	61537	*	14,694	Brake concern. Turn front rote test, pulsation at higher specific test.	ors. Front brake rotor refinishing. Road peeds-Resurface both front brake fter = 23.64 and 23.65 MM. Run out Pat O'Brien Chevrolet			
	Engin	e/Fuel/Exhau	<u>st</u>					
<u>Date:</u> 4/03/06	RO#: 42118	Days Out	Mileage 444	Description of Complaint and Repair Performed: C/S Vehicle will stall at times. Also has no power and feels like it's going to stall. Warm or cold engine. Last time it happened was this morning. Power train control module engine reprogramming with SPS. CASE # 8859009. Road test can not duplicate. Re-flashed PCM with new software. Test fuel pressure ok. *WARRANTY* Pat O'Brien Chevrolet				
12/03/08	2267	1	32,259					
		*		C/S Noise in front end. Loose. Replace both front struts per Bulletin 04-03-08-006C. Followed Bulletin # 04-03-08-006C and found both front struts leaking and jounce bumpers detached. Replaced and repair per Bulletin. Perform alignment when done. *WARRANTY* Pat O'Brien Chevrolet				
		*		Tech noted left axle seal le seal replacement, right sic seeping transmission pan. Removed and replaced sea seeping pan. All wet and co	CED FOLLOWING ISSUES eaking. Leaks. Front wheel drive shaft de. Cust declined repair of dented . Diagnose and find axle seal leaking. al. Also transmission pan dented and covered in road grime. Will get worse, to insure the mating surface is flat.			

Cust declined, also noted oil change reminder sticker is 12,000 miles past due.

				miles past due.				
	Restra	aints						
<u>Date:</u> 6/12/08	RO # : 176134	Days Out	<u>Mileage</u> 23,567	Description of Complaint and Repair Port C/S That the service air bag light came on. Repair or replace wiring and/or connect Tech noted that connector under pass Codes B0081 found. Possible sensing sensor. Customer declined repair. Chevrolet. *WARRANTY*	Advise. Damaged connector. ctor occupant safety. senger seat was damaged. and diagnostic module or			
6/20/08	73110	1	23,881	C/S Service airbag light is coming on. Also resome one sits in passenger side seat or who Check stored codes. B0081 stored. Che and connections to passenger seat bell right front seat belt pre-tensioner. Into Note: Inside of vehicle is dirty an Owner has substitute transportation. If under warranty. *WARRANTY*	en driving vehicle for a while. eck bulletins. Check wiring t. Remove and replace ernal fault. d needs to be cleaned.			
	Steer	<u>ing</u>						
<u>Date:</u>	RO #:	Days Out	Mileage	Description of Complaint and Repair Po				
12/14/06	51504	1	6,617	C/S When going over bumps there is a rattl front end. Order steering gear. *WARRANTY*	Pat O'Brien Chevrolet			
		*		C/S When on the freeway when letting off t accelerates there is a vibration in the steerin *WARRANTY*				
12/28/06	51963	2	7,093	Please replace steering rack SOP. Gear replace. Replace special order steering shaft due to noise over bumps while dralignment. Adjust toe. Road test after nut covers due to being snapped off draseveral times. Replace steering interm bulletin. 2-day courtesy transportation provider (Parts in, ordered on 12/14/06, in WARRANTY*	gear and inspect steering riving straight. Perform repairs. Replace two lug uring repairs. Road test ediate shaft. See related d.			
1/10/07	52366	*	7,447	C/S Rattle noise over bumps. Gear assemble Road test several times with service we steering and suspension. Remove both reinstall. Noise still there. Call technically 9404341. Replace steering column as going straight but okay when turning. Align front end. Adjust toe to center we	riters. Inspect history and a stabilizer links and al assistance, case assembly due to thunk noise Road test on completion.			

				2-day courtesy transportation provided. Owner has substitute transportation. May or may not be covered under warranty. Service contract; Insurance plan. Sublet Enterprise rental.			
				WARRANTY	Pat O'Brien Chevrolet		
		*		C/S Vibration in steering at 60 mph and above balance. Owner has substitute transportation. Manual under warranty. Service contract; Ir Enterprise renta	ay or may not be covered nsurance plan. Sublet I.		
				WARRANTY	Pat O'Brien Chevrolet		
4/11/08	70030	n/a	20,714 C/S Vehicle is sagging in the front. Inspect tires wheels an suspension. Road test with customer on freeway. Both need repair. Were at 5 PSI. Recommend 2 tires and ali then re-road test. Vehicle had a dead battery when it a to hazard lights being left on. Sublet enterprise rental. *WARRANTY* Pat O'Brien				
	Body,	<u>/Trim</u>					
Date:	<u>RO#:</u>	Days Out	<u>Mileage</u>	Description of Complaint and Repair Per			
1/12/07	47868	Dir # no answer- unable to contact	7,447	Per GMVIS- INSTRUMENT PANEL COMPARTMI	ENT DOOR REPLACEMENT		
11/30/07	64699	*	17,134	C/S Driver's door won't latch at times. Door has to be held shut. Cylinder, front door lock, left. R&R or replace. Check and replace drivers door latch ASM and lubricate. 1-day courtesy transportation provided.			
				WARRANTY	Pat O'Brien Chevrolet		
	Electr	<u>ical</u>					
Date: 12/28/06	RO # : 51963	Days Out *	<u>Mileage</u> 7,093	Description of Complaint and Repair Period C/S At times there is static on the radio and the down and customer has to turn the volume be 2-day courtesy transportation provided. Owner has substitute transportation. Manual warranty. Service contract; In Enterprise renta *WARRANTY*	ne volume will go all the way ack up. Order radio. ay or may not be covered asurance plan. Sublet		
1/10/07	52366	2	7,447	C/S Static on radio and volume goes down on remove and replace. Replace radio and p procedures. 2-day courtesy transportation provided. (Parts in, ordered on 12/28/06, replace) *WARRANTY*	erform set up		

		*		C/S Turn signals will not cancel. Switch; hazar Check turn signal operation. Replace turn swould not cancel. *WARRANTY*		
11/30/07	64699	*	17,134	C/S Both doors rattle badly with windows down and can be heard wher shutting the door. It sounds like the windows are falling out. Front sid door window regulator motor replacement, Left side. Remove I front manual window regulator. Lubricate tracks and re-torque Remove right front manual window regulator. Lubricate and secure.		
				1-day courtesy transportation provided. * WARRANTY*	Pat O'Brien Chevrolet	
4/17/08	174848	7	20,959	C/S Right power door lock inoperative. Inopera problem found) Unable to duplicate custor time. * WARRANTY*		
		*		C/S Left front power door locks work at time. In Replace left front door lock switch. * WARRANTY*	operative switch. Bass Chevrolet, Inc.	
		*		C/S Remote inoperative to unlock. Remote inopedoor/rear compartment lock. Replace tran * WARRANTY*		
	□ \Whoo	*		C/S Garage could not reset oil life. Reset oil life *WARRANTY*	Bass Chevrolet, Inc.	

☐ Wheel/Tires

Date:	RO#:	Days Out	<u>Mileage</u>	Description of Complaint and Repair Performed:				
9/13/07	61537	2	14,694	C/S There is a vibration coming from the steering brake and gas pedal at speeds of 60 mph and a rubbing noise at the same time. Road test. Order right front hub bearing. *WARRANTY* Pat O'Brien Chevrolet				
11/30/07	64699	1	17,134	C/S Vibration in front end. SOP hub is in. Bear front wheel. Right-Replace SOP right fron 1-day courtesy transportation provided. * WARRANTY*	ing and hub assembly,			
4/17/08	174848	n/a	20,959	C/S Vibration at 45 MPH plus. Tire. Needs 4 ti *NON WARRANTABLE ITEM*	ires. Bass Chevrolet, Inc.			
02/16/09	5450	1	34,666	C/S while driving on freeway vehicle swayed while driving. Took to OSL, suggest broken front shock on passenger side. No problem found. Inspected front end, ok at this time. Readjusted the tire pressures. Found some seepage front the front struts per GM normal for some seepage. Also road tested vehicle with PW with customer and no problem found on road test. * WARRANTY* Pat O'Brien Chevrolet				

Other

<u>Date:</u> 11/30/07	RO # : 64699	Days Out n/a	<u>Mileage</u> 17,134	<u>Description of Complaint and Repair Performed:</u> C/S would like estimate for damage on the rear of the vehicle.			
	☐ <u>Recal</u>	<u>l</u>					
<u>Date:</u> 4/02/07	RO # : 55456	<u>Days Out</u> 1	Mileage 9,279	<u>Description of Complaint and Repair Performed:</u> C/S Recall 06217. Head impact protection recall-performed recall.			

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs: 3 to same, 8 to any nonconformity Time period: 12 Months / 18,000 Miles

Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs: 1 or more.

Safety-related time period: 12 Months / 18,000 Miles

Number of repair attempts in the presumption period: 3-Steering-Rattle Noise

Total days out of service during the presumption 7

period:

Total days out of service during customer's ownership: 21

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

No pertinent information provided.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Concern: 71-464031429

Date & **Offer/Result:** 01/11/07 – Dlr replaced steering column and radio. Had tech ride along and no noise is present. Svc Mgr also driven vehicle himself at least 10 times over the past 2 days and there is no noise, they cannot duplicate the noise after doing the repairs. Svc Mgr has dealt w/customer before. She purchased another vehicle previous to this one and complained about various concerns that they could not identify. Dlr replaced the vehicle w/the current vehicle all to satisfy her.

Concern: 71-464031429

Date & **Offer/Result:** 01/11/07 – Motor Cars Pontiac Svc Mgr Bob Banks– Dlr test drove vehicle w/customer. Notice rattling noise in glove box, but traced it to a number of loose lying personal items. Customer then claimed to hear the noise in the back end. Dlr drove vehicle extensively @ 50 mph, over rough road rated at 25 mpg and still did not experience excessive rattling noise.

Concern: 71-619855560

Date & **Offer/Result:** 04/16/08 – Called dlr for information regarding last repair. Dlr adv Vehicle towed in Friday evening. Cust said front end was sagging, dlr looked at vehicle and found everything to be ok. Batter was dead b/c the hazard lights were left on. No assistance will be offered on this.

Concern: 71-464031429

Date & **Offer/Result:** 01/15/07 – Svc Mgr Bob Banks informed CRS that they test drove the vehicle w/cust and the rattling noise that was experienced in the glove box was traced back to a number of loose-lying items. After informing the cust of the items, she then claimed to hear the noise in the back end. Svc rode around w/ cust and did not experience any excessive rattling noise.

Concern: 71-619855560

Date & **Offer/Result:** 04/16/08 – Spoke w/Svc Mgr Carl Whelpley – Cust vehicle was towed in on Friday evening. She said the front end was sagging, we looked at the vehicle and everything was fine. The battery was dead b/c the hazard lights were left on. Cust needs an alignment and 2 tires replaced on the vehicle. No assistance will be offered on this case.

Concern: 71-619509688

Date & **Offer/Result:** 04/12/08 – Spoke w/Svc Adv Karl. Vehicle was towed in b/c front end sags per towing company. Battery was dead and hazard lights were left on. We jump started the vehicle and called the cust to get more information. Per cust the vehicle was shifting and changing lanes. Tech took a drive w/the cust and found that the rear tires had holes in them. Cust was driving w/2 flat tires, could have caused the concern. Tires were filled up and cust asked for rental. Customer asked for a rental, and she was advised that she would have to pay for the rental seeing that the issue with the tires were not a defect/warrantable item.

Concern: 71-635395219

Date & **Offer/Result:** 06/12/08 – Spoke w/Svc Mgr David Kennerly – Regarding air bag light on diagnosis – We looked at it, fixed the connector and the light came on again. She did not want us to fix it, she will be taking it back to another dlr. Cust caused or prevented? There is a lot of stuff stuck under the passenger seat.

Concern: 71-635395219

Date & **Offer/Result:** 06/13/08 – Spoke w/ Mark Svc Mgr- Cust complaining about multiple concerns w/ vehicle and perhaps looking for a repurchase. DLR She came in unannounced and I personally took the vehicle for a ride. The vibration she is complaining of is due to a bent rim, and that is not a warranty item. She also has 2 rear tires that need to be replaced, they are bad.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: 71-635395219

Date & **Offer/Result:** 06/11/08 – Spoke w/Cust. Stated she had a previous Chevrolet Cobalt that had to be repurchased. This vehicle is giving her more concerns than the last one. Informed CRS that she will be calling the bank in the morning and telling them she will not be paying on this note any longer.

Concern: 71-635395219

Date & **Offer/Result:** 06/20/08 – CRS closing file dissatisfied w/BBB. Cust vehicle does not qualify for a repurchase. Nothing can be duplicated and there is always a different diagnosis. Vehicle does not qualify for a repurchase (cust advised).

RECOMMENDATION & RATIONALE

Recommend closing file until formal complaint is received.

Advised by PC that suit was filed on 03/18/09 since we were not able to meet his last demand of \$10,000 inclusive of attorney's fees. Requesting that the file be closed, pending retrieval of formal complaint.

Recommend additional cash not to exceed \$8,000 inclusive of fees.

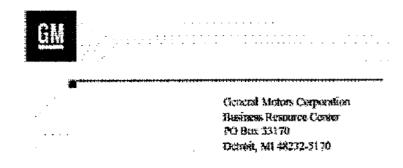
PC countered last offer with \$9k inclusive to settle or he will file suit. Do not feel that the case warrants more than an \$8k settlement. Believe we can settle the matter with \$8k.

Recommend that the case be case be settled w/small cash of \$3,000.00 to \$7,000.00 inclusive of fees.

Vehicle appears to meet OH lemon law presumption. Out 7 days w/3 repair attempts to the vehicle's steering system. Cust experienced a rattle noise when going over bumps, 1^{st} experienced 12/14/06 @ 6,617 miles. At that time dlr SOP steering gear, cust returned on 12/28/06 @ 7,093 miles for the SOP to be replaced. Customer then returned on 01/10/07 @ 7,447 miles w/the same issue, dlr replaced steering column assembly. Customer has not been back for steering issue since 01/10/07. Cust last visit to dlr was on 06/20/08 @ 23,881 miles for the air bag light coming on. At this time vehicle appears to be operating to design specifications w/no outstanding issues to address.

REASON FOR REMOVAL

CRS FINAL OFFER:	DATE:	OFFER TO CUST: \$	
		ATTORNEY FEES: \$	
		OR INCLUSIVE OFFER: \$	
PLAINTIFF'S FINAL DEMAND:	DATE:	AMOUNT TO CUST: \$	
DEMAND:		ATTORNEY FEES: \$	
		OR INCLUSIVE OFFER: \$	
TEAM MANAGER APPROVING:		Date:	



VIA FAX ONLY

June 24, 2008

Mr. Carl Whelply
PAT O BRIEN CHEVROLET
2810 BISHOP RD
WILLOUGHBY HILLS, OH 44092-2604

RE:

Service Request: 71-635395219

2006 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK15F567

Customer Relationship Specialist: Kimberly Labut

Dear Mr. Carl Whelply:

This is a letter of notification regarding a legal matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

Service and body shop repair orders, if applicable.

Please fax them to 866-255-3725. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

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

Sincerely,

General Motors Corporation

LG0040 V6302006

















	VEHICLE	IDENTIFICATIO	N MILEAGE OUT	DATE OUT IN	IVOICE NO.
	1G1AK1	5F567	6617	12/26/06 5	51504 A
	References all successors		TEESE services and a		DD - C
CLEVELAND OH		AKE	MODEL	COLOR	TAG NO.
	06 CH	EVROLET	COBALT LS	BLACK	00302
CUST NO. LICENSE HOME PHONE WOR	K PHONE	STOCK NO		SERV.ADV.	TERMS
44	0		00/00/00	217 7492	CASH
CUST LABOR RATE DELIV.DATE DELIV.MILES	MILEAGE IN	BATE, IN	IN-SERV DATE		
00/00/00	6617/	12/14/06	00/00/00		
YOU MAY BE RECEIVING A SURVEY IN THE MAIL SOO TODAY'S SERVICE VISIT ***if*** YOU ARE NOT SATISFIED WITH TODAY'S SERVICE, PLEASE CONTAC	100%	pportunit		O'Brien Chevrolet We appreciate you aced in US !	
LINE OP.CODE FAIL-CD TECH.		/ ис	OURS/QTY TYPE	AMOUNT	Addition Heal
A MISCELLANEOUS REPAIRS		/			
CUSTOMER STATES WHEN GOING	OVER B	MBS THEIR	IS A RATTI	ING NOISE	
COMMING FROM THE FRONT END ** ORDER STEERING GEAR	/				
ORDER SIBERING GEAR	/				
w/ 2.15 MISC A8	7 8/120				
A87 w 12/14/06 11:16-13:25=02.15	/				
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ACCT. COPY - PAGE 01		-1-~	e Cn	120 1200	o Cluser
STATEMENT OF DISCLAIMER		m behalf of service	ing dealer, I hereby	RO WOL	tion contained
The factory warranty constitutes all of the warranties with res- sale of this item/items. The Seller hereby expressly disclaims	pect to the	ereon is accurate	unless otherwise shows	n. Warranty services de	scribed were
warranties either express or implied, including any implied war	ranty of t	he vehicle or othe	rwise, that any part	was no indication from t repaired or replaced und	er this claim
merchantability or fitness for a particular purpose. Seller ne assumes nor authorizes any other person to assume for it any li				ccident, negligence of m (1) year from the date of	
connection with the sale of this item/items.			cing dealer for igsele	tion y manufacturer have	represent notice
		100	Work.	'1 👉	~ J==
CUSTOMER SIGNATURE		(SIGNED) DEAL	ER, GENERAL MANAGER OF	R AUTHORIZED PERSON (D	ATE)

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

June 15, 2011

Beaumont, TX

Service Request: 71-636687738

Customer Relationship Specialist: Kevin Whitehead

Dear :

We would like to discuss your request for assistance regarding your 2006 Chevrolet Cobalt, but we have been unsuccessful in our attempts to contact you.

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

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

Sincerely,

Chevrolet Customer Assistance Center

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Sincerely,

Chevrolet Customer Assistance Center

Privileged and Confidential Information

CASE ASSESSMENT

By: Annette LeMay State: LA

			_,.	7 0000 =0.	,		
Customer	Name:			Service 637685	Request: 71- 925	BBB Case No.	: CHV0843028
Vehicle ID 1G1AL15F			Da	Service te: 10/2006	Vehicle is: USED	BA	AC Code: N/A
Year, Make & Model: 2006 Chevrolet Cobalt Mileage at Time of BBB Filing 67,563 Lien holder: GMAC Other: {Name} DVM Name: Lou Daranda Phone/Cell Number: 318 780 0521 Svc Mgr Name: Roy Ramirez				balt	Vehicle Purchased Used on: 09/20/07 at odometer 31,000 Sale Type: Purchase ☐ Lease ☐ Other ☐: {Type} CAM Name: Larry D Shields Phone Number: 972-443-2901		
			VE	HICLE REPA	AIR HISTORY		
Throughou	ıt the ent	ire form, us	se an aste	risk (*) if da	y(s) out of service a	re already count	ed in another
				THE MAJOR (COMPONENT	CONCERN BASED ON GROUP.	I REPAIR ORDER	S. USE "N/A"
Power:	Steering	<u>failing</u>					
<u>Date:</u>	RO #:	<u>Days</u> <u>Out</u> :	Mileaq e:	Descriptio	n of Complaint and	Repair Perfor	med:
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☐ <u>window</u>	ı motor fa	ailed					
<u>Date:</u>	RO #:	<u>Days</u> Out:	Mileag	Descriptio	n of Complaint and	l Repair Perfor	med: