

☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
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Verified with customer if the vehicle has ever been involved in an accident? N  
If yes, are the RO's attached? N

Are there modifications to the Vehicle? N  
List:

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
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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:

Lemon Law Repurchase/Replacement:

GM Program Summary Repairs/Reimbursement for past repairs:

THE STATE LEMON LAW READS:

Days out of service: {# of Days}  
Repairs {# of repair attempts}  
Time period {# of months} / {# of miles}  
Does Lemon Law state nonconformity must continue to exist? {Y or N}

If applicable, safety-related repairs {# of repair attempts}  
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period: {☐ of repair attempts}  
Total days out of service during the presumption period: {☐ of Days}  
Total days out of service during customer's ownership: {☐ of Days}

Vehicle Meets Presumption of Lemon Law    YES or    NO
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#### 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 sts: just wants the car fixed at no charge or replaced has had problems with the car from the beginning

DVM sts:

SVM sts: part is order CUST authorized but has not been repaired

CRS Rationale: no goodwill offer made CUST purchased at an independent needs to address her issue with the selling DLR

06/19/08

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

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

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



Component	Description
<b>Axle</b>	Includes all components related to the axle, differential, driveline, □ rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel □ key, column, rack and pinion, pump assembly and Quadrateer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic □ manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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





**GMC**

**HUMMER®**

GENERAL MOTORS BUSINESS RESOURCE CENTER

**VIA FAX ONLY**

June 19, 2008

Service Manager Roy Ramizer  
TOMMY STEWART CHEVROLET, INC.  
214 Texas ST  
Natchitoches, LA 71457

Re: [REDACTED]  
Siebel Request: 71-637685925  
2006 Chevrolet Cobalt  
VIN 1G1AL15F567 [REDACTED]

Dear Roy Ramizer:

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:

- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

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

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

Sincerely,

*Annette LeMay*

Annette LeMay  
BRC Customer Relationship Specialist  
Ph 800-231-1841, prompt 9, prompt 5, extension 21738  
FAX 866-281-0322



**HUMMER**

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*Annette LeMay*

Annette LeMay  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 21738  
FAX# 866-281-0322



## BBB AUTO LINE

June 19, 2008

ANNETE LEMAY  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Re:m01 CHV0843028: [REDACTED] vs Chevrolet Motor Division

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, 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,

Janetta Danielson (Ext. 554) on behalf of Tammy Scaife (Ext. 381)

**BBB AUTO LINE**  
**Customer Claim Form**

Case number: CHV0843028  
Contact Date: 06/19/08  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Natchitoches	State: LA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Cobalt	Year: 2006	Current mileage: 67000
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: Elkins Nissan, Shreveport, LA			
<b>Primary Servicing</b> dealer/city/state: Tommy Stewart,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 09/20/07		Mileage at purchase/lease:	
First repair attempt date: 11/01/07		First repair attempt mileage: 35000	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

She just wants the car fixed at no charge or replace it. She has had problems with the car from the beginning.

Please complete the missing information in the box below and on page 2.

**VEHICLE IDENTIFICATION NUMBER** \_\_\_\_\_

**Lienholder/Leasing Company** \_\_\_\_\_ **Phone Number** \_\_\_\_\_

**Account Number** \_\_\_\_\_

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: CHV0843028

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
power steering keeps failing		2		yes
vehicle wouldn't turn off/all dash lights came on		1		yes
shakes when stopping (rotors)		1		yes
driver's window motor failed		1		no
power steering light was coming on				

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_

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

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE**  
**4200 Wilson Blvd., Suite 800**  
**Arlington VA, 22203-1838**  
**Fax: 703-247-9700**



## BBB AUTO LINE PROGRAM SUMMARY

### *General Motors*

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

#### LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- ♦ The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- ♦ The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- ♦ The arbitrator will decide whether the applicable lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a 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:

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

- ♦ The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- ♦ The award will not include debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

## **STANDARDS OF THE LOUISIANA LEMON LAW**

The following is a brief explanation of most relevant provisions of the Louisiana lemon law. The complete text of the lemon law can be found at Louisiana Rev. Stat. Ann. § 51:1941 *et seq.*

### **VEHICLES COVERED**

The Louisiana lemon law covers motor vehicles, defined as:

1. Passenger motor vehicles and passenger/commercial motor vehicles (meaning any motor driven car, van, or truck required to be registered and that is used or designed to be used for transporting passengers or goods for public, private, commercial, or for-hire purposes) sold in Louisiana on or after September 1, 1984;
2. Personal watercraft and all-terrain vehicles that are used exclusively for personal and not commercial purposes and are sold in Louisiana and still under warranty on or after August 15, 1999; or
3. The chassis and drive train of motor homes sold in Louisiana and still under warranty on or after August 15, 1999.

The lemon law appears to cover used vehicles, but does not cover motor vehicles with a 10,000 GVW or above (except for motor homes) and motor vehicles used exclusively for commercial purposes.

### **CONSUMERS COVERED**

The lemon law covers the following consumers:

1. The purchaser, for purposes other than resale, of a motor vehicle normally used for personal, family or household purposes and subject to a manufacturer's express warranty;
2. A person to whom the new motor vehicle is transferred for purposes other than resale and for personal, family or household purposes during the duration of an express warranty applicable to the motor vehicle;
3. A person to whom a motor vehicle is leased; or
4. Any other person entitled to enforce the warranty.

### **VEHICLE CONVERTERS**

The lemon law applies to vehicle converters.

## **PROBLEMS COVERED**

The lemon law covers any *nonconformity*, which is defined as any specific or generic defect or malfunction, or any defect or condition that substantially impairs the use and/or market value of a motor vehicle.

## **MANUFACTURER'S DUTY TO REPAIR A VEHICLE**

If a motor vehicle does not conform to an applicable express warranty, and the consumer reports the nonconformity to the manufacturer or an authorized dealer and makes the vehicle available for repair before the expiration of the warranty or during a period of one year following the date of the motor vehicle's original delivery to a consumer, whichever is earlier, then the manufacturer, its agent or authorized dealer must make the necessary repairs to conform the motor vehicle to the warranty. The necessary repairs must be made even if the warranty or the one year period has expired.

## **MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE**

The manufacturer must repurchase or replace a motor vehicle (other than a motor home) if either of the following occurs:

1. The nonconformity is not repaired after four or more attempts within the warranty term or within one year of the vehicle's original delivery to the consumer, whichever is earlier, or
2. The vehicle is out of service by reason of repair for cumulative total of 90 or more calendar days during the warranty period.

The manufacturer must replace or repurchase a motor home if it is unable to repair a nonconformity as provided in the provision creating the *presumption* for motor homes.

## **REASONABLE NUMBER OF REPAIR ATTEMPTS**

The manufacturer must repurchase or replace a motor vehicle (other than a motor home) if either of the following occurs:

1. The nonconformity is not repaired after four or more attempts within the warranty term or within one year of the vehicle's original delivery to the consumer, whichever is earlier, or
2. The vehicle is out of service by reason of repair for cumulative total of 90 or more calendar days during the warranty period.

Note that the lemon law also provides for a *presumption* that a reasonable number of attempts has been undertaken to conform a motor vehicle (other than a motor home) to the applicable express warranties if, before the expiration of the warranty or during a period of one year following the date of the motor vehicle's original delivery to a consumer, whichever is earlier, either of the following occurs:

1. The same nonconformity is subject to repair four or more times by the manufacturer, its agent or authorized dealer; or
2. The vehicle is out of service by reason of repair for a cumulative total of 90 or more calendar days.

**Note: This *presumption* does not appear to alter the manufacturer's obligation to repurchase or replace a nonconforming motor vehicle as described in the previous section.**

The *presumption* applies to a *motor home* if the consumer provides written notification to the manufacturer of:

1. The need to repair the nonconformity;
2. Evidence of a cumulative total of at least 90 days out of service; or
3. Evidence that the same nonconformity has been subject to repair four or more times by the manufacturer, its agent or authorized dealer within the warranty terms or during a period of one year following the date of the motor home's original delivery to a consumer, whichever is earlier.

Upon such notification, the manufacturer has a final attempt to repair the motor home. Within 5 business days after receipt of the notification, the manufacturer must respond to the consumer with an authorized repair facility to which the motor home may be delivered for repair. The repair facility must conform the motor home to the applicable warranty within 10 business days after the motor home is delivered to that facility.

If the manufacturer fails to respond to the consumer within 5 business days or to perform the repairs within 10 business days, the manufacturer is deemed to have waived its rights to a final attempt to cure the nonconformity.

The term of an express warranty is extended by any period during which repairs are unavailable to the consumer because of a war, invasion, strike, fire, flood or other natural disaster. The provisions in the *presumption* are suspended for any period of time during which repair services cannot be performed by the manufacturer, its agents or authorized dealer because of war, invasion, strike, fire, flood, or natural disaster.

## **MANUFACTURER'S OTHER DUTIES UNDER THE LEMON LAW**

The manufacturer must reimburse the consumer up to \$20 per day for a rental vehicle for the duration of the repair period whenever the following occurs:

1. The motor vehicle is covered by a manufacturer's express warranty;
2. The consumer brings the motor vehicle to the dealer from whom the motor vehicle was purchased;

3. For repair of any defect, malfunction, or nonconformity to which the warranty is applicable; and
4. Either the repair period exceeds ten working days or the same defect, malfunction, or nonconformity has been subject to repair on two previous occasions.

This provision applies during the length of the manufacturer's express warranty or for two years, whichever expires first. The reimbursement requirement is not in effect in case of war, work stoppages, and natural disasters beyond the control of the manufacturer, that would prevent the timely repair or parts delivery to a dealer.

This provision does not apply to any personal watercraft, all-terrain vehicle, or motor home that is tendered to a manufacturer for repair.

### **DISPUTE RESOLUTION**

If the manufacturer has established an informal dispute settlement procedure that substantially complies with 16 C.F.R. Part 703, the provisions requiring refund or replacement do not apply unless the consumer has first resorted to the informal dispute settlement procedure.

### **TIME PERIOD FOR FILING CLAIMS**

An action must be commenced within the later of (1) three years from the date the consumer purchased the motor vehicle, or (2) one year from the end of the warranty period.

# **REMEDIES UNDER THE LOUISIANA LEMON LAW**

## **REPURCHASE OF OWNED VEHICLE**

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

1. The full purchase price;
2. Any amounts paid by the consumer at the point of sale, which case law indicates may include finance charges<sup>1</sup>; and
3. All collateral costs, defined as sales tax, license and registration fees, and any similar governmental charges;
4. Less a reasonable allowance for use to the consumer.

Refunds must be made to the consumer and lienholder, if any, as their interests may appear.

The reasonable allowance for use is that amount directly attributable to use by the consumer prior to the first notice of the nonconformity to the manufacturer, agent or dealer, and during any subsequent period when the vehicle is not out of service by reason of repair.

## **REPURCHASE OF LEASED VEHICLE**

The Louisiana lemon law provides that a manufacturer repurchasing a leased motor vehicle under the lemon law must reimburse the lessee for all reasonable expenditures in connection with the lease, including any conditions of the lease in connection with early termination and related charges.

The lessee is responsible for a reasonable allowance for the lessee's use of the motor vehicle. The reasonable allowance for use is that amount directly attributable to use by the lessee prior to the first notice of the nonconformity to the manufacturer, agent or dealer, and during any subsequent period when the vehicle is not out of service by reason of repair.

## **REPLACEMENT**

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

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<sup>1</sup> *Williams v. Chrysler Corp.*, 530 So.2d 1214 (La. Ct. App. 1988).

This information is not intended as legal advice. Please direct specific questions to your legal counsel.  
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June 15, 2011

Philadelphia, PA

Service Request: 71-639443196

Customer Relationship Specialist: Joel Verburg

Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2006 Chevrolet Cobalt, Vehicle Identification Number 1G1AL58F567 is for the following:

- 48 months or 48,000 miles, whichever occurs first, beginning on July 25, 2008 and ending on July 25, 2012, and begins with 20,000 miles and ends with 68,000 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 6:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Business Resource Center

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



**GMC**

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GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 25, 2008

Mary Richards  
REEDMAN-TOLL AUTO WORLD  
PO BOX 3004  
LANGHORNE, PA 19047-9104

Re: [REDACTED]  
Siebel Request: 71-639443196  
2006 Chevrolet Cobalt  
VIN # 1G1AL58F567 [REDACTED]

Dear Ms. Mary Richards:

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

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

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

Sincerely,

*Joel Verburg*

Joel Verburg  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 21691  
FAX# 866-259-4607

Revised 8/02/2007

**Privileged and Confidential Information****CASE ASSESSMENT**

By: Joel Verburg State: Pennsylvania

Customer Name: [REDACTED] Service Request: 71- BBB Case No.: CHV0843423  
639443196

Vehicle ID No.: 1G1AL58F567 [REDACTED] In Service Date: 7/5/06 Vehicle is: New BAC Code: 206432

Year, Make ☐ Model: 2006 Chevrolet Cobalt Vehicle Purchased Used on: n/a  
Mileage at Time of BBB Filing (16,000)  
Lien holder: GMAC ☐ Sale Type: Purchase ☐  
DVM Name: Ron Chieffe CAM Name: Craig Joseph  
Phone/Cell Number: 215-527-0041 Phone Number: (914) 244-6130

Service Manager: David Stein

**VEHICLE REPAIR HISTORY**

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

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

☐ {Steering Column Making Noise - Replaced}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/6/07	805396	1	8,650	Customer states: rattle noise in left front while driving on bumpy or uneven roads Dealer: noisy over bumps Repair: inspect for condition <input type="checkbox"/> replace intermediate steering shaft per TSB 05-02-32-005C
8/22/07	819124	1	11,364	Customer states: clunk / grinding present from column area when going over bumps or when making a 360 degree turn Dealer: could not duplicate customer's concern Repair: road test with customer <input type="checkbox"/> could not duplicate
9/10/07	822136	1	11,997	Customer states: when driving over uneven surfaces a knock is felt in steering wheel Dealer: test and diagnose <input type="checkbox"/> found excessive noise in steering column Repair: replace steering column and retest <input type="checkbox"/> concern corrected
1/23/08	843092	1	15,381	Customer states: a knock is felt in the steering when driving over uneven surfaces Dealer: intermediate shaft Repair: R/R intermediate shaft
3/26/08	853346	1	16,148	Customer states: a metal on metal grinding noise is heard from underneath the steering column area when driving on flat surfaces Dealer: test and diagnose <input type="checkbox"/> road test vehicle <input type="checkbox"/> verified customer's concern <input type="checkbox"/> found excessive noise coming from the steering column Repair: replace steering column under GM parts warranty <input type="checkbox"/> re-road test vehicle <input type="checkbox"/> concern corrected

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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**Verified with customer if the vehicle has ever been involved in an accident Y N**

**If yes are the RO's attached Y N**

**Are there modifications to the Vehicle Y or N**

**List:**

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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12/23/06	777765	1	4,556	Customer states: vehicle moves forward in park on slight incline with parking brake on Dealer: check operation Repair: adjust parking brake
12/23/06	777765	□□□	4,556	Customer states: air leak present from both front doors / windows Repair: adjust all doors inward by adjust strikers
12/23/06	777765	□□□	4,556	Customer states: rattle present from both front doors at mirrors Repair: re-secure both front door trims
12/23/06	777765	□□□	4,556	Customer states: traction control light comes on when accelerating Repair: road test vehicle, no condition present, no codes present
12/23/06	777765	□□□	4,556	Customer states: clicking noise present from front tires Repair: adjust tire pressures
12/23/06	777765	□□□	4,556	Customer states: trunk ajar and door ajar lights do not come on when doors are open Repair: adjust all doors inward by adjust strikers
1/6/07	779785	1	8,403	Customer states: door ajar light stays on and alarm goes off overnight

1/6/07	779785	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	8,403	Repair: test <input type="checkbox"/> diagnose <input type="checkbox"/> no condition Customer states: noise when braking. Creaking noise when coasting forward at stop Repair: normal brake noise
4/7/07	795208	1	6,663	Customer states: ABS light on Dealer: code C0045 Repair: test and diagnose <input type="checkbox"/> repaired wires to left rear wheel speed sensor. Cleared codes <input type="checkbox"/> rechecked - ok
5/2/07	799456	1	7,346	Customer states: ABS light on Dealer: terminal 13 back out Repair: test and diagnose <input type="checkbox"/> R <input type="checkbox"/> R connector cover <input type="checkbox"/> remove terminal <input type="checkbox"/> re-secured in connector <input type="checkbox"/> clear code <input type="checkbox"/> recheck - ok
5/2/07	799456	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	7,346	Customer states: vibration when braking Dealer: no condition Repair: test and diagnose <input type="checkbox"/> no condition
5/2/07	799456	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	7,346	Customer states: suspension noisy over bumps Repair: inspect and special order part
5/2/07	799456	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	7,346	Customer states: odor from vents when using a/c after big rain Dealer: in cabin air filter dirty <input type="checkbox"/> musty odor Repair: inspect for condition <input type="checkbox"/> recommend filter <input type="checkbox"/> no auth. <input type="checkbox"/> spray GM odor eliminator through cowl panel to correct concern
5/9/07	800715	1	7,611	Customer states: noise in front suspension over bumps Dealer: special ordered part in stock Repair: test <input type="checkbox"/> diagnose <input type="checkbox"/> replace right front upper strut mount and bearing
5/9/07	800715	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	7,611	Customer states: rattle noise from glove box while driving Dealer: no condition Repair: inspect for condition <input type="checkbox"/> no condition
5/9/07	800715	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	7,611	Customer states: noise in right rear suspension over bumps Dealer: snow brush in trunk Repair: inspect for condition on road test <input type="checkbox"/> remove snow brush from trunk <input type="checkbox"/> road test <input type="checkbox"/> no noise
5/9/07	800715	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	7,611	Customer states: replace in cabin air filter Dealer: replace air filter per customer request Repair: air filter replacement completed
6/6/07	805396	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	8,650	Customer states: creek noise when opening all doors <input type="checkbox"/> left rear more so Repair: inspect and special order door checks
6/6/07	805396	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	8,650	Customer states: odor from vents after hard rain Dealer: plastic on exhaust Repair: inspect for condition <input type="checkbox"/> remove plastic from exhaust
6/6/07	805396	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	8,650	Customer states: clunk noise on turns Dealer: noisy on turns Repair: test <input type="checkbox"/> diagnose <input type="checkbox"/> replace power steering gear
8/22/07	819124	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	11,364	Customer states: squeal present from wheel are when turning Dealer: test and diagnose Repair: set vehicle toe and re-adjust tire pressure
9/10/07	822136	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	11,997	Customer states: driver's side and passenger side window switch bezels are dis-colored Dealer: test and diagnose Repair: special ordered both window switch bezels
9/22/07	824484	1	12,504	Customer states: left side window switch bezel is discoloring Dealer: trim discoloring Repair: replace left side switch bezel
9/22/07	824484	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	12,504	Customer states: right side window switch trim is discoloring Dealer: right side bezel discoloring Repair: replace right side switch bezel
9/22/07	824484	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	12,504	Customer states: right side front surround weather strip is cracking Repair: order weather strip

10/24/07	829372	1	13,423	Customer states: weather strip is torn, special ordered part Dealer: right side front surround weather strip Repair: installed new weather strip
10/24/07	829372	□□□	13,423	Customer states: right front door handle bezel is loose Repair: replace door handle bezel
1/23/08	843092	□□□	15,381	Customer states: when turning on a/c blower motor a whistle is hear on all speeds Repair: no problem found at this time
1/23/08	843092	□□□	15,381	Customer states: left front seat belt does not retract very well Repair: special ordered seat belts
2/20/08	847492	1	15,725	Customer states: seat belt does not fully retract □special ordered part Dealer: left front seat belt does not retract Repair: removed and replaced left front seat belt assembly
2/20/08	847492	□□□	15,725	Customer states: a noise is present when driving over bumps. Most noticeable when driving through our lot Dealer: verified condition □found left front fender hitting against a-pillar. Vehicle will require appointment at body shop for repairs. Technician states same condition occurs on right front. But not as progressed as left side. Repair: recommend contacting Cindy to set appointment.
2/20/08	847492	□□□	15,725	Customer states: right rear seat belt does not retract Dealer: verified condition Repair: removed and replaced right rear seat belt assembly
3/12/08	850885	3	15,918	Customer states: during heavy rain, driver's side wiper would shake violently and chop across the windshield. Possible wiper arm issue? Dealer: test and diagnose □found driver side wiper blade not holding tension against windshield Repair: replace wiper blade and re-test □concern corrected
3/12/08	850885	□□□	15,918	Customer states: a rattle sound is heard when driving, found driver's side fender hitting against the driver's side a-pillar. Send to bodyshop to have repaired Dealer: test and diagnose □verified customer's concern □send to body shop for repair Repair: remove and install left and right front fender □re-align and straighten fenders. Install cushion behind fenders to avoid rubbing. Refinish a-pillars to clear imperfections. Re-test. Concern corrected.
3/26/08	853346	□□□	16,148	Customer states: driver side wiper rubber is wiggling and leaving the window streaked Dealer: test and diagnose □found windshield wipers to be operating as designed Repair: windshield had a wax film covering it. Clean windshield and re-test □concern corrected
3/26/08	853346	□□□	16,148	Customer states: a vibration is felt in the steering wheel when braking Dealer: test and diagnose □road test vehicle □found excessive lateral run-out in front rotors Repair: resurface front rotors within specs and re-test □concern corrected
3/26/08	853346	□□□	16,148	Customer states: since fenders were repaired, there is a large gap between the driver's side headlamp and bumper that is not present on the passenger side Dealer: test and diagnose □verified customer's concern Repair: R/R bumper □re-align and re-position □tighten brackets to raise bumper □re-inspect □concern corrected
1/20/07	782097	1	5,148	Customer states: door ajar light comes on while driving □special ordered part Dealer: left side front door jam switch faulty Repair: test and diagnose □replace left side front door jamb switch

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 or N}

If applicable, safety-related repairs { # of repair attempts}

Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period: 4

Total days out of service during the presumption period: 17

Total days out of service during customer's ownership: 17

<b>Vehicle Meets Presumption of Lemon Law YES</b>
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## 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: extended warranty

DVM sts: have no problem settling the case with extended coverage

SVM sts: customer deserves extended warranty

CRS Rationale: customer has had 3 repair attempts and if extended warranty would keep customer satisfied then we should offer it

<b>CRS FINAL OFFER:</b>	48/48 GMPP VG \$0 Ded	<b>DATE:</b> 7/25/08	<b>CUST Accepted</b>
<b>Goodwill:</b> 48/48 GMPP VG \$0 Ded	<b>Attorney Fees (if applicable):</b> \${Amount}		

<b>TEAM LEAD APPROVING:</b>	Bridget Cazabon	<b>Date:</b> 7/25/08
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COMPONENT	DESCRIPTION
<b>Axle</b>	Includes all components related to the axle, differential, driveline, □ rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel □ key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic □ manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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



# GMPP Request for Processing

SR# 71-639443196

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

Complete VIN 1G1AL58F567 [REDACTED] Vehicle Year: 2006

Division – Dealer Code: Chevrolet 13-32888

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

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

**Special Instructions: Check if applicable**

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

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

Delivery Date: 7/5/2006

Odometer reading: 20,000

Plan Purchase Date: 7/25/2008 Customer Ownership: Owner

Business Name:

Customer Name - Title: Mrs. (First - M.I. - Last): [REDACTED]

Address Line 1: [REDACTED]

Address Line 2:

City: Philadelphia State: Pennsylvania Zip: [REDACTED]

Plan Type: Value Guard # of Months: 48 Months Mileage: 48,000

Plan Type: # of Months: Mileage:

Deductible: 0

MSRP: \$1,050

Plan Lien Holder (Select Division): Chevrolet

Division Address: P.O. Box 33170 Detroit, MI 48232-5170

CRS (Decision Maker): Joel Verburg

Team Lead / Liaison: Bridget Cazabon

Team CARS Site: Chatham

Date: 7/25/2008

☐ DVM Requested



## BBB AUTO LINE

June 25, 2008

JOEL VERBURG  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Re:m01 CHV0843423: [REDACTED] vs Chevrolet Motor Division

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, 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,

Yvette Roberts (Ext. 535) on behalf of Carolyn Hill (Ext. 509)

**BBB AUTO LINE**  
**Customer Claim Form**

Case number: CHV0843423  
Contact Date: 06/25/08  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Philadelphia	State: PA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address:	

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Cobalt	Year: 2006	Current mileage: 16000
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: REEDMAN/TOLL CHEVROLET-OLDSMOB, LANGHORNE, PA			
<b>Primary Servicing</b> dealer/city/state: REEDMAN/TOLL CHEVROLET-OLDSMOB,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 07/01/06		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage:	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

The customer would like the manufacturer to extend the vehicle's warranty for another three years.

Please complete the missing information in the box below and on page 2.

**VEHICLE IDENTIFICATION NUMBER** \_\_\_\_\_

**Lienholder/Leasing Company** \_\_\_\_\_ **Phone Number** \_\_\_\_\_

**Account Number** \_\_\_\_\_

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: CHV0843423

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Steering column making noise-replaced		3		yes

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_  
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE  
4200 Wilson Blvd., Suite 800  
Arlington VA, 22203-1838  
Fax: 703-247-9700**



# BBB AUTO LINE PROGRAM SUMMARY

## *General Motors*

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

### LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- ♦ The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- ♦ The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- ♦ The arbitrator will decide whether the applicable lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a 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:

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

- ♦ The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- ♦ The award will not include debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.



## **STANDARDS OF THE PENNSYLVANIA LEMON LAW**

The following is a brief explanation of most relevant provisions of the Pennsylvania lemon law. The complete text of the lemon law can be found at 73 Pa. Cons. Stat. section 1951 *et seq.*

### **VEHICLES COVERED**

The Pennsylvania lemon law covers a “new motor vehicle”, defined as a new and unused self-propelled motorized vehicle that:

1. Is driven upon public roads, streets or highways;
2. Is designed to transport not more than 15 persons;
3. Was (a) purchased in Pennsylvania, (b) leased in Pennsylvania on or after February 11, 2002, or (c) purchased or leased elsewhere on or after December 1, 2002 and registered for the first time in Pennsylvania;
4. Is registered in Pennsylvania; and
5. Is utilized, leased or bought for use primarily for personal, family or household purposes.

This includes a demonstrator or dealer car, but does not include a motorcycle, motor home or off-road vehicle.

### **CONSUMERS COVERED**

The lemon law covers the “purchaser”, defined as a person who has obtained ownership of a new motor vehicle by transfer or purchase, or who has entered into an agreement or contract for the purchase of a new motor vehicle, that is used or bought for use primarily for personal, family or household purposes. To qualify as a “purchaser”, the person must maintain continued ownership and possession of the vehicle, and must never have relinquished title.<sup>1</sup>

Beginning February 11, 2002, “purchaser” also includes a person who has obtained possession of a new motor vehicle by lease, or who has entered into an agreement or contract for the lease of a new motor vehicle, that is used, leased, or bought for use primarily for personal, family or household purposes.

### **VEHICLE CONVERTERS**

The lemon law applies to vehicle converters.

---

<sup>1</sup> *Reeves v. Morelli-Hoskins Ford, Inc.*, 415 Pa. Super. 431, 609 A.2d 828 (Pa. Super. Ct. 1992); *Sinnerard v. Ford Motor Company*, 1996 U.S. Dist. LEXIS 8735 (E.D. Pa. 1996).

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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## **PROBLEMS COVERED**

The lemon law covers any vehicle “nonconformity”, defined as a defect or condition that substantially impairs the use, value or safety of a new motor vehicle and does not conform to the manufacturer’s express warranty.

A consumer is not entitled to lemon law repurchase or replacement if the nonconformity does not substantially impair the use, value or safety of the motor vehicle, or the nonconformity is the result of abuse, neglect or modification or alteration of the motor vehicle by the purchaser.

## **MANUFACTURER’S DUTY TO REPAIR**

A manufacturer must repair or correct a nonconformity that occurs within whichever of the following periods ends first:

1. One year following the actual delivery of the vehicle to the purchaser;
2. The first 12,000 miles of use; or
3. The term of the manufacturer’s warranty.

The purchaser must deliver the vehicle for repair to the manufacturer’s authorized service and repair facility in Pennsylvania, unless the vehicle cannot reasonably be delivered because of the nature of the nonconformity. If the purchaser cannot deliver the vehicle for repair, the purchaser must notify the manufacturer or its authorized service and repair facility in writing. Such written notice shall constitute delivery of the vehicle; however, the manufacturer may service or repair the vehicle at the vehicle’s location, or the manufacturer may, at its own expense, transport the vehicle to its authorized service and repair facility.

## **MANUFACTURER’S DUTY TO REPURCHASE OR REPLACE A VEHICLE**

If the manufacturer fails to repair or correct the nonconformity (which occurred within the earlier of one year, 12,000 miles, or the term of the warranty<sup>2</sup>) after a *reasonable number of attempts*, the manufacturer must, at the purchaser’s option, either replace or repurchase the motor vehicle.

## **REASONABLE NUMBER OF REPAIR ATTEMPTS**

The lemon law creates a *presumption* that a manufacturer has had a reasonable number of repair attempts if either of the following occurs:

1. The same nonconformity has been subject to repair three times by the manufacturer, its agents or authorized dealers and the nonconformity still exists; or

---

<sup>2</sup> *Mikula v. Ford Motor Co.*, 26 Pa. D. & C.4th 116 (1995); *Zellhart v. General Motors Corp.*, 50 Pa. D. & C.3d 511 (1988); *Green v. Ford Motor Co.*, 1996 U.S. Dist. Lexis 4102 (E.D. Pa. 1996); *Mesko v. Ford Motor Co.*, 1994 U.S. Dist. Lexis 8979 (E.D. Pa. 1994).

2. The vehicle is out-of-service by reason of any nonconformity for a cumulative total of 30 calendar days or more.

## **DISPUTE RESOLUTION**

If the manufacturer has established an informal dispute settlement procedure that complies with 16 C.F.R. Part 703, the consumer must first resort to the informal dispute settlement procedure before bringing a civil action.

## **TIME PERIOD FOR FILING CLAIMS**

Not specified. Assuming that the UCC statute of limitations applies, a claim must be filed with BBB AUTO LINE within four years from the date the alleged defect is discovered.<sup>3</sup>

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<sup>3</sup> *Gabriel v. O'Hara*, 368 Pa. Super. 383, 534 A.2d 488, n.20 (1987); *Lowe v. Volkswagen Of America, Inc.*, 879 F. Supp. 28 (E.D. Pa. 1995).

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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## **REMEDIES UNDER THE PENNSYLVANIA LEMON LAW**

### **REPURCHASE**

The Pennsylvania lemon law sets out the following amounts that a manufacturer must pay when it repurchases a motor vehicle under the lemon law:

1. The full purchase or lease price; and
2. All collateral charges, which courts have found to mean all possible charges associated with the purchase of a vehicle, including tags, lien fees, sales tax, document fees, and finance charges<sup>4</sup>;
3. Less a reasonable allowance for the purchaser's use of the vehicle.

The reasonable allowance for use is that amount directly attributable to use by the purchaser prior to the purchaser's first report of the nonconformity to the manufacturer. The reasonable allowance for use may not exceed the lesser of 10 cents per mile driven prior to the first report or 10% of the vehicle's purchase or lease price.

### **REPLACEMENT**

When replacing a vehicle under the Pennsylvania lemon law, the manufacturer must provide a comparable motor vehicle of equal value. The reasonable allowance for use appears not to apply to a replacement.

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<sup>4</sup> *Baker v. Chrysler Corporation*, 1993 U.S. Dist. LEXIS 727 (E.D. Pa. 1993); *Giacinto v. General Motors Corporation*, 1989 U.S. Dist. LEXIS 1459 (E.D. Pa. 1989); *Gambrill v. Alfa Romeo, Inc.*, 696 F. Supp. 1047 (E.D. Pa. 1988); *Robinson v. Hyundai Motor America*, 683 F.Supp. 515 (E.D. Pa. 1988).

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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1700 East Lincoln Highway, Langhorne PA 19047  
215-757-4961  
215-757-7971 fax

Reedman Toll  
Chevrolet - Service

# Fax

<b>To:</b> Joel Verburg	<b>From:</b> David B. Stein
<b>Fax:</b> 1-866-259-4607	<b>Pages:</b> 68
<b>Phone:</b> 1-800-231-1841 ext 21691	<b>Date:</b> 6/25/2008
<b>Re:</b> Requested Documents	<b>CC:</b>

☐ **Urgent**    ☐ **For Review**    ☐ **Please Comment**    ☐ **Please Reply**    ☐ **Please Recycle**

Joel,

Attached are the requested documents from service. All sales docs needed must be requested through Mary Richards – 215-757-4961 ext. 304

Dave Stein

**GMC****HUMMER****General Motors Business Resource Center****FAX****To: David Stein**

Company:

Fax: 215-757-7971

Phone:

**From: Joel Verburg**

Fax: 1-866-259-4607

Phone: 1-800-231-1841 ext. 21691

E-mail:

**CC:**

---

**NOTES:**



GMC

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 25, 2008

David Stein  
REEDMAN-TOLL AUTO WORLD  
PO BOX 3004  
LANGHORNE, PA 19047-9104

Re:

Siebel Request: 71-639443196  
2006 Chevrolet Cobalt  
VIN # 1G1AL58F567

Dear Mr. David Stein:

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

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

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

Sincerely,

*Joel Verburg*

Joel Verburg  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 21691  
FAX# 866-259-4607

IN

OUT

# REEDMAN TOLL

AUTO WORLD

215-757-4961  
www.reedmantoll.com

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZ004	PA STATE & EMISSIONS	MO	79.95				

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/26/08	853346	16148	4287	1431	I	51CVZ12	WIPER/WASHER
				1431	W	11CVZ	STEERING CONCERN
				1431	W	06CVZ	BRAKES
				1431	I	96CVZ	BODY REPAIR
03/12/08	850885	15922	4287	1431	I	00CVZ	MULTI POINT INSP.
				1431	I	31CVZ10	WINDSHIELD WIPERS

SALESPERSON NO. 4084

RICHARD RAY MAURER

SERVICE

STATE REG# AL74

Tech #	VEHICLE ID NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	1G1AL58F567	06/CHEVROLET/COBALT/4DR SDN LT		605635		856646
Parking Space	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
	182643		07/07/06	5		04/16/08
	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
	LASER BLUE MET/GR				S63	
	TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE
						16,437
	RESIDENCE PHONE	BUSINESS PHONE	ADVISOR NO.	ADVISOR		
			4287	SEAN D SCHAEFER		
	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY			
	09:28am	04/16/08 11:59pm				
APPOINTMENT	LABOR RATE					
<input checked="" type="checkbox"/> Yes						
<input type="checkbox"/> No						

JOB [ ETCH SERIAL# ] E594946 [ EXT WARRANTY ] UNIVERSAL

COMMENTS : RED TEAM

1 C 31CVZ WINDSHIELD WIPERS  
REPLACE WIPER BLADES - SERVICE MANAGER TO DO

INITIAL YOUR CHOICE  
☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS  
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$  
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES  
 I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWN FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$

CUSTOMER SIGNATURE  
 ORIGINAL ESTIMATE \$  
 AUTHORIZED ADD'L REPAIRS \$

ADD'L REPAIRS OK'D BY

DATE TIME

AT PHONE NO: CALLED

SPECIFIC AUTHORIZATION GIVEN:

MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES. MECHANICAL SHOP USES (CHILTON LABOR GUIDE MATERIAL), BODY REPAIRS USES (MOTOR CRASH ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. IF NO LABOR TIME IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY, PAINT, TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES & CONVENIENCES AS NECESSARY.

856646

RIS-2

# REEDMAN TOLL

AUTO WORLD



Operation  
Number

Operation Explanation

Labor Records

Cost

Time  
Clock

Administrative Time

Customer Release

At Cashier

Bay Check

Or

Road Test

At Shop

Write Up Time

Cust. Ac. Time

Cust. Appl. Time

Est. Appl. Time

Engine Start

Cash Price Paid

Trade Type

Transfer Case Pk

Tilt Coll.

A.C.

P.S.

P.B.

Crutch

A.M.F.

Post Road

Full Floor Heat

Lock Wheel Covers: Muls

Folding Top

Power Locks

Power Glass

Seat Type

VEHICLE'S NAME & NUMBER

② Replace wiper blades  
Dealer goodwill gesture

VEHICLE'S NAME & NUMBER

VEHICLE'S NAME

VEHICLE'S NAME

VEHICLE'S NAME

VEHICLE'S NAME & NUMBER

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VEHICLE'S NAME

Jun. 25, 2008, 12:58 PM

No. 4133 P. 5

Page 2 of 2

CVCS856646

CVCS856646

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

SEAN D SCHAEFER 4287 S63 04/16/08 CVCS856646

16,437 LASER BLUE 605635

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

04/16/08

MO: 16438

[ ETCH SERIAL# ] E594946 [ EXT WARRANTY ] UNIVERSAL  
JOB# 1 CHARGES-----

LABOR-----  
# 1 31CVZ WINDSHIELD WIPERS REPLACE WIPER BLADES - SERVICE MANAGER TO DO  
COMPLETED

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	INTERNAL
1	15243233	BLADE 10.146			INTERNAL
1	15243232	BLADE 10.146			0.00
TOTAL - PARTS					

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

COMMENTS-----  
RED TEAM

TOTALS-----

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE: \*  
\* 04/15/2009 / 25654 MI 00CVZ004 PA STATE & EMISSIONS \*  
\*\*\*\*\*

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

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR  
EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

CUSTOMER SIGNATURE

APR 1/0 PAID

Cm

IN

OUT

Kelle

# REEDMAN TOLL

AUTO WORLD

215-757-4961  
www.reedmantoll.com

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZ004	PA STATE & EMISSIONS	MO	79.95				

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/12/08	850885	15922	4287	1431 9999	I W	31CVZ10 96CVZ	WINDSHIELD WIPERS BODY REPAIR
02/20/08	847492	15727	4287	1431 1431 1431	I W I	00CVZ 60CVZ11 00CVZ 10CVZ	MULTI POINT INSP. SEAT BELTS MULTI POINT INSP. DRIVEABILITY

SALESPERSON NO. 4084 RICHARD RAY MAURER **S E R V I C E** STATE REG# AL74

Tech #	VEHICLE ID NO. <b>1G1AL58F567</b>	YEAR/MAKE/MODEL	<b>06/CHEVROLET/COBALT/4DR SDN LT</b>		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
			CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
			<b>182643</b>		<b>07/07/06</b>	<b>5</b>		<b>03/26/08</b>
Parking Space	<b>PHILADELPHIA, PA</b>		COLOR	CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO.
			<b>LASER BLUE MET/GR</b>					<b>S268</b>
			TURBO	MM	AIR COND.	R.S.	TRANS	
			<b>CVZZ</b>					
			MILEAGE	ADVISOR NO.	ADVISOR			
			<b>16,148</b>	<b>4287</b>	<b>SEAN D SCHAEFER</b>			
RESIDENCE PHONE	BUSINESS PHONE	<b>REPRESENTATIONS, AGREEMENTS AND RELEASE:</b> I own the vehicle described above or am authorized to sign this contract for the owner. I authorize Reedman Toll to furnish required services and parts and to operate the vehicle on public highways and elsewhere to test and inspect it. I agree to pay Reedman Toll a storage charge of \$6.00 per day. Reedman Toll will not be liable for (a) any loss or damage to the vehicle or anything in it while it is in Reedman Toll's possession, (b) any damage to the vehicle due to lack of antirust, or (c) any indirect, special or consequential damages arising out of any services, materials, or parts furnished by Reedman Toll. I release and forever discharge Reedman Toll, its employees and agents of and from all liability and claims of any nature, whether known or unknown, resulting from the negligent performance of services or from any breach of express or implied warranty for defects in materials or parts, including any negligence or any of merchantability or fitness for a particular purpose. If it is properly notified, Reedman Toll will, however, remedy promptly at no charge, secure the vehicle and return it to the owner in the same condition as it was when received. An express mechanic's lien will attach to the vehicle to satisfy this agreement and release.						
TIME RECEIVED	DATE/TIME PROMISED	PRIORITY						
<b>09:08am</b>	<b>03/26/08 11:59pm</b>							
APPOINTMENT	LABOR RATE							
<input checked="" type="checkbox"/> Yes								
<input type="checkbox"/> No								

JOB: [ETCH SERIAL#] **E594948** [EXT WARRANTY] **UNIVERSAL**

COMMENTS: RED TEAM

1. **W 51CVZ12 WIPER/WASHER**  
CUST STATES: DRIVER SIDE WIPER RUBBER IS WIGGLING AND LEAVING THE WINDOW STREAKED

2. **W 11CVZ STEERING CONCERN**  
CUST STATES: A METAL ON METAL GRINDING NOISE IS HEARD FROM UNDERNEATH THE STEERING COLUMN AREA WHEN DRIVING ON FLAT SURFACES, PLEASE CHECK AND ADVISE

3. **W 06CVZ BRAKES**  
CUST STATES: A VIBRATION IS FELT IN THE STEERING WHEEL WHEN BRAKING, PLEASE CHECK AND ADVISE

4. **W 96CVZ BODY REPAIR**  
CUST STATES: SINCE FENDERS WERE REPAIRED, THERE IS AN LARGE GAP BETWEEN THE DRIVERS SIDE HEADLAMP AND BUMPER THAT IS NOT PRESENT ON THE PASSENGER SIDE

5. **I 00CVZ MULTI POINT INSP**  
PERFORM MULTI POINT INSPECTION REPORT

INITIAL YOUR CHOICE  
☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS  
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$  
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$  
 I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$

CUSTOMER SIGNATURE

ORIGINAL ESTIMATE: AUTHORIZED ADD'L. REPAIRS

\$ \$

ADD'L REPAIRS OK'D BY

DATE TIME

AT PHONE NO. CALLED

SPECIFIC AUTHORIZATION GIVEN:

MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES. MECHANICAL SHOP USES (CHILTON LABOR GUIDE MATERIAL). BODY REPAIRS USES (MOTOR CRAFT ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. IF NO LABOR TIME IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY, PAINT, TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES & CONVENIENCES AS NECESSARY.

SERVICE FILE COPY

853346

Operation  
Number

Operation Explanation

Labor Records

Cost

Time  
Clock

Administrative Time

Customer Release

At Cashier

Bay Check

On

Break Fast

At Shop

Wash-Up Time

Check Air Time

Check Appt. Time

Est. Appt. Time

Engine Size

Carb Fuel Inj.

Trans Type

Transfer Case No.

Tilt Col.

A.C.

P.S.

P.B.

Cruise

A.I.R.

Posi Rear

Full Float Rear

Lock Whl Covers Nuts

Folding Top

Power Windows

Power Glass

Seat Type

MECHANICS NAME & NUMBER

QUANTITY

DATE

REMARKS

MECHANICS NAME & NUMBER

QUANTITY

DATE

REMARKS

MECHANICS NAME & NUMBER

QUANTITY

DATE

REMARKS

MECHANICS NAME & NUMBER

QUANTITY

DATE

REMARKS

MECHANICS NAME & NUMBER

QUANTITY

DATE

REMARKS

MECHANICS NAME & NUMBER

QUANTITY

DATE

REMARKS

Windshield wiper OK - windshield  
HAS wax film

Replaced steering column

Resurfaced front rotors

Sagging front bumper

R&R front bumper & retighten brackets

MAR 26 1:38

MAR 26 1:37

MAR 26 1:37

MAR 26 12:3

MAR 26 12:3

MAR 26 12

MAR 26 1:07

MAR 26 1:01

Jun. 25. 2008-12:59PM

No. 4133 - P. 8

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# ATTACHMENT FORM — GM BRAKE SERVICE REPAIR ORDER DOCUMENTATION FOR REQUIRED MEASUREMENTS

## PART MEASUREMENT/REPLACEMENT DOCUMENTATION

Dealer Code: 206432

Repair Order Number: 853386

### Front Rotor - ORIGINAL/REFINISHED thickness measurements (required when front labor operation is used):

- Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): 22.0 inch/mm (Circle One)
- ORIGINAL measured thickness before refinish: Left Front (OLF) 23.85 inch/mm  
Right Front (ORF) 27.61 inch/mm
- REFINISHED measured thickness after refinish: Left Front (RLF) 23.40 inch/mm  
Right Front (RRF) 23.53 inch/mm

### Rear Rotor - ORIGINAL/REFINISHED thickness measurements (required when rear labor operation is used):

- Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): \_\_\_\_\_ inch/mm (Circle One)
- ORIGINAL measured thickness before refinish: Left Rear (OLR) \_\_\_\_\_ inch/mm  
Right Rear (ORR) \_\_\_\_\_ inch/mm
- REFINISHED measured thickness after refinish: Left Rear (RLR) \_\_\_\_\_ inch/mm  
Right Rear (RRR) \_\_\_\_\_ inch/mm

### Rotor Replacement:

If rotors are replaced, you must indicate reason for replacement:

### Pad Replacement:

If Pads are replaced, you must indicate reason for replacement:

## LATERAL RUN OUT (LRO) DOCUMENTATION

### Front Rotor (required when front rotor labor operation is used):

- LRO measurement after rotor refinish/replace: Left Front (LLF) 0.000 inch  
Right Front (LRF) 0.000 inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used:  
Left \_\_\_\_\_ Right \_\_\_\_\_ (Example: 801-03)

### Rear Rotor (required when rear rotor labor operation is used):

- LRO measurement after rotor refinish/replace: Left Rear (LLR) \_\_\_\_\_ inch  
Right Rear (LRR) \_\_\_\_\_ inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used:  
Left \_\_\_\_\_ Right \_\_\_\_\_ (Example: 801-03)

**CVCS853346**

**CVCS853346**

## Reedman-Toll Auto World

**U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961**

182643

SEAN D SCHAEFER	4287	S268	03/26/08	CVCS853346
-----------------	------	------	----------	------------

16,148 LASER BLUE 605635

PHILADELPHIA, PA

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06 5

1 G 1 A L 5 8 F 5 6 7

03/26/08

MO: 16149

[ ETCH SERIAL# ] E594946 [ EXT WARRANTY ] UNIVERSAL  
JOB# 1 CHARGES-----

LABOR.....	WIPER/WASHER.....	TECH/SP.....	WARRANTY.....
#1 51CVZ12	CUST STATES:DRIVER SIDE WIPER RUBBER IS WIGGLING AND LEAVING THE WINDOW STREAKED		
	TEST AND DIAG. FOUND WINDSHIELD WIPERS TO BE OPERATING AS DESIGNED. WINDSHIELD HAD A WAX FILM COVERING IT, CLEAN WINDSHIELD AND RE-TEST, CONCERN CORRECTED		

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----	JOB# 1 JOURNAL PREFIX	CVCS	JOB# 1 TOTAL	0.00
---------------------	-----------------------	------	--------------	------

LABOR.....  
# 2 LICVZ.....  
STEERING CONCERN.....  
CUST STATES:A METAL ON METAL GRINDING NOISE IS HEARD  
FROM UNDERNEATH THE STEERING COLUMN AREA WHEN DRIVING ON  
FLAT SURFACES. PLEASE CHECK AND ADVISE  
TEST AND DIAG. ROAD TEST VEHICLE, VERIFIED CUSTOMERS CONCERN  
FOUND EXCESSIVE NOISE COMING FROM THE STEERING COLUMN  
REPLACE STEERING COLUMN UNDER GM PARTS WARRENTY, RE-ROAD  
TEST VEHICLE. CONCERN CORRECTED

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	WARRANTY
	1	19200751	COLUMN 6518		
				TOTAL - PARTS	0.00

JOB# 2 TOTALS.....

-----

JOB#	3	CHARGES	JOB#	2	JOURNAL PREFIX	CVCS	JOB#	2	TOTAL	0.00
-----										

LABOR-----  
# 06GVZ BRKES TECHS M31 WARRAN  
CUST STATES:A VIBRATION IS FELT IN THE STEERING WHEEL  
WHEN BRAKING, PLEASE CHECK AND ADVISE  
TEST AND DIAG, ROAD TEST VEHICLE, FOUND EXCESSIVE LATERAL  
RUNOUT IN FRONT ROTORS, RESURFACE FRONT ROTORS WITHIN  
SPECS AND RE-TEST, CONCERN CORRECTED

JOB# 3 TOTALS-----

JOB#	4 CHARGES	JOB#	3 JOURNAL PREFIX	CVCS	JOB#	3 TOTAL	0.00
-----							

LABOR  
J# 4 96CVZ BODY REPAIR FENDERS BUMPERS HEADLAMPS  
CUST STATES: SINCE FENDERS WERE REPAIRED, THERE IS AN  
LARGE GAP BETWEEN THE DRIVERS SIDE HEADLAMP AND BUMPER  
THAT IS NOT PRESENT ON THE PASSENGER SIDE

Chim type  
 Code B  
 Date 3.26.08  
 J. and B. Sh.

**Reedman-Toll Auto World**  
**U.S. Route 1**  
**Langhorne, PA 19047**  
**(215) 757-4961**

182643

SEAN D SCHAEFER 4287 S268 03/26/08 CVCS853346

16,148 LASER BLUE 605635

PHILADELPHIA, PA

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

03/26/08

MO: 16149

TEST AND DIAG. VERIFIED CUSTOMERS CONCERN, R ANR R FRONT  
 BUMPER RE-ALIGN AND REPOSITION, TIGHTEN BRACKETS TO RAISE  
 BUMPER, RE-INSPECT, CONCERN CORRECTED

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----

JOB# 5 CHARGES-----

PERFORM MULTI POINT INSPECTION REPORT  
 PERFORMED MULTI POINT INSPECTION

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

COMMENTS-----

RED TEAM

TOTALS-----

\*\*\*\*\*

\* NEXT RECOMMENDED SERVICE: \*

\* 03/25/2009 / 25506 MI 00CVZ004 PA STATE &amp; EMISSIONS \*

\*\*\*\*\*

\*\*\*\*\*

\* [ ] CASH [ ] CHECK CK NO. [ ] \*

\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*

\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*

\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*

\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*

\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*

\*\*\*\*\*

TOTAL LABOR.... 0.00

TOTAL PARTS.... 0.00

TOTAL SUBLET.... 0.00

TOTAL G.O.G.... 0.00

TOTAL MISC CHG. 0.00

TOTAL MISC DISC 0.00

TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR  
 EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

CUSTOMER SIGNATURE

PAID  
 C  
 PAID

IN

OUT

# REEDMAN TOLL

## AUTO WORLD

215-757-4961  
www.reedmantoll.com

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZ004	PA STATE & EMISSIONS	MO	79.95				

### SERVICE HISTORY

DATE	REPAIR ORDER#	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/20/08	847492	15727	4287	1431	W	60CVZ11	SEAT BELTS
				1431	I	00CVZ	MULTI POINT INSP.
				1431	I	10CVZ	DRIVEABILITY
01/23/08	843092	15381	4287	1431	W	60CVZ01	INT TRIM CONCERN
				3840	I	01CVZ015	15000 MILE SERVICE
				3840	W	11CVZ	STEERING CONCERN

SALESPERSON NO. 4084

RICHARD RAY MAURER

SERVICE

STATE REG# AL74

VEHICLE ID NO. <b>1G1AL58F567</b>	YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/4DR SDN LT</b>	PRODUCTION DATE <b>07/07/06</b>	STOCK NO. <b>605635</b>	LICENSE NO. <b>350885</b>
CUSTOMER NO. <b>182643</b>	SERVICE CONTRACT	DELIVERY DATE <b>07/07/06</b>	DELIVERY MILES <b>5</b>	R.O. DATE <b>03/12/08</b>
Parking Space <b>PHILADELPHIA, PA</b>	COLOR <b>LASER BLUE MET/GR</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
TURBO <b>CVZZ</b>	MMC <b>CVZZ</b>	AIR COND. <b>R.S.</b>	TRANS <b>15,918</b>	MILEAGE <b>4287</b>
ADVISOR NO. <b>4287</b>	ADVISOR <b>SEAN D SCHAEFER</b>	SIGNATURE		

**REPRESENTATIONS, AGREEMENTS AND RELEASE:** I own the vehicle described above and am authorized to sign this contract for the owner. I authorize Reedman Toll to furnish required services and parts and to operate the vehicle on public highways and elsewhere to test and inspect it. I agree to pay Reedman Toll its regular charges for the services and parts furnished. If I do not pick up the vehicle within 48 hours after it is required, I will pay Reedman Toll a storage charge of \$20.00 per day. Reedman Toll will not be liable for (a) any loss or damage to the vehicle or anything in it while it is in Reedman Toll's possession, (b) any damage to the vehicle due to lack of grease, or (c) any indirect, special or consequential damages arising out of any services, materials, or parts furnished by Reedman Toll. I release and forever discharge Reedman Toll, its employees and agents of and from all liability and claims of any nature, whether known or unknown, resulting from the negligent performance of services or from any breach of express or implied warranty for defects in materials or workmanship, including any limited warranty of such liability or damages for a particular purpose. If it is properly notified, Reedman Toll will, however, remedy promptly and workmanlike manner. An express mechanic's lien will attach to the vehicle to the extent of the amount of the bill. I agree to indemnify Reedman Toll for any damages or losses it may incur in connection with this agreement and release.

TIME RECEIVED **09:20am** DATE/TIME PROMISED **03/12/08 11:59pm** PRIORITY

APPOINTMENT  
☒ Yes  
☐ No

[ETCH SERIAL#] E594946

[EXT WARRANTY] UNIVERSAL

COMMENTS: RED TEAM

W 10CVZ10 WINDSHIELD WIPERS

CUST STATES: DURING HEAVY RAIN, DRIVERS SIDE WIPER WOULD SHAKE VIOLENTLY AND CHOP ACROSS THE WINDSHIELD, POSSIBLE WIPER ARM ISSUE?, PLEASE CHECK AND ADVISE

W 60CVZ10 BODY REPAIR

CUST STATES: A RATTLE SOUND IS HEARD WHEN DRIVING, FOUND DRIVERS SIDE FENDER WAS HITTING AGAINST THE DRIVERS SIDE A-PILLAR, SEND TO BODYSHOP TO HAVE REPAIRED

W 10CVZ10 MULTI POINT INSP

PERFORM MULTI POINT INSPECTION REPORT

#### INITIAL YOUR CHOICE

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

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

CUSTOMER SIGNATURE

ORIGINAL ESTIMATE

AUTHORIZED ADD'L. REPAIRS

\$

\$

ADD'L. REPAIRS OK'D BY

DATE

TIME

AT PHONE NO. CALLED

SPECIFIC AUTHORIZATION GIVEN:

MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES. MECHANICAL SHOP USES (CHILTON LABOR GUIDE MATERIAL), BODY REPAIRS USES (MOTOR CRASH ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN DISTANCE. IF NO LABOR TIME IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY, PAINT, TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES & CONVENIENCES AS NECESSARY.

# REEDMAN TOLL

## AUTO WORLD



Operation  
Number

Operation Explanation

Labor Records

Cost

Time  
Clock

SUBLET TO B/S No 2  
BENT AND HITTING A POST

FENDER RT + LT FENDERS, REALIGN + STRAIGHTEN RT + LT  
FENDERS, PUT CUSHIONS UNDER FENDERS TO AVOID  
RUBBING AGAINST PILLARS, REFINISH PILLARS  
REFINISH RT + LT

A919

NO CHARLES NAME & NUMBER

CAUSE

CAUSE

CAUSE

NO CHARLES NAME & NUMBER

CAUSE

CAUSE

CAUSE

Replaced C-K wiper blades

Jun. 25, 2008 1:00PM

No. 4133 P. 13

MAR 12 1 09

**REEDMAN TOLL AUTO WORLD****FINAL BILL**

1700 E LINCOLN HWY  
LANGHORNE, PA 19047-3042  
(215) 757-4961 FAX:(215) 757-6827

PATER, ADAM  
Estimate:2007  
Repair Order: 2007

Page 1  
Printed 03/14/2008 1:47 PM  
Created 03/12/2008

Customer Insured	Vehicle	Ins. Company
PHILA, PA	CHEV COBALT LT 4D SED YEAR: 2006 Color: BLUE License: UNKNOWN Mileage In: 15918 Mileage Out: 15918 VIN: 1G1AL58F567 Arrival Date: 03/12/2008 Proj. Delivery Date: 03/13/2008 Drivable: Unknown	REEDMAN TOLL CHEVY SERVICE Claim Number: RO

Written by: BERGNER, ALAN	Item	Price	Ext. Price	Labor Units	Paint Units	PT	BT
	1 FENDER						
	2 REMOVE/RE-INSTALL RT R&I fender assy			1.6 B			
	3 REMOVE/RE-INSTALL LT R&I fender assy			1.6 B			
	4 REPAIR RT Fender			0.5 B			
	5 REPAIR LT Fender			0.5 B			
	6 PILLARS, ROCKER & FLOOR						
	7 REFINISH LT Uniside				1.0		
	8 Add for Clear Coat				0.4		
	9 REFINISH RT Uniside				1.0		
	10 Overlap Major Non-Adj. Panel				0.2		
	11 Add for Clear Coat				0.2		

FINAL BILL SUMMARY					
	Units	Rate	Amount	Labor Total:	\$605.42
Body	: 4.2	\$91.73	\$385.27	Paint/Material:	\$52.80
Paint	: 2.4	\$91.73	\$220.15		
				Total:	\$658.22

REEDMAN TOLL CHEVY SERVICE PAYABLE REPAIR TOTAL

\$658.22

**AUTHORIZED AND ACCEPTED:** You are hereby authorized to make the above specified repairs. I understand that payment in full will be due upon release of vehicle, including additional supplemental damage charges, and hereby grant you and/or your employees, permission to operate the car, truck or (vehicle herein described on street, highways or elsewhere for the purpose of testing and /or inspection. An express mechanic's lien is hereby acknowledged on above car, truck or 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. Old parts removed from cars will be junked unless otherwise instructed.

Repair Order authorized by \_\_\_\_\_ Date \_\_\_\_\_

Labor Dept Codes: B-Body D-Detail I-Diagnostic E-Electrical F-Frame G-Glass M-Mechanical P-Paint S-Structural  
 PT - Price Types: O - New (OEM); A - New (Non-OEM); V - Used Parts; R - Reconditioned; Space - No Type  
 L - Labor; M - Material; H - Hazardous; S - Storage; T - Towing; U - Sublet  
 BT - Billing Types: No Code - Insurance Charge; CC - Customer Charge; BT - Betterment; AP - Appearance Allowance  
 PD - Prior Damage; NC - No Charge  
 CCC Pathways Data, Copyright © 1995 CCC Information Services (\*) Indicates Estimator Judgement.  
 The elements of data used to calculate this Estimate were obtained from a CCC Database.  
 Calculations of the Estimate are performed by a computer program created by YADA Systems, Inc.  
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CVCS850885

CVCS850885

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

SEAN D SCHAEFER 4287 5771 03/14/08 CVCS850885

15,918 LASER BLUE 605635

PHILADELPHIA, PA

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

03/12/08

MO: 15922

[ ETCH SERIAL# ] E594946 [ EXT WARRANTY ] UNIVERSAL

JOB# 1 CHARGES-----

LABOR-----

~~WINDSHIELD WIPERS~~ ~~TECH 9143~~ ~~WARRANTY~~

CUST STATES:DURING HEAVY RAIN, DRIVERS SIDE WIPER  
WOULD SHAKE VIOLENTLY AND CHOP ACROSS THE WINDSHIELD,  
POSSIBLE WIPER ARM ISSUE?. PLEASE CHECK AND ADVISE  
TEST AND DIAG. FOUND DRIVER SIDE WIPER BLADE NOT  
HOLDING TENISON AGAINST WINDSHIELD, REPLACE WIPER  
BLADE AND RE-TEST. CONCERN CORRECTED

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
	1	8422	BLADE 10146	

WARRANTY 0.00

TOTAL - PARTS

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

~~BODY REPAIR~~ ~~TECH 9999~~ ~~WARRANTY~~

CUST STATES:A RATTLE SOUND IS HEARD WHEN DRIVING. FOUND  
DRIVERS SIDE FENDER WAS HITTING AGAINST THE DRIVERS SIDE  
A-PILLAR. SEND TO BODYSHOP TO HAVE REPAIRED  
TEST AND DIAG. VERIFIED CUSTOMERS CONCERN. SEND TO BODY SHOP  
FOR REPAIR: REMOVE AND INSTALL LEFT AND RIGHT FRONT FENDER  
RE-ALIGN AND STRAIGHTEN FENDERS, INSTALL CUSHIONSN BEHIND  
FENDERS TO AVOID RUBBING, REFINISH A-PILLARS TO CLEAR  
IMPERFECTIONS, RE-TEST. CONCERN CORRECTED

SUBLET-----	PO#-----	VEND INV#-----	INV.DATE-----	DESCRIPTION-----
	105186		03/14/08	BODY REPAIR

WARRANTY 0.00

TOTAL - SUBLET

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

~~MULTI POINT INSP~~ ~~TECH 9143~~ ~~INTERNAL~~

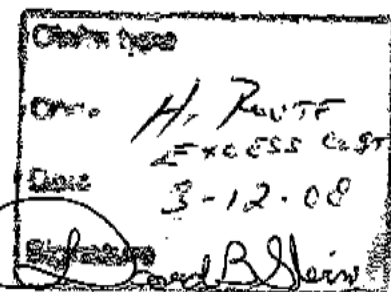
PERFORM MULTI POINT INSPECTION REPORT  
PERFORMED MULTI POINT INSPECTION

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

COMMENTS-----

RED TEAM



**Reedman-Toll Auto World**  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

SEAN D SCHAEFER 4287 S771 03/14/08 CVCS850885

15,918 LASER BLUE 605635

PHILADELPHIA, PA

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

03/12/08

MO: 15922

TOTALS-----

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE: \*  
\* 03/11/2009 / 25358 MI 00CVZ004 PA STATE & EMISSIONS \*  
\*\*\*\*\*

\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*

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

TOTAL INVOICE \$ 0.00

MAR 14 PAID

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR  
EMAIL ADDRESS BEFORE YOU LEAVE THANKS

CUSTOMER SIGNATURE

IN

OUT

# REEDMAN TOLL

AUTO WORLD

215-757-4961  
www.reedmantoll.com

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZ004	PA STATE & EMISSIONS	MO	79.95				

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/23/08	843092	15381	4287	3840	I	01CVZ015	15000 MILE SERVICE
				3840	W	11CVZ	STEERING CONCERN
				3840	I	28CVZ	AIR CONDITIONING
				3840	I	60CVZ11	SEAT BELTS
10/24/07	829372	13424	4287	1431	W	60CVZ	INTERIOR TRIM
				1431	I	60CVZ01	INT TRIM CONCERN

SALESPERSON NO. 4084 RICHARD RAY MAURER SERVICE STATE REG# AL74

Tech #	VEHICLE ID NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.D. NO.
	1G1AL58F567	06/CHEVROLET/COBALT/4DR SDN LT		605635		347492
Parking Space	PHILADELPHIA, PA	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
		182643		07/07/06	5	02/20/08
		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
		LASER BLUE MET/GR				S945
		TURBO	MMG	AIR COND.	P.B.	TRANS.
		CVZZ				
		MILEAGE	ADVISOR NO.	ADVISOR		
		15725	4287	SEAN D SCHAEFER		
REPRESENTATIONS, AGREEMENTS AND RELEASE: I own the vehicle described above or am authorized to sign this contract for the owner. I authorize Reedman Toll to furnish required services and parts and to operate the vehicle on public highways and elsewhere to test and inspect it. I agree to pay Reedman Toll its regular charges for the services and parts furnished. If I do not pick up the vehicle within 48 hours after it is repaired, I will pay Reedman Toll a storage charge of \$5.00 per day. Reedman Toll will not be liable for (a) any loss or damage to the vehicle or anything in it while it is in Reedman Toll's possession, (b) any damage to the vehicle due to lack of antirust, or (c) any indirect, special or consequential damages arising out of any services, materials, or parts furnished by Reedman Toll. I release and forever discharge Reedman Toll, its employees and agents of and from all liability and claims of any nature, whether known or unknown, resulting from the negligent performance of services or from any breach of express or implied warranty for defects in materials or parts including any implied warranty of merchantability or fitness for a particular purpose. If it is properly notified, Reedman Toll will, however, remedy promptly in a workmanlike manner. An express mechanic's lien will attach to the vehicle to the extent it will mean I ratify this agreement and release.						
TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	LABOR RATE			
09:12am	02/20/08 11:59pm					
APPOINTMENT						
<input checked="" type="checkbox"/> Yes						
<input type="checkbox"/> No						

JOB [ ETCH SERIAL# ] E594946 [ EXT-WARRANTY ] UNIVERSAL

COMMENTS: RED TEAM

W 60CVZ11 SEAT BELTS  
CUST STATES: SEAT BELT DOES NOT FULLY  
RETRACT, SPECIAL ORDERED PART

W 00CVZ11 MULTI-POINT INSP  
PERFORM MULTI-POINT INSPECTION REPORT

W 10CVZ11 DRIVEABILITY  
CUST STATES: A NOISE IS PRESENT WHEN DRIVING OVER BUMPS, MOST  
NOTICABLE WHEN DRIVING THROUGH OUR LOT

FL FENDER HITTING  
AGAINST A-PILLAR.

CS RIGHT REAR SEAT  
BELT WON'T  
RETRACT 14/3

REEDMAN TOLL  
AUTO WORLD

INITIAL YOUR CHOICE  
☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS  
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$  
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT  
NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES  
\$  
I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT  
AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK  
COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$

CUSTOMER SIGNATURE  
ORIGINAL ESTIMATE  
AUTHORIZED ADD'L. REPAIRS

ADD'L. REPAIRS OK'D BY

DATE TIME

AT PHONE NO. CALLED

SPECIFIC AUTHORIZATION GIVEN:

MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES, MECHANICAL  
SHOP USES (CHILTON LABOR GUIDE MATERIAL), BODY REPAIRS USES (MOTOR CRASH  
ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PER-  
FORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER  
MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. IF NO LABOR  
TIME IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR  
RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC  
TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY, PAINT, TRIM  
AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES & CONVENIENCES AS  
NECESSARY.

Operation  
Number

Administration

Operation Explanation

Labor Records

Cost

Time  
Clock

#1 1431

Retractor - sticking  
Replaced L-F seat belt retractor

Test - Diagnose - seat belt circuit  
#4 1431

Retractor - no op - won't retract.

Replaced R-R seat belt retractor

C9041  
6

C9200  
1.0

FEB 20 11

FEB 20 11

FEB 20 10

FEB 20 10

FEB 20 11

FEB 20 10

FEB 20 11

Jun. 25, 2008 1:02PM

No. 4133 - P. 18

CVCS847492

CVCS847492

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

SEAN D SCHAEFER 4287 S945 02/20/08 CVCS847492

GLC-3746 15,725 LASER BLUE 605635

PHILADELPHIA, PA

06/CHEVROLET/COBALT/4DR SDN LT 07/07/06 5

1 G 1 A L 5 8 F 5 6 7

02/20/08

MO: 15727

[ ETCH SERIAL# ] E594946 [ EXT WARRANTY ] UNIVERSAL  
JOB# 1 CHARGES-----

LABOR-----  
# 1 60CVZ11 SEAT BELTS TECH(S) 1431 WARRANTY  
CUST STATES: SEAT BELT DOES NOT FULLY  
RETRACT, SPECIAL ORDERED PART  
LEFT FRONT SEAT BELT DOES NOT RETRACT.  
REMOVED AND REPLACED LEFT FRONT SEAT BELT ASSY.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	89024373	BELT KIT 14.875		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
# 2 60CVZ11 MULTI POINT INSP TECH(S) 1431 INTERNAL  
PERFORM MULTI POINT INSPECTION REPORT  
PERFORMED MULTI POINT INSPECTION

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----  
# 3 60CVZ11 DRIVEABILITY TECH(S) 1431 INTERNAL  
CUST STATES: A NOISE IS PRESENT WHEN DRIVING OVER BUMPS, MOST  
NOTICABLE WHEN DRIVING THROUGHOUT OUR LOT  
VERIFIED CONDITION FOUND LEFT FRONT FENDER HITTING AGAINST  
A-PILLAR. VEHICLE WILL REQUIRE APPOINTMENT AT BODY SHO FOR  
REPAIRS. TECH NICIAN STATES SAME CONDITION OCCURS ON RIGHT  
FRONT, BUT NOT AS PROGRESSSED AS LEFT SIDE.  
RECOMMEND CONTACTING CINDY TO SET APPOINTMENT (215)757-4961.  
EXTENSION #476.

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----  
# 4 60CVZ11 INT TRN CONCERN TECH(S) 1431 WARRANTY  
RIGHT REAR SEAT BELT DOES NOT RETRACT  
VEIFIED CONDITION  
REMOVED AND REPLACED RIGHT REAR SEAT BELT ASSY

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	19180948	BELT KIT 14.875		
				TOTAL - PARTS	0.00

CVCS847492

CVCS847492

**Reedman-Toll Auto World**  
**U.S. Route 1**  
**Langhorne, PA 19047**  
**(215) 757-4961**

182643

SEAN D SCHAEFER 4287 S945 02/20/08 CVCS847492

GLC-3746 15,725 LASER BLUE 605635

06/CHEVROLET/COBALT/4DR SDN LT 07/07/06 5

1 G 1 A L 5 8 F 5 6 7

02/20/08

MO: 15727

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

COMMENTS-----  
 RED TEAM

TOTALS-----

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE:  
 \* 02/18/2009 / 25377 MI 00CVZ004 PA STATE & EMISSIONS \*  
 \*\*\*\*\*

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*

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

**TOTAL INVOICE \$ 0.00**

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR  
 EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

FEB 20 PAID

*cpw*

CUSTOMER SIGNATURE



IN

OUT

# REEDMAN TOLL

## AUTO WORLD

215-757-4961  
www.reedmantoll.com

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ015	15000 MILE SERVICE	MI	142.00	00CVZ004	PA STATE & EMISSIONS	MO	79.95

### SERVICE HISTORY

DATE	REPAIR ORDER	MI/LEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/24/07	829372	13424	4287	1431	W	60CVZ	INTERIOR TRIM
				1431	I	60CVZ01	INT TRIM CONCERN
09/22/07	824484	12505	4287	1431	W	60CVZ	INTERIOR TRIM
				1431	W	60CVZ01	INT TRIM CONCERN
				1431	I	00CVZ	MULTI POINT INSP.
				1431	I	61CVZ12	WEATHERSTRIP

SALESPERSON NO. 4084 RICHARD RAY MAURER **S E R V I C E** STATE REG# AL74

Tech # <i>3840</i>	VEHICLE NO. <b>1G1AL58F567</b>	YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/4DR SDN LT</b>	PRODUCTION DATE <b>07/07/06</b>	STOCK NO. <b>605635</b>	LICENSE NO. <b>843092</b>
	CUSTOMER NO. <b>182643</b>	SERVICE CONTRACT <b>07/07/06</b>	DELIVERY DATE <b>07/07/06</b>	DELIVERY MILES <b>5</b>	SELLING DEALER NO. <b>01/23/08</b>
Parking Space <i>Agassi</i>	PHILADELPHIA, PA	COLOR <b>LASER BLUE MET/GR</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES <b>5946</b>
		TURBO <b>CVZZ</b>	MM/C <b>15,381</b>	AIR COND. <b>4287</b>	P.S. <b>SEAN D SCHAEFER</b>
<p><b>REPRESENTATIONS, AGREEMENTS AND RELEASE:</b> I own the vehicle described above or am authorized to sign this contract for the owner. I authorize Reedman Toll to furnish required services and parts and to operate the vehicle on public highways and elsewhere to test and inspect it. I agree to pay Reedman Toll its regular charges for the service and parts furnished. If I do not pick up the vehicle within 48 hours after it is ready, I will pay Reedman Toll a storage charge of \$3.00 per day. Reedman Toll will not be liable for (a) any loss or damage to the vehicle or anything in it while it is in Reedman Toll's possession, (b) any damage to the vehicle due to lack of antifreeze, or (c) any indirect, special or consequential damages arising out of any services, materials, or parts furnished by Reedman Toll. I release and hereby discharge Reedman Toll, its employees and agents of and from all liability and claims of any nature, whether known or unknown, resulting from the negligent performance of services or from any breach of express or implied warranty for defects in materials or workmanship, including any implied warranty of merchantability or fitness for a particular purpose. If it is properly notified, Reedman Toll will, however, remedy promptly by it in a skilled and workmanlike manner. An express mechanic's lien will attach to the vehicle to the extent of the amount of the bill. I agree to indemnify Reedman Toll for any damages or losses it may incur in connection with this agreement and release.</p>					
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED <b>12:30pm</b>	DATE/TIME PROMISED <b>01/23/08 11:59pm</b>	LABOR RATE		

[ ETCH SERIAL# ] E594948		[ EXT WARRANTY ] UNIVERSAL	
COMMENTS : RED TEAM			
<p>1. <b>01CVZ015 15000 MILE SERVICE</b> INSP CV AND BALL JOINTS BRK HOSES EXH SYS TIRE WEAR INSPECT AND REPL AIR FILTER PERFORM TRANS SERVICE ADD ATC <i>Pay at cost</i></p>			
<p>2. <b>W 11CVZ STEERING CONCERN</b> CUST STATES: A KNOCK IS FELT IN THE STEERING WHEN DRIVING OVER UNEVEN SURFACES</p>			
<p>3. <b>W 28CVZ AIR CONDITIONING</b> CUST STATES: WHEN TURNING ON A/C BLOWER MOTOR A WHISTLE IS HEARD ON ALL SPEEDS, CHECK AND ADVISE</p>			
<p>4. <b>LEFT FRONT &amp; R/R SEAT BELTS OK</b> DO NOT RETRACT VERY WELL. <i>Don</i></p>			
<p>INITIAL YOUR CHOICE</p> <p><input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS</p> <p><input type="checkbox"/> I AUTHORIZE THE ABOVE REPAIRS UP TO \$</p> <p><input type="checkbox"/> DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$</p> <p>I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$</p>			
CUSTOMER SIGNATURE		AUTHORIZED ADD'L REPAIRS	
ORIGINAL ESTIMATE		\$	
ADD'L REPAIRS OK'D BY			
DATE		TIME	
AT PHONE NO. CALLED			
SPECIFIC AUTHORIZATION GIVEN:			
<p>MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES. MECHANICAL SHOP USES (MILTON LABOR GUIDE MATERIAL), BODY REPAIRS USES (MOTOR CRASH ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. IF NO LABOR TIME IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC/TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY, PAINT, TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES &amp; CONVENIENCES AS NECESSARY.</p>			

# REEDMAN TOLL

## AUTO WORLD

1541  
2580 0140

Operation Number	Operation Explanation	Labor Records	
		Cost	Time Clock
Administrative Time			
Customer Release	MECHANIC NAME & NUMBER: 3840		Off
At Cashier	COMPLAINT:		On
Bay Check	CAUSE:		Off
Or	CORRECTION: 15K		On
Road Test			ON 2 Off 146
At Shop			ON 2 On 134
Write-Up Time	MECHANIC NAME & NUMBER: 3840		Off
Cust. Ac. Time	COMPLAINT: 2		On
Cust. Appl. Time	CAUSE: 2 2-shaft chunking, - 04-03-68-006B		Off
Est. Appl. Time	CORRECTION: Replaces 2-shaft		On
			ON 2 Off 151
			ON 2 On 145
Engine Size	MECHANIC NAME & NUMBER: 3840		Off
Carb Fuel Inj.	COMPLAINT: 3		On
Trans Type	CAUSE: No condition		Off
Transfer Case No.	CORRECTION: Could not duplicate		On
Tilt Col.			ON 2 Off 153
A.C.			ON 2 On 155
P.S.	MECHANIC NAME & NUMBER: 3840		Off
P.B.	COMPLAINT: 4		On
Cruise	CAUSE: LF and RR foot bolts pull out fine, but Retract slowly,		Off
A.I.R.	CORRECTION: ordered both retractors.		On
Posi Rear			Off
Full Float Rear			On
Lock Whl Covers Nuts	MECHANIC NAME & NUMBER:		Off
Folding Top	COMPLAINT:		On
Power Locks	CAUSE:		Off
Power Glass	CORRECTION:		On
Seat Type			Off
			On

Jun. 25, 2008 - 1:03PM

No. 4133 - P. 22

**Reedman-Toll Auto World**  
**U.S. Route 1**  
**Langhorne, PA 19047**  
**(215) 757-4961**

182643

SEAN D SCHAEFER

4287

S946

01/23/08

CVCS843092

15,381

LASER BLUE

605635

PHILADELPHIA, PA

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

01/23/08

MO: 15381

[ ETCH SERIAL# ] E594946

[ EXT WARRANTY ] UNIVERSAL

JOB# 1 CHARGES-----

LABOR-----  
# 1 01CVZ015 15000 MILE SERVICE TECH(S) 3840 INTERNAL

INSP CV AND BALL JOINTS BRK HOSES EXH SYS TIRE WEAR  
 INSPECT AND REPL AIR FILTER PERFORM TRANS SERVICE ADD ATC  
 SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE  
 15000 MILE SERVICE PERFORMED

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	8417	BLADE 10146		INTERNAL
	1	8422	BLADE 10146		INTERNAL
	1	110	MOA 8800		INTERNAL
	1	94068	TB UPPER		INTERNAL
	1	9886	BATT SERV 8800		INTERNAL
	1	12605566	FILTER 1.836		INTERNAL
	5	5W30	OIL		INTERNAL
	1	WWS	WASHERSOL		INTERNAL
				TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
# 2 11CVZ 15000 MILE SERVICE TECH(S) 3840 WARRANTY

CUST STATES: A KNOCK IS FELT IN THE STEERING WHEN DRIVING  
 OVER UNEVEN SURFACES  
 INTERMEDIATE SHAFT  
 R&R INTERMEDIATE SHAFT

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	15800140	SHAFT KIT 6.526		WARRANTY
				TOTAL - PARTS	0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----  
# 3 28CVZ AIR CONDITIONING TECH(S) 3840 WARRANTY

CUST STATES: WHEN TURNING ON A/C BLOWER MOTOR A WHISTLE IS  
 HEARD ON ALL SPEEDS. CHECK AND ADVISE  
 NO PROBLEM FOUND AT THIS TIME

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----

**Reedman-Toll Auto World**  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

SEAN D SCHAEFER 4287 S946 01/23/08 CVCS843092

15,381 LASER BLUE 605635

06/CHEVROLET/COBALT/4DR SDN LT 07/07/06 5

1 G 1 A L 5 8 F 5 6 7

01/23/08

MO: 15381

LABOR-----  
# 460GVZ11 SEAT BELTS TECH(S) 3840 WARRANTY  
LEFT FRONT SEAT BELT DOES NOT RETRACT VERY WELL  
PSGR REAR SEATBELT DOES NOT RETRACT VERY WELL  
SPO SEATBELTS

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

COMMENTS-----  
RED TEAM

TOTALS-----

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE: \*  
\* 01/21/2009 / 25286 MI 00CVZ004 PA STATE & EMISSIONS \*  
\*\*\*\*\*

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

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR  
EMAIL ADDRESS BEFORE YOU LEAVE THANKS

CUSTOMER SIGNATURE

JAN 28 PAID

IN

OUT

# REEDMAN TOLL

AUTO WORLD

215-757-4961  
www.reedmantoll.com

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ012	12000 MILE SERVICE	MI	13.40	00CVZ004	PA STATE & EMISSIONS	MO	79.95

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/22/07	824484	12505	4287	1431	W	60CVZ	INTERIOR TRIM
				1431	W	60CVZ01	INT TRIM CONCERN
				1431	I	00CVZ	MULTI POINT INSP.
09/10/07	822136	11998	4287	1431	I	61CVZ12	WEATHERSTRIP
				1431	W	00CVZ001	LUBE OIL FILTER SPEC
				1431	I	60CVZ	INTERIOR TRIM

SALESPERSON NO. 4084 RICHARD RAY MAURER SERVICE STATE REG# AL74

Tech #	VEHICLE NO. <b>1G1AL58F567</b>	YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/4DR SDN LT</b>	PRODUCTION DATE <b>605635</b>	STOCK NO. <b>605635</b>	LICENSE NO. <b>829372</b>
Parking Space	PHILADELPHIA, PA	CUSTOMER NO. <b>182643</b>	SERVICE CONTRACT <b>07/07/06</b>	DELIVERY MILES <b>5</b>	SELLING DEALER NO. <b>10/24/07</b>
		COLOR <b>LASER BLUE MET/GR</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES <b>3391</b>
		TURBO <b>CVZZ</b>	AIR COND. <b>P.S.</b>	TRANS. <b>13,423</b>	ADVISOR NO. <b>4287</b>
					ADVISOR <b>SEAN D SCHAEFER</b>

**REPRESENTATIONS, AGREEMENT AND RELEASE:** I own the vehicle described above or am authorized to sign this contract for the owner. I authorize Reedman Toll to furnish required services and parts and to operate the vehicle on public highways and elsewhere to test and inspect it. I agree to pay Reedman Toll its regular charges for the services and parts furnished. If I do not pick up the vehicle within 48 hours after it is repaired, I will pay Reedman Toll a storage charge of \$3.00 per day. Reedman Toll will not be liable for (a) any loss or damage to the vehicle or anything in it while it is in Reedman Toll's possession, (b) any damage to the vehicle due to lack of maintenance, or (c) any indirect, special or consequential damages arising out of any service, repairs, or parts furnished by Reedman Toll. I release and forever discharge Reedman Toll, its employees and agents of and from all liability and claims of any nature, whether known or unknown, resulting from the negligent performance of services or from any breach of express or implied warranty for any purpose. If it is properly notified, Reedman Toll will, however, remedy promptly and workmanlike manner. An express mechanic's lien will attach to the vehicle to which this agreement and release.

TIME RECEIVED **09:08am** DATE/TIME PROMISED **10/24/07 11:59pm** PRIORITY

APPOINTMENT ☒ Yes ☐ No LABOR RATE

JOBS

[ ETCH SERIAL# ] E594946 [ EXT WARRANTY ] UNIVERSAL

COMMENTS: RED TEAM

1. **W \* 60CVZ INTERIOR TRIM**  
CUST STATES: WEATHERSTRIP IS TORN, SPECIAL ORDERED PART  
RIGHT SIDE FRONT SURROUND WEATHER STRIP

INITIAL YOUR CHOICE

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS

☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$

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

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

CUSTOMER SIGNATURE

ORIGINAL ESTIMATE \$

AUTHORIZED ADD'L. REPAIRS \$

ADD'L. REPAIRS OK'D BY

DATE TIME

AT PHONE NO. CALLED

SPECIFIC AUTHORIZATION GIVEN:

MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES. MECHANICAL SHOP USES (CHILTON LABOR GUIDE MATERIAL). BODY REPAIRS USES (MOTOR CRASH ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. IF NO LABOR TIME IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY PAINT, TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES & CONVENIENCES AS NECESSARY.

REEDMAN TOLL  
AUTO WORLD

Operation  
Number

Operation Explanation

PARTS RETURNED

Labor Records

Cost

Time  
Clock

Administrative Time

Customer Release

MECHANICS NAME & NUMBER:

Ar Cashier

COMPLAINT:

Bay Check

CAUSE:

Or

CORRECTION:

Road Test

Ar. Shop

MECHANICS NAME & NUMBER:

Write-Up Time

COMPLAINT:

Cust. Ar. Time

CAUSE:

Cust. Appl. Time

CORRECTION:

Est. Appl. Time

Engine Size

MECHANICS NAME & NUMBER:

Carb Fuel Inj.

COMPLAINT:

Trans Type

CAUSE:

Transfer Case No.

CORRECTION:

Tilt Col.

A.C.

P.S.

MECHANICS NAME & NUMBER:

P.B.

COMPLAINT:

Cruise

CAUSE:

A.I.R.

CORRECTION:

Posi Rear

Full Float Rear

MECHANICS NAME & NUMBER:

Lock Whl Covers Nuts

COMPLAINT:

Folding Top

CAUSE:

Power Locks

CORRECTION:

Power Glass

Seat Type

Replaced R-GHT front Door Handle Berez

10-24 w/ C2205 parts w

#2 1431  
Retainer - broken

C2205 (.2)

Replaced R-GHT front Door Handle Berez

MECHANICS NAME & NUMBER: 1431

COMPLAINT:

Distorted

C1020 (.4)

Replaced R-GHT side upper weather strip

01/24 Off 99

01/24 On 97

Off

On

Off

On

Off

On

Jun. 25, 2008 - 1:03PM

No. 4133 - P. 26

**Reedman-Toll Auto World**  
**U.S. Route 1**  
**Langhorne, PA 19047**  
**(215) 757-4961**

182643

SEAN D SCHAEFER 4287 S391 10/24/07 CVCS829372

13,423 LASER BLUE 605635

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06 5

1 G 1 A L 5 8 F 5 6 7

10/24/07

MO: 13424

[ ETCH SERIAL# ] E594946 [ EXT WARRANTY ] UNIVERSAL  
 JOB# 1 CHARGES-----

LABOR-----  
 # 1 60CVZ INTERIOR TRIM TECH(S) 1431 WARRANTY  
 CUST STATES:WEATHERSTRIP IS TORN, SPECIAL ORDERED PART  
 RIGHT SIDE FRONT SURROUND WEATHER STRIP  
 INSTALLED NEW WEATHERSTRIP  
 C1020

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	22720599	PLUG 10.515		WARRANTY
	1	25829334	WEATHERST 10.721		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
 # 2 60CVZ01 INT TRIM CONCERN TECH(S) 1431 WARRANTY  
 CUST STATES:RIGHT FRONT DOOR HANDLE BEZEL IS LOOSE  
 REPLACE DOOR HANDLE BEZEL  
 C2205

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS-----  
 RED TEAM

TOTALS-----

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 10/22/2008 / 23728 MI 00CVZ004 PA STATE & EMISSIONS \*  
 \*\*\*\*\*

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

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR  
 EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

OCT 24 PAID

**Reedman-Toll Auto World**  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

SEAN D SCHAEFER 4287 S391 10/24/07 CVCS829372

13,423 LASER BLUE 605635

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

10/24/07

MO: 13424

PHILADELPHIA, PA

CUSTOMER SIGNATURE

*Handwritten initials/signature*



IN

OUT

# REEDMAN TOLL

## AUTO WORLD

215-757-4961  
www.reedmantoll.com

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ012	12000 MILE SERVICE	MI	13.40	00CVZ004	PA STATE & EMISSIONS	MO	79.95

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/10/07	822136	11998	4287	1431	W	00CVZ001	LUBE OIL FILTER SPEC
				1431	I	60CVZ	INTERIOR TRIM
				1431	W	11CVZ	STEERING CONCERN
				1431	W	00CVZ04	4 TIRE ROTATION
08/22/07	819124	11365	1463	1431	I	11CVZ	STEERING CONCERN
				1431	I	11CVZ02	STEERING/SUSPENSION

SALESPERSON NO. 4084

RICHARD RAY MAURER

S E R V I C E

STATE REG# AL74

Tech #		VEHICLE ID NO. <b>1G1AL58F567</b>		YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/4DR SDN LT</b>		PRODUCTION DATE		STOCK NO. <b>605635</b>		LICENSE NO. <b>GLC-3746</b>		R.O. NO. <b>824484</b>	
				CUSTOMER NO. <b>182643</b>		SERVICE CONTRACT		DELIVERY DATE <b>07/07/06</b>		DELIVERY MILES <b>5</b>		SELLING DEALER NO. <b>09/22/07</b>	
Parking Space		<b>PHILADELPHIA, PA</b>		COLOR <b>LASER BLUE MET/GR</b>		CONTRACT NO.		EXPIRATION DATE		EXPIRATION MILES		TAG NO. <b>879</b>	
				TURBO <b>CVZZ</b>		AIR COND. <b>R.S.</b>		TRANS <b>12,504</b>		MILEAGE <b>4287</b>		ADVISOR <b>SEAN D SCHAEFER</b>	
				REPRESENTATIONS, AGREEMENTS AND RELEASE: I own the vehicle described above or am authorized to sign this contract for the owner. I authorize Reedman Toll to furnish not be liable for (a) any and agents of and from or implied warranty for repair, remedy promptly credit to the vehicle to									
APPOINTMENT		TIME RECEIVED <b>09:18am</b>		DATE/TIME PROMISED <b>09/22/07 11:59pm</b>		PRIORITY		LABOR RATE					
<input type="checkbox"/> Yes													
<input checked="" type="checkbox"/> No													

[ ETCH SERIAL# ] **E594946** [ EXT WARRANTY ] **UNIVERSAL**

ORIGINAL CUSTOMER ESTIMATE: TOTAL **0.00**

1 **W \* 60CVZ INTERIOR TRIM**  
CUSTOMER STATES: L/S WINDOW SWITCH BEZEL IS DISCOLORING - SOP

2 **W \* 60CVZ01 INT TRIM CONCERN**  
CUSTOMER STATES: R/S WINDOW SWITCH TRIM IS DISCOLORING - SOP

3 **I \* 00CVZ MULTI POINT INSP.**  
PERFORM MULTI POINT INSPECTION REPORT

4 **W 61CVZ12 WEATHERSTRIP**  
CUSTOMER STATES: R/S FRONT SURROUND WEATHERSTRIP IS CRACKING

INITIAL YOUR CHOICE

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS

☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$

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

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

CUSTOMER SIGNATURE

ORIGINAL ESTIMATE

AUTHORIZED ADD'L REPAIRS

ADD'L REPAIRS OK'D BY

DATE

TIME

AT PHONE NO. CALLED

SPECIFIC AUTHORIZATION GIVEN:

MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES, MECHANICAL SHOP USES (CHILTON LABOR GUIDE MATERIAL), BODY REPAIRS USES (MOTOR CRASH ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. IF NO LABOR RATE IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY, PAINT, TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES & CONVENIENCES AS NECESSARY.

Operation  
Number

Operation Explanation

Labor Records

Cost

Time  
Clock

Administrative Time

Customer Release

MECHANICS NAME & NUMBER: 1431

Ar Cashier

COMPLAINT: #1

Bay Check

CAUSE:

Or

CONNECTION:

Road Test

Ar Shop

Write-Up Time

Cust. Ar. Time

Cust. Appt. Time

Est. Appt. Time

Engine Size

Carb

Fuel Inj

Trans Type

Transfer Case No.

Tilt Col.

A.C.

P.S.

P.B.

Cruise

A.I.R.

Posi Rear

Full Float Rear

Lock Whl Covers Nuts

Folding Top

Power Locks

Power Glass

Seat Type

MECHANICS NAME & NUMBER: 1431

COMPLAINT: #2

CAUSE:

CONNECTION:

MECHANICS NAME & NUMBER: 1431

COMPLAINT: #4

CAUSE:

CONNECTION:

MECHANICS NAME & NUMBER:

COMPLAINT:

CAUSE:

CONNECTION:

MECHANICS NAME & NUMBER:

COMPLAINT:

CAUSE:

CONNECTION:

Q3301

2 SEP 22 98

SEP 22 98

Q3300

2 SEP 22 98

SEP 22 98

SEP 22 98

SEP 22 98

SEP 22 98

SEP 22 98

SEP 22 98

SEP 22 98

SEP 22 98

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SEP 22 98

SEP 22 98

SEP 22 98

SEP 22 98

SEP 22 98

SEP 22 98

SEP 22 98

Jun. 25, 2008 1:04PM

No. 4133 P. 30

CREATED

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

SEAN D SCHAEFER 4287 879 09/22/07 CVCS824484

12,504 LASER BLUE 605635

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

09/22/07

MO: 12505

[ ETCH SERIAL# ] E594946 [ EXT WARRANTY ] UNIVERSAL  
JOB# 1 CHARGES-----

LABOR-----  
J# 1 60CVZ INTERIOR TRIM TECH(S):1431 WARRANTY  
CUSTOMER STATES:L/S WINDOW SWITCH BEZEL IS DISCOLORING - SOP  
TRIM DISCOLORING  
REPLACE L/S SWITCH BEZEL

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	15927312	PLATE 10.777		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
J# 2 60CVZ01 INT TRIM CONCERN TECH(S):1431 WARRANTY  
CUSTOMER STATES:R/S WINDOW SWITCH TRIM IS DISCOLORING - SOP  
R/S BEZEL DISCOLORING  
REPLACE R/S SWITCH BEZEL

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	15927315	PLATE 10.777		
				TOTAL - PARTS	0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----  
J# 3 00CVZ MULTI POINT INSP. TECH(S):1431 INTERNAL  
PERFORM MULTI POINT INSPECTION REPORT  
PERFORMED MULTI POINT INSPECTION

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----  
J# 4 61CVZ12 WEATHERSTRIP TECH(S):1431 WARRANTY  
CUSTOMER STATES:R/S FRONT SURROUND WEATHERSTRIP IS CRACKING  
ORDER WEATHERSTRIP

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

SEAN D SCHAEFER 4287 879 09/22/07 CVCS824484

PHILADELPHIA, PA

12,504 LASER BLUE 605635

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06 5

1 G 1 A L 5 8 F 5 6 7

09/22/07

MO: 12505

TOTALS-----

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE: \*  
\* 09/20/2008 / 22799 MI 00CVZ004 PA STATE & EMISSIONS \*  
\*\*\*\*\*

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

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR  
EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

[Redacted Signature]

CUSTOMER SIGNATURE

IN

# REEDMAN TOLL

## AUTO WORLD

215-757-4961  
www.readmantoll.com

**Reedman-Toll Auto World**  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

## RECOMMENDED SERVICES

RECOMMENDED SERVICES							
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ012	12000 MILE SERVICE	MI	13.40	00CVZ004	PA STATE & EMISSIONS	MO	79.95

### SERVICE HISTORY

SERVICE HISTORY							
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/22/07	819124	11365	1463	1431	I	11CVZ	STEERING CONCERN
				1431	I	11CVZ02	STEERING/SUSPENSION
06/06/07	805396	8650	1463	1431	C	71CVZ1	PASTATE/ENHANCED EM
				1431	I	00CVZ001	LUBE OIL FILTER SPEC
				1431	W	60CVZ05	INT SQUEAK/RATTLES
				1431	I	96CVZ01	GENERAL BODY REPAIR

SALESPERSON NO. 4084	RICHARD RAY MAURER	S E R V I C E	STATE REG# AL74
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SALESPERSON NO. 4064		RICHARD W. MAXSON		SERVICE		PRODUCTION DATE		STOCK NO.		LICENSE NO.		R. D. NO.	
Tech #		VEHICLE I.D. NO. <b>1G1AL58F567</b>		YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/4DR SDN LT</b>		DELIVERY DATE <b>07/07/06</b>		DELIVERY MILES <b>5</b>		SELLING DEALER NO. <b>09/10/07</b>		R. D. DATE <b>09/10/07</b>	
Parking Space		<b>PHILADELPHIA, PA</b>		CUSTOMER NO. <b>182643</b>		SERVICE CONTRACT		EXPIRATION DATE		EXPIRATION MILES		TAG NO. <b>539</b>	
				COLOR <b>LASER BLUE MET/GR</b>		CONTRACT NO.		ADVISOR NO. <b>4287</b>		ADVISOR <b>SEAN D SCHAEFER</b>			
				TURBO <b>CVZZ</b>		AIR COND. P.B.		TRANS		MILEAGE <b>11,997</b>			
RESIDENCE PHONE		BUSINESS PHONE		<p>REPRESENTATIONS, AGREEMENTS AND RELEASE: I own the vehicle described above or am authorized to sign this document for the owner. I authorize Redman Toll to furnish required services and parts and to operate the vehicle on public highway and elsewhere to test and inspect it. I agree to pay Redman Toll a storage charge of \$3.00 per day. Redman Toll will not be liable for (a) any parts furnished, (b) damage to the vehicle within 48 hours after it is received, (c) any damage to the vehicle due to lack of maintenance, or (d) any indirect, special or consequential damages arising out of any accident, including, but not limited to, parts furnished by Redman Toll, and I release and agree to indemnify Redman Toll, its employees and agents of and from all claims, damages, losses or impacts warranty for (a) any accident, (b) damage to the vehicle, (c) any damage to the vehicle, (d) any damage to the vehicle, (e) any damage to the vehicle, (f) any damage to the vehicle, (g) any damage to the vehicle, (h) any damage to the vehicle, (i) any damage to the vehicle, (j) any damage to the vehicle, (k) any damage to the vehicle, (l) any damage to the vehicle, (m) any damage to the vehicle, (n) any damage to the vehicle, (o) any damage to the vehicle, (p) any damage to the vehicle, (q) any damage to the vehicle, (r) any damage to the vehicle, (s) any damage to the vehicle, (t) any damage to the vehicle, (u) any damage to the vehicle, (v) any damage to the vehicle, (w) any damage to the vehicle, (x) any damage to the vehicle, (y) any damage to the vehicle, (z) any damage to the vehicle.</p>									
TIME RECEIVED <b>08:04am</b>		DATE/TIME PROMISED <b>09/10/07 11:18am</b>		PRIORITY <b>2</b>		LABOR RATE							
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No													

ETCH SERIAL# E594946 [ EXT WARRANTY ] UNIVERSAL

ORIGINAL CUSTOMER ESTIMATE:	TOTAL
	0.00

**COMMENTS : RED TEAM**

1 W\* 00CVZ001 LUBE OIL FILTER SPEC  
CUSTOMER REQUESTS LUBE OIL AND FILTER BE COMPLETED

2 **W \* 60CVZ INTERIOR TRIM**  
CUST STATES:DRIVERS SIDE AND PASSNEGER SIDE WINDOW SWITCH  
BEZELS ARE DISCOLORED

3 **W\* 11CVZ** **STEERING CONCERN**  
CUST STATES:WHEN DRIVING OVER UNEVEN SURFACES A KNOCK IS  
FELT IN STEERING WHEEL

4 W\* 00CVZ04 4 TIRE ROTATION  
CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE

INITIAL YOUR CHOICE

- ☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS  
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$ \_\_\_\_\_  
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$ \_\_\_\_\_  
 I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED BEFORE THE DIAGNOSTIC TIME THE SUM OF \$ \_\_\_\_\_

CUSTOMER SIGNATURE

ORIGINAL ESTIMATE	AUTHORIZED ADD'L. REPAIRS
-------------------	---------------------------

ADD'L REPAIRS OK'D BY \_\_\_\_\_

DATE	TIME
------	------

AT PHONE NO. CALLED

SPECIFIC AUTHORIZATION GIVEN:

MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES. MECHANICAL SHOP USES (CHILTON LABOR GUIDE MATERIAL). BODY REPAIRS USES (CHILTON ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL TIME. CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE. THERE IS NO PUBLISHED RATE. CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC/TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY, PAINT, TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES & CONVENIENCES AS NECESSARY.

Operation  
Number

Operation Explanation

Labor Records

Cost

Time  
Clock

Administrative Time

Customer Release  
At Cashier  
Bay Check  
Or  
Road Test  
Ar. Shop  
Write-Up Time  
Cust. Ar. Time  
Cust. Appl. Time  
Est. Appl. Time  
Engine Size  
Carb Fuel Inj.  
Trans Type  
Transfer Case No.  
Tilt Col.  
A.C.  
P.S.  
P.B.  
Cruise  
A.I.B.  
Posi Rear  
Full Float Rear  
Lock Wheel Covers: White  
Folding Top  
Power Locks  
Power Glass  
Seat Type

MECHANIC'S NAME & NUMBER:

COMPLAIN:

CAUSE:

CONNECTION:

MECHANIC'S NAME & NUMBER:

COMPLAIN:

CAUSE:

CONNECTION:

MECHANIC'S NAME & NUMBER:

COMPLAIN:

CAUSE:

CONNECTION:

MECHANIC'S NAME & NUMBER:

COMPLAIN:

CAUSE:

CONNECTION:

MECHANIC'S NAME & NUMBER:

COMPLAIN:

CAUSE:

CONNECTION:

1931  
#3  
S/O

1931  
#4

Perform Tire Rotation  
1931  
#1

Perform L.O.F.  
1931  
#3

Noise - Gear Backlash  
Replaced steering column  
Test + Diagnose

70021  
4

70015  
5

7680  
1.1

SEP 13 On 121

SEP 14 On 116

SEP 14 Off 116

SEP 14 On 116

SEP 14 On 116

SEP 14 On 110

SEP 14 On 110

SEP 14 On 110

SEP 14 On 110

SEP 14 On 113

SEP 14 On 113

SEP 14 On 95

Jun. 25, 2008 1:05PM

No. 4133 P. 34

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

SEAN D SCHAEFER 4287 539 09/10/07 CVCS822136

11,997 LASER BLUE 605635

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06 5

1 G 1 A L 5 8 F 5 6 7

09/10/07

MO: 11998

[ ETCH SERIAL# ] E594946 [ EXT WARRANTY ] UNIVERSAL  
JOB# 1 CHARGES-----

LABOR-----  
J# 1 00CVZ001 LUBE OIL FILTER SPEC TECH(S): 1431 WARRANTY  
CUSTOMER REQUESTS LUBE OIL AND FILTER BE COMPLETED  
COMPLETED SERVICE AS REQUESTED  
COVERED UNDER GM SMARTCARE PLAN

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE--	WARRANTY
	1	PK457-5	OIL CHANGE		WARRANTY
	1	12605566	FILTER 1.836		WARRANTY
	1	WMS	WASHERSOL		WARRANTY
	5	5W30	OIL		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00  
JOB# 2 CHARGES-----

LABOR-----  
J# 2 60CVZ INTERIOR TRIM TECH(S): 1431 WARRANTY  
CUST STATES: DRIVERS SIDE AND PASSENGER SIDE WINDOW SWITCH  
BEZELS ARE DISCOLORED  
TEST AND DIAG. SPECIAL ORDERED BOTH WINDOW SWITCH BEZELS

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE--	WARRANTY
	0	15927312	PLATE 10.777		WARRANTY
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
	0	15927315	PLATE 10.777		WARRANTY
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				TOTAL - PARTS	0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00  
JOB# 3 CHARGES-----

LABOR-----  
J# 3 11CVZ STEERING CONCERN TECH(S): 1431 WARRANTY  
CUST STATES: WHEN DRIVING OVER UNEVEN SURFACES A KNOCK IS  
FELT IN STEERING WHEEL  
TEST AND DIAG. FOUND EXCESSIVE NOISE IN STEERING COLUMN.  
REPLACE STEERING COLUMN AND RE-TEST. CONCERN CORRECTED

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE--	WARRANTY
	1	15914408	COLUMN KI 6.518		WARRANTY
				TOTAL - PARTS	0.00

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

Claim type	
Order	B
Date	9.19.07
Signature	[Redacted]

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

SEAN D SCHAEFER 4287 539 09/10/07 CVCS822136

11,997 LASER BLUE 605635

06/CHEVROLET/COBALT/4DR SDN LT 07/07/06

1 G 1 A L 5 8 F 5 6 7

09/10/07

MO: 11998

JOB# 4 CHARGES-----

LABOR-----  
J# 4 00CVZ04 4 TIRE ROTATION TECH(S) 1431 WARRANTY  
CUST REQUEST 4 TIRE ROTATION SET & ADJUST AIR PRESSURE  
PER RECOMMENDED MILEAGE INTERVAL  
TIRE ROTATION COMPLETE  
COVERED UNDER GM SMART CARE PLAN

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----  
RED TEAM

TOTALS-----

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE: \*  
\* 09/10/2007 / 12000 MI 01CVZ012 12000 MILE SERVICE \*  
\*\*\*\*\*

\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR  
EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

CUSTOMER SIGNATURE



IN

OUT

# REEDMAN TOLL

AUTO WORLD

215-757-4961  
www.reedmantoll.com

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ012	12000 MILE SERVICE	MI	13.40	00CVZ004	PA STATE & EMISSIONS	MO	79.95

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/06/07	805396	8650	1463	1431	C	71CVZ1	PASTATE/ENHANCED EMI
				1431	I	00CVZ001	LUBE OIL FILTER SPEC
				1431	W	60CVZ05	INT SQUEAK/RATTLES
				1431	I	96CVZ01	GENERAL BODY REPAIR
				1431	I	07CVZ12	ODOR
				1431	W	11CVZ	STEERING CONCERN

SALESPERSON NO. 4084 RICHARD RAY MAURER S E R V I C E STATE REG# AL74

Tech #	VEHICLE ID NO. <b>1G1AL58F567</b>	YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/4DR SDN LT</b>	PRODUCTION DATE <b>07/07/06</b>	STOCK NO. <b>605635</b>	R.O. NO. <b>819124</b>
	CUSTOMER NO. <b>182643</b>	SERVICE CONTRACT	DELIVERY DATE <b>07/07/06</b>	DELIVERY MILES <b>5</b>	R.O. DATE <b>08/22/07</b>
Parking Space	<b>PHILADELPHIA, PA</b>	COLOR <b>LASER BLUE MET/GR</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES <b>M716</b>
	TURBO	M/MC <b>CVZZ</b>	AIR COND.	R.S.	TRANS.
	MILEAGE <b>11,364</b>	ADVISOR NO. <b>1463</b>	ADVISOR <b>DAVID E FULLER</b>		

**REPRESENTATIONS, AGREEMENTS AND RELEASE:** I own the vehicle described above or am authorized to sign this contract for the owner. I authorize Reedman Toll to furnish required services and parts and to operate the vehicle on public highways and elsewhere to test and inspect it. I agree to pay Reedman Toll its regular charges for the services and parts furnished. If I do not pick up the vehicle within 48 hours after it is repaired, I will pay Reedman Toll a storage charge of \$3.00 per day. Reedman Toll will not be liable for (a) any loss or damage to the vehicle or anything in it while it is in Reedman Toll's possession, (b) any damage to the vehicle due to lack of antitheft, or (c) any indirect, special or consequential damages arising out of any services, materials, or parts furnished by Reedman Toll. I release and forever discharge Reedman Toll, its employee and agents of and from all liability and claims of any nature, whether known or unknown, resulting from the negligent performance of services or from any breach of express or implied warranty for defects in materials or parts, including any implied warranty of merchantability or fitness for a particular purpose. If it is properly notified, Reedman Toll will, however, remedy promptly at no charge any repair or maintenance service which was not performed by it in a skilled and workmanlike manner. An express mechanic's lien will attach to the vehicle to secure the full costs of the repairs. Acceptance of the vehicle by me or any authorized representative will mean I ratify this agreement and release.

TIME RECEIVED **08:17am** DATE/TIME PROMISED **08/22/07 12:42pm** PRIORITY **2**

APPOINTMENT  
☒ Yes  
☐ No

LABOR RATE

AUTHORIZED SIGNATURE X

[ETCH SERIAL#] <b>E594946</b>	[EXT WARRANTY] <b>UNIVERSAL</b>
ORIGINAL CUSTOMER ESTIMATE: <b>0.00</b>	
COMMENTS: RED NM	
<b>1 W * 11CVZ STEERING CONCERN</b> CUSTOMER STATES: CLUNK/GRIND PRESENT FROM COLUMN AREA WHEN GOING OVER BUMPS OR WHEN MAKING A 360 DEGREE TURN	
<b>2 W * 11CVZ02 STEERING/SUSPENSION</b> CUSTOMER STATES: SQUEEL PRESENT FROM WHEEL AREA WHEN TURNING	
INITIAL YOUR CHOICE <input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS <input type="checkbox"/> I AUTHORIZE THE ABOVE REPAIRS UP TO \$ <input type="checkbox"/> DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$ I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$	
CUSTOMER SIGNATURE	AUTHORIZED ADD'L REPAIRS
ORIGINAL ESTIMATE	\$
ADD'L REPAIRS OK'D BY	
DATE	TIME
AT PHONE NO. CALLED	
SPECIFIC AUTHORIZATION GIVEN:	
MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES. MECHANICAL SHOP USES (CHILTON LABOR GUIDE MATERIAL). BODY REPAIRS USES (MOTOR CRASH ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. IF NO LABOR TIME IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY, PAINT, TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES & CONVENIENCES AS NECESSARY.	

Operation Number	Operation Explanation	Labor Records	
		Cost	Time Clock
Administrative Time			
Customer Release	MECHANICS NAME & NUMBER:		Off
At Cashier	COMPLAINT:		On
Buy Check	CAUSE:		Off
Or	CORRECTION:		On
Road Test			Off
At Shop			On
Write-Up Time	MECHANICS NAME & NUMBER:		Off
Cust. At Time	COMPLAINT:		On
Cust. Appl. Time	CAUSE:		Off
Est. Appl. Time	CORRECTION:		On
			Off
			On
Engine Size	MECHANICS NAME & NUMBER:		Off
Carb Fuel Inj.	COMPLAINT:		On
Trans Type	CAUSE:		Off
Transfer Case No.	CORRECTION:		On
Tilt Col.			Off
A.C.			On
P.S.	MECHANICS NAME & NUMBER: 1431		Off
P.D.	COMPLAINT: #2		On
Cruise	CAUSE:		Off
A.I.R.	CORRECTION:		On
Posi Rear			Off
Full Float Rear	set too + adjust Tino PSI		On
Lock Wht Covers Nuts	MECHANICS NAME & NUMBER: 1431		Off
Folding Top	COMPLAINT: #1		On
Power Locks	CAUSE:		Off
Power Glass	CORRECTION:		On
Seat Type			Off
	Road Test with owner - OK with owner		On

Jun. 25, 2008 1:06PM

No. 4133 P. 38

**Reedman-Toll Auto World**  
**U.S. Route 1**  
**Langhorne, PA 19047**  
**(215) 757-4961**

182643

DAVID E FULLER 1463 M716 08/22/07 CVCS819124

11,364 LASER BLUE 605635

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

08/22/07

MO: 11365

ETCH SERIAL# ] E594945 [ EXT WARRANTY ] UNIVERSAL  
 JOB# 1 CHARGES-----

LABOR-----  
 J# 1 11CVZ STEERING CONCERN TECH(S):1431 WARRANTY  
 CUSTOMER STATES:CLUNK/GRIND PRESENT FROM COLUMN AREA WHEN  
 GOING OVER BUMPS OR WHEN MAKING A 360 DEGREE TURN  
 COULD NOT DUPLICATE CUSTOMERS CONCERN, ROAD TEST WITH  
 CUSTOMER COULD NOT DUPLICATE

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
 J# 2 11CVZ02 STEERING/SUSPENSION TECH(S):1431 WARRANTY  
 CUSTOMER STATES:SQUEEL PRESENT FROM WHEEL AREA WHEN TURNING  
 TEST AND DIAG, SET VEHICLE TO AND RE-ADJUST TIRE PRESSURE

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----  
 RED NM

TOTALS-----

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 09/12/2007 / 12000 MI 01CVZ012 12000 MILE SERVICE \*  
 \*\*\*\*\*

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*

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

**TOTAL INVOICE \$ 0.00**

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR

E [REDACTED]

**Reedman-Toll Auto World**  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

DAVID E FULLER 1463 M716 08/22/07 CVCS819124

11,364 LASER BLUE 605635

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

08/22/07

MO: 11365

PHILADELPHIA, PA

CUSTOMER SIGNATURE

IN

OUT

# REEDMAN TOLL

## AUTO WORLD

215-757-4961  
www.reedmantell.com

## Reedman-Toll Auto World

U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

## RECOMMENDED SERVICES

RECOMMENDED SERVICES							
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009	9000 MILE SERVICE	MI	67.00	00CVZ004	PA STATE & EMISSIONS	MO	79.95
01CVZ006	6000 MILE SERVICE	MI	36.95	01CVZ006R	6000 MILE SERVICE	MI	36.95

### SERVICE HISTORY

SERVICE HISTORY							
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/09/07	800715	7611	1463	3840	W	09CVZ08	SUSPENSION NOISE
				3840	I	60CVZ13	GLOVE BOX
				3840	I	10CVZ01	DRIVEABILITY CONCERN
05/02/07	799456	7346	1463	3840	C	00CVZ01	REPLACE AIR FILTER
				3840	I	06CVZ06	ABS LIGHT ON
				3840	I	06CVZ12	BRAKE VIBRATION

SALESPERSON NO. 4084	RICHARD RAY MAURER	S E R V I C E	STATE REG# AL74
----------------------	--------------------	---------------	-----------------

Tech # VEHICLE ID NO. <b>1G1AL58F567</b>	YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/4DR SDN LT</b>	PRODUCTION DATE <b>605635</b>	STOCK NO. <b>805396</b>
CUSTOMER NO. <b>182643</b>	SERVICE CONTRACT <b>07/07/06</b>	DELIVERY DATE <b>07/07/06</b>	DELIVERY MILES <b>5</b>
COLOR <b>LASER BLUE MET/GR</b>	CONTRACT NO. <b>130</b>	EXPIRATION DATE <b>06/06/07</b>	SELLING DEALER NO. <b>130</b>
TURBO <b>CVZZ</b>	M/MC <b>CVZZ</b>	AIR COND. <b>CVZZ</b>	P.S. <b>CVZZ</b>
TRANS <b>CVZZ</b>	MILEAGE <b>8,650</b>	ADVISOR NO. <b>1463</b>	ADVISOR <b>DAVID E FULLER</b>
PHILADELPHIA, PA	REPRESENTATIONS, AGREEMENTS AND RELEASE: I own the vehicle described above or am authorized to sign this contract for the owner. I authorize the dealer to furnish required documents and to deliver the vehicle to the buyer. I agree to pay the dealer the purchase price and to pay the dealer the sales tax and license fees to be paid and imposed. I agree to pay the dealer the dealer's fee for the services and not be liable for (a) any indirect, special or consequential damages and from implied warranty for over, remedy promptly back to the vehicle to		
TIME RECEIVED <b>09:00am</b>	DATE/TIME PROMISED <b>06/06/07 05:00pm</b>	PRIORITY <b>3</b>	LABOR RATE
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	AUTHORIZED SIGNATURE		

JOB	[ ETCH SERIAL# ] E594945	[ EXT WARRANTY ] UNIVERSAL	INITIAL YOUR CHOICE				
	ORIGINAL CUSTOMER ESTIMATE: TOTAL 109.90		<input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS <input type="checkbox"/> I AUTHORIZE THE ABOVE REPAIRS UP TO \$ _____ <input type="checkbox"/> DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$ _____ I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$ _____				
	X _____  COMMENTS : RED WAITING		CUSTOMER SIGNATURE _____ <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">ORIGINAL ESTIMATE</td> <td style="width: 50%;">AUTHORIZED ADD'L. REPAIRS</td> </tr> <tr> <td>\$ _____</td> <td>\$ _____</td> </tr> </table>	ORIGINAL ESTIMATE	AUTHORIZED ADD'L. REPAIRS	\$ _____	\$ _____
ORIGINAL ESTIMATE	AUTHORIZED ADD'L. REPAIRS						
\$ _____	\$ _____						
1	C 71CVZ1 PASTATE/ENHANCED EMI PERF PA STATE INSP ENHANCED EMISSIONS STKR <i>Im 74198126 A-1581617</i>		ADD'L REPAIRS OK'D BY _____  <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">DATE</td> <td style="width: 50%;">TIME</td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	DATE	TIME		
DATE	TIME						
2	C 00CVZ001 LUBE OIL FILTER SPEC CUSTOMER REQUESTS LUBE OIL AND FILTER BE COMPLETED		AT PHONE NO. CALLED _____  SPECIFIC AUTHORIZATION GIVEN: _____				
3	W 60CVZ05 INT SQUEAK/RATTLES CUSTOMER STATES RATTLE NOISE IN LEFT FRT WHILE DRIVING ON BUMPY OR UNEVEN ROADS		<i>Times 7-32</i> <i>F Brakes 8-B</i> <i>A Brakes 5-B</i>				
4	W 96CVZ01 GENERAL BODY REPAIR CUSTOMER STATES CREEK NOISE WHEN OPENING ALL DOORS LEFT REAR MORE SO		<div style="border: 1px solid black; border-radius: 50%; width: 150px; height: 150px; display: flex; align-items: center; justify-content: center; margin: 20px auto;">             OK T.H.           </div>				
5	W 07CVZ12 ODOR CUSTOMER COMPLAINS OF ODOR FROM VENTS AFTER HARD RAIN						
<i>CS CRANK NOISE ON TURNS</i>			MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES. MECHANICAL SHOP USES (PHILTON LABOR GUIDE MATERIAL). BODY REPAIRS USES (MOTOR CRASH ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL TIME CLOCK TIME IN ANY GIVEN INSTANCE. IF NO LABOR RATE IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY, PAINT, TRIM AND WATER LEAK TECHNICIAN (WHERE AFFICABLE) FACILITIES & CONVENIENCES AS NECESSARY.				

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

DAVID E FULLER

1463

130

06/06/07

CVCS805396

8,650

LASER BLUE

605635

PHILADELPHIA, PA

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

06/06/07

MO: 8650

[ ETCH SERIAL# ] E594946 [ EXT WARRANTY ] UNIVERSAL  
JOB# 1 CHARGES-----

LABOR-----  
# 1 ZICVZ1 PA STATE/ENHANCED EMISSIONS STICKER 09.05  
PERF PA STATE INSP ENHANCED EMISSIONS STKR  
CUST REQUEST PA STATE INSPECTION ENHANCE EMISSIONS STICKER  
PA STATE INSPECTION/ENHANCED EMISSIONS STICKER COMPLETED  
TIRES 7/32 -- BRAKES FRT 8/32B -- REAR 5/32B

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
100B CUSTOMER DISCOUNT 10%  
TOTAL - MISC 10.00

JOB# 1 TOTALS-----  
LABOR 79.95  
MISC 10.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 69.95  
JOB# 2 CHARGES-----

LABOR-----  
# 2 100CVZ001 LUBE OIL AND FILTER BE COMPLETED 04.00  
CUSTOMER REQUESTS LUBE OIL AND FILTER BE COMPLETED  
COMPLETED SERVICE AS REQUESTED

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 PK457-5 OIL CHANGE INTERNAL  
1 12605666 FILTER 1.836 INTERNAL  
1 WWS WASHERSOL INTERNAL  
5 5W30 OIL INTERNAL  
TOTAL - PARTS 0.00

JOB# 2 TOTALS-----  
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00  
JOB# 3 CHARGES-----

LABOR-----  
# 3 600VZ05 INT. SHAFT RATTLE 05.00  
CUSTOMER STATES RATTLE NOISE IN LEFT FRT WHILE DRIVING ON  
BUMPY OR UNEVEN ROADS  
NOISEY OVER BUMPS  
INSPECT FOR CONDITION - REPLACE INTERMEDIATE STEERING SHAFT  
PER TSB 05-02-32-005C

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 15800140 SHAFT KIT 6.526 WARRANTY  
1 15816429 GEAR KIT 6.508 WARRANTY  
TOTAL - PARTS 0.00

JOB# 3 TOTALS-----  
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

Claim type	
Code	B
Date	6.6.07
Signature	[Signature]

**Reedman-Toll Auto World**  
**U.S. Route 1**  
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182643

DAVID E FULLER

1463

130

06/06/07

CVCS805396

8,650

LASER BLUE

605635

PHILADELPHIA, PA

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

06/06/07

MO: 8650

JOB# 4 CHARGES-----

LABOR-----  
 # 4 06CVZ01 GENERAL BODY REPAIR TECH(S) 1431 WARRANTY  
 CUSTOMER STATES CREEK NOISE WHEN OPENING ALL DOORS LEFT  
 REAR MORE SO  
 INSPECT & S/O DOOR CHECKS

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	0	15793423	LINK 10.455		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
TOTAL - PARTS					0.00

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----  
 # 5 07CVZ12 ODOR TECH(S) 1431 WARRANTY  
 CUSTOMER COMPLAINS OF ODOR FROM VENTS  
 AFTER HARD RAIN  
 PLASTIC ON EXHAUST  
 INSPECT FOR CONDITION - REMOVE PLASTIC FROM EXHAUST

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES-----

LABOR-----  
 # 6 07CVZ12 STEERING CONCERN TECH(S) 1431 WARRANTY  
 CUSTOMER STATE CLUNK NOISE ON TURNS  
 NOISEY ON TURNS  
 TEST & DIAGNOSE - REPLACE POWER STEERING GEAR

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX CVCS JOB# 6 TOTAL 0.00

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$109.90 (+TAX)

COMMENTS-----  
 RED WAITING

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

DAVID E FULLER 1463 130 06/06/07 CVCS805396

8,650 LASER BLUE 605635

PHILADELPHIA, PA

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

06/06/07

MO: 8650

TOTALS-----

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE: \*  
\* 06/20/2007 / 9000 MI 01CVZ009 9000 MILE SERVICE \*  
\*\*\*\*\*

\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD ~~[ ] DISCOVER~~ \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*

TOTAL LABOR.... 79.95  
TOTAL PARTS.... 0.00  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC -10.00  
TOTAL TAX..... 4.80

TOTAL INVOICE \$ 74.75

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR  
EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

CUSTOMER SIGNATURE

OK TO PAY

TERMS

DATE

SIGNED



IN

OUT 76/9

# REEDMAN TOLL

AUTO WORLD

215-757-4961  
www.reedmantoll.com

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009	9000 MILE SERVICE	MI	67.00	00CVZ004	PA STATE & EMISSIONS	MO	79.95
01CVZ006	6000 MILE SERVICE	MI	36.95	01CVZ006R	6000 MILE SERVICE	MI	36.95

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/02/07	739430	7340	1463	3840	W	00CVZ00	ABS LIGHT ON
				3840	W	06CVZ12	BRAKE VIBRATION
				3840	W	09CVZ08	SUSPENSION NOISE
				3840	W	07CVZ12	ODOR
04/07/07	795208	6663	1463	3745	W	06CVZ06	ABS LIGHT ON
01/20/07	782097	5149	3839	1747	W	51CVZ	BODY ELECTRICAL

SALESPERSON NO. 4084 RICHARD RAY MAURER

P D I

STATE REG# AL74

VEHICLE NO. <b>061AL58F567</b>	YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/4DR SDN LT</b>	PRODUCTION DATE <b>605635</b>	STOCK NO. <b>800715</b>
CUSTOMER NO. <b>182643</b>	SERVICE CONTRACT	DELIVERY DATE <b>07/07/06</b>	DELIVERY MILES <b>5</b>
PHILADELPHIA, PA	COLOR <b>LASER BLUE MET/GR</b>	CONTRACT NO.	EXPIRATION DATE
TURBO <b>CVZZ</b>	AIR COND. <b>P.S.</b>	TRANS.	EXPIRATION MILES <b>966</b>
MILEAGE <b>7,611</b>	ADVISOR NO. <b>1463</b>	ADVISOR <b>DAVID E FULLER</b>	
<p><b>REPRESENTATIONS, AGREEMENT AND RELEASE:</b> I own the vehicle described above or am authorized to sign this contract for the owner. I authorize Reedman Toll to furnish required services and parts and to operate the vehicle on public highways and elsewhere to test and inspect it. I agree to pay Reedman Toll its regular charges for the services and parts furnished. If I do not pick up the vehicle within 48 hours after it is repaired, I will pay Reedman Toll a storage charge of \$3.00 per day. Reedman Toll will not be liable for (a) any loss or damage to the vehicle or anything in it while it is in Reedman Toll's possession, (b) any damage to the vehicle due to lack of maintenance, or (c) any indirect, special or consequential damages arising out of any services, materials, or parts furnished by Reedman Toll. I release and forever discharge Reedman Toll, its employees and agents of and from all liability and claims of any nature, whether known or unknown, resulting from the negligent performance of services or from any breach of express or implied warranty for defects in materials or workmanship. I understand that Reedman Toll is not responsible for any damage to the vehicle or anything in it while it is in Reedman Toll's possession. If it is properly notified, Reedman Toll will, however, remedy promptly and in a workmanlike manner. An express mechanic's lien will attach to the vehicle if this release is not signed and returned to Reedman Toll.</p>			
TIME RECEIVED <b>12:11pm</b>	DATE/TIME PROMISED <b>05/09/07 04:00pm</b>	PRIORITY <b>3</b>	
APPOINTMENT <b>cell#</b>	LABOR RATE		
<input checked="" type="checkbox"/> Yes			
<input type="checkbox"/> No			

<p>ETCH SERIAL# <b>E594946</b> EXT WARRANTY <b>UNIVERSAL</b></p> <p>ORIGINAL CUSTOMER ESTIMATE: TOTAL <b>0.00</b></p> <p><b>X</b></p> <p>COMMENTS: <b>waiting 12:00</b></p> <p><b>1. W 09CVZ08 SUSPENSION NOISE</b> CUSTOMER STATES NOSIE IN FRT SUSPENSION OVERBUMPS S/O PART IN STOCK</p> <p><b>2. W 60CVZ13 GLOVE BOX</b> CUSTOMER STATES RATTLE NOISE FROM GLOVE BOX WHILE DRIVING</p> <p><b>3. W 10CVZ01 DRIVEABILITY CONCERN</b> CUSTOMER STATES NOISE IN RIGHT REAR SUSPENSION OVER BUMPS</p> <p><b>4. In cabm Arr filter. (13)</b> <b>Lube All Door Hinges</b> <b>&amp; door checks</b></p>	<p>INITIAL YOUR CHOICE</p> <p><input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS</p> <p><input type="checkbox"/> I AUTHORIZE THE ABOVE REPAIRS UP TO \$</p> <p><input type="checkbox"/> DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES</p> <p>I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$</p> <p>CUSTOMER SIGNATURE _____</p> <p>ORIGINAL ESTIMATE _____ AUTHORIZED ADD'L REPAIRS \$</p> <p>ADD'L REPAIRS OK'D BY _____</p> <p>DATE _____ TIME _____</p> <p>AT PHONE NO: CALLED _____</p> <p>SPECIFIC AUTHORIZATION GIVEN: _____</p> <p><b>DR</b></p> <p>MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES. MECHANICAL SHOP USES (CHILTON LABOR GUIDE MATERIAL). BODY REPAIRS USES (MOTOR CRASH ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. IF NO LABOR TIME IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY, PAINT, TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES &amp; CONVENIENCES AS NECESSARY.</p>
---	--

Operation  
Number

Administrative

Customer Problem

At Customer

Day Check

Oil

Fuel Filter

Alt. Comp

White Dip Valve

Cost. Alt. Tank

Cost. Appl. Tank

Fuel Appl. Tank

Engine Light

Crab

Tron. Type

Year for Car Wash

Tilt Col.

A.C.

P.S.

P.B.

Cruise

A.L.R.

Push Rear

Full Float Rear

Lock Whl Covers Nuts

Folding Top

Power Locks

Power Glass

Seat Type

Operation Explanation

# PARTS RETURNED

Labor Records

Cost

Time  
Clock

3840  
bry & mt w  
RF after start motor and bearing worn camshaft, F3920  
Rattle/Clank noise over Bunk  
RIR RF Start Replaced mount and bearings

3840  
2  
No condition

3840  
3  
Snow Back M tank  
Removed snow BUNK - no noise heard

3840  
4  
Replaces in cabin air filter

RENTAL  
5.09  
1619X55F167

	Off
	On
MAY 9 136	Off
MAY 9 132	Off
MAY 9 132	Off
MAY 9 123	Off
	On
	On
	On
MAY 9 140	On
MAY 9 136	On
	Off
	On
	Off
MAY 9 145	Off
MAY 9 140	Off
	Off
	On
	Off
	On
	Off
	On
	Off
	On
	Off
	On
	Off
	On
	Off
	On

Jun. 25, 2008 1:08PM

No. 4133 P. 46

**Reedman-Toll Auto World**  
**U.S. Route 1**  
**Langhorne, PA 19047**  
**(215) 757-4961**

182643

DAVID E FULLER

1463

966

05/09/07

CVCP800715

7,611

LASER BLUE

605635

PHILADELPHIA, PA

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

05/09/07

MO: 7611

[ ETCH SERIAL# ] E594946 [ EXT WARRANTY ] UNIVERSAL  
 JOB# 1 CHARGES-----

LABOR-----  
 # 1 10CVZ06 SUSPENSION NOISE IN FRT SUSPENSION OVERBUMPS  
 CUSTOMER STATES NOSIE IN FRT SUSPENSION OVERBUMPS  
 S/O PART IN STOCK  
 NOISEY  
 TEST & DIAGNOSE REPLACE R/F UPPER STRUT MOUNT & BEARING

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	22712116	BEARING 7.389		WARRANTY
	1	88964326	MOUNT 7.395		WARRANTY
				TOTAL - PARTS	0.00

SUBLET-----	PO#-----	VEND INV#-----	INV.DATE-----	DESCRIPTION-----	WARRANTY
	87029			FACT RENTAL	WARRANTY
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCP JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
 # 2 60CVZ11 GLOVE BOX NOISE WHILE DRIVING  
 CUSTOMER STATES RATTLE NOISE FROM GLOVE BOX WHILE DRIVING  
 NO CONDITION  
 INSPECT FOR CONDITION - NO CONDITION

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCP JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----  
 # 3 10CVZ07 DRIVE SHAFT NOISE IN RIGHT REAR SUSPENSION OVER BUMPS  
 CUSTOMER STATES NOISE IN RIGHT REAR SUSPENSION OVER BUMPS  
 SNOW BRUSH IN TRUNK  
 INSPECT FOR CONDITION ON ROAD TEST REMOVE SNOW BRUSH FROM  
 TRUNK - ROAD TEST NO NOISE

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCP JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----  
 # 4 500CVZ01 REPLACE INCABIN AIR FILTER  
 CUSTOMER STATES REPLACE INCABIN AIR FILTER  
 REPL AIR FILTER PER CUSTOMER REQUEST  
 AIR FILTER REPLACEMENT COMPLETED

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	52493319	FILTER 9.786	25.90	25.90

**Reedman-Toll Auto World**  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

DAVID E FULLER 1463 966 05/09/07 CVCP800715

7,611 LASER BLUE 605635

06/CHEVROLET/COBALT/4DR SDN LT 07/07/06 5

1 G 1 A L 5 8 F 5 6 7

05/09/07

MO: 7611

TOTAL - PARTS 25.90

JOB# 4 TOTALS-----

LABOR 5.00  
PARTS 25.90

JOB# 4 JOURNAL PREFIX CVCP JOB# 4 TOTAL 30.90

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$33.00 (+TAX)

COMMENTS-----  
WAITING 12:00

TOTALS-----

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE: \*  
\* 07/04/2007 / 9000 MI 01CVZ009 9000 MILE SERVICE \*  
\*\*\*\*\*

\*\*\*\*\*  
\* ☐ CASH ☐ CHECK CK NO. [ ] \*  
\* ☐ VISA ☐ MASTERCARD ☒ DISCOVER \*  
\* ☐ AMER XPRESS ☐ OTHER ☐ CHARGE \*  
\*\*\*\*\*

TOTAL LABOR.... 5.00  
TOTAL PARTS.... 25.90  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 1.85

**TOTAL INVOICE \$ 32.75**

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR  
EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

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

IN

OUT

# REEDMAN TOLL

## AUTO WORLD

215-757-4961  
www.reedmantoll.com

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ006	6000 MILE SERVICE	MI	36.95	01CVZ006R	6000 MILE SERVICE	MI	36.95
01CVZ009	9000 MILE SERVICE	MI	67.00				

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/07/07	795208	6663	1463	3745	W	06CVZ06	ABS LIGHT ON
01/20/07	782097	5149	3839	1747	W	51CVZ	BODY ELECTRICAL
				1747	I	90CVZ04	INTERIOR DETAIL
01/06/07	779785	8403	1463	3751	I	98CVZ1	DOOR CONCERN
				3751	I	06CVZ10	BRAKE NOISE
12/23/06	777765	4556	3839	1387	C	00CVZ001	LUBE OIL FILTER SPEC

SALESPERSON NO. 4084 RICHARD RAY MAURER SERVICE STATE REG# AL74

Tech #	VEHICLE NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	S.O.N.O.
3840	TG1AL58F567	06/CHEVROLET/COBALT/4DR SDN LT		605635	799456
Parking Space	PHILADELPHIA, PA	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
		182643		07/07/06	5
		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
		LASER BLUE MET/GR			
		TURBO	MAINT	AIR COND.	P.E.
		CVZZ			
		TRANS	MILEAGE	ADVISOR NO.	ADVISOR
			7,346	1463	DAVID E. FULLER
<p>REPRESENTATIONS, AGREEMENTS AND RELEASE: I own the vehicle described above or am authorized to sign this contract for the owner. I authorize Reedman Toll to furnish required services and parts and to operate the vehicle on public highways and elsewhere to test and inspect it. I agree to pay Reedman Toll its regular charges for the services and parts furnished. If I do not pick up the vehicle within 48 hours after it is repaired, I will pay Reedman Toll a storage charge of \$4.00 per day. Reedman Toll will not be liable for (a) any loss or damage to the vehicle or anything in it while it is in Reedman Toll's possession, (b) any damage to the vehicle due to lack of antifreeze, or (c) any indirect, special or consequential damages arising out of any services, materials, or parts furnished by Reedman Toll. I release and forever discharge Reedman Toll, its employees and agents of and from all liability and claims of any nature, whether known or unknown, resulting from the negligent performance of services or from any breach of express or implied warranty for defects in materials or workmanship of any kind. If it is properly notified, Reedman Toll will, however, remedy promptly and workmanlike manner. An express mechanic's lien will attach to the vehicle to secure the total costs of repairs will mean I ratify this agreement and release.</p>					
APPOINTMENT	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	LABOR RATE	
<input checked="" type="checkbox"/> Yes	08:26am	05/02/07 03:00pm	3		
<input type="checkbox"/> No					

JOB	[ETCH SERIAL#] E594946	[EXT WARRANTY] UNIVERSAL
ORIGINAL CUSTOMER ESTIMATE:	TOTAL	
	0.00	
X		
COMMENTS: WAITING 8:15		
1. W 06CVZ06	ABS LIGHT ON	
CUSTOMER STATES ABS LIGHT ON		
2. W 06CVZ12	BRAKE VIBRATION	
CUSTOMER STATES VIBRATION WHEN BRAKING		
3. W 09CVZ08	SUSPENSION NOISE	
CUSTOMER STATES SUSPENSION NOISY OVER BUMPS		
4. W 07CVZ12	ODOR	
CUSTOMER COMPLAINS OF ODOR FROM VENTS WHEN USING A/C AFTER BIG RAIN		
<p>INITIAL YOUR CHOICE</p> <p><input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS</p> <p><input type="checkbox"/> I AUTHORIZE THE ABOVE REPAIRS UP TO \$</p> <p><input type="checkbox"/> DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES</p> <p>I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$</p> <p>CUSTOMER SIGNATURE</p> <p>ORIGINAL ESTIMATE: \$</p> <p>AUTHORIZED ADD'L REPAIRS \$</p> <p>ADD'L REPAIRS OK'D BY</p> <p>DATE</p> <p>TIME</p> <p>AT PHONE NO: CALLED</p> <p>SPECIFIC AUTHORIZATION GIVEN:</p>		
<p>MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES. MECHANICAL SHOP USES (CHILTON LABOR GUIDE MATERIAL), BODY REPAIRS USES (MOTOR CRASH ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. IF NO LABOR TIME IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY, PAINT, TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES &amp; CONVENIENCES AS NECESSARY.</p>		

Operation Number	Operation Explanation	Labor Records	
		Cost	Time Clock
50 Administrative Time			
mer Release			
Cashier	MECHANICS NAME & NUMBER: 3840		
No. 4133 heck	COMPLAINT: 1 LR Wheel Speed Sensor signal		Off
ad Test	CAUSE: Terminal B, Tan wire at EBCM connector Back out of position.		On
Shop	CORRECTION: Tested connector at LR WSS found open, checked connectors at EBCM found terminal backed out LR connector cover.	MAY 21 105	
ite-Up Time	Removed terminal Resealed in connector. Cleared code, test drive	MAY 21 99	
st. Ar. Time	MECHANICS NAME & NUMBER:	MAY 21 90	
st. Appt. Time	COMPLAINT:	MAY 21 88	
Appt. Time	CAUSE:	U.R.	Off
	CORRECTION:		On
gine Size			Off
rb Fuel Inj.	MECHANICS NAME & NUMBER:	MAY 21 99	
ns Type	COMPLAINT:	MAY 21 86	
nsfer Case No.	CAUSE:		Off
Col.	CORRECTION:		On
		MAY 21 96	
		MAY 21 94	
			Off
			On
			Off
ise	MECHANICS NAME & NUMBER: 3840		
1:09 PM	COMPLAINT: 4		
ear	CAUSE: In cabm Air filter dirty, musty odor.		
2008	CORRECTION: Rec. filter, sprayed GM odor eliminator throughout		
at Rear	Low Panel to correct concern.		
Phil Covers Nuts	MECHANICS NAME & NUMBER:		
25. i Top	COMPLAINT:		
Jun. Locks	CAUSE:		
er Glass	CORRECTION:		
t Type			

04:21PM 5/02/07  
10:30AM 5/02/07

ENTERPRISE LEASING COMPANY OF PHILADELPHIA  
1600 E LINCOLN HWY  
215-702-0333

RENTAL AGREEMENT

**Reedman-Toll Auto World**  
**U.S. Route 1**  
**Langhorne, PA 19047**  
**(215) 757-4961**

182643

DAVID E FULLER

1463

634

05/02/07

CVCS799456

7,346

LASER BLUE

605635

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

05/02/07

MO: 7346

[ ETCH SERIAL# ] E594946

[ EXT WARRANTY ] UNIVERSAL

JOB# 1 CHARGES-----

LABOR-----

~~CVCS799456~~ ~~ABS LIGHT ON~~ ~~TECHS~~ ~~3640~~ ~~WARRANTY~~

CUSTOMER STATES ABS LIGHT ON  
 TERMINAL 13 BACK OUT  
 TEST & DIAGNOSE - R & R CONNECTOR COVER REMOVE TERMINAL  
 RESURED IN CONNECTOR CLEAR CODE RECHECK OK

SUBLET-----	PO#-----	VEND INV#-----	INV.DATE-----	DESCRIPTION-----	INTERNAL
	86531			INTERNAL RENTAL	0.00
TOTAL - SUBLET					0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

~~CVCS799456~~ ~~BRAKE VIBRATION~~ ~~TECHS~~ ~~3640~~ ~~WARRANTY~~

CUSTOMER STATES VIBRATION WHEN BRAKING  
 NO CONDITION  
 TEST & DIAGNOSE - NO CONDITION

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

~~CVCS799456~~ ~~SUSPENSION NOISE~~ ~~TECHS~~ ~~3640~~ ~~WARRANTY~~

CUSTOMER STATES SUSPENSION NOISY OVER BUMPS  
 INSPECT & S/O PART

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----

~~CVCS799456~~ ~~ODOR~~ ~~TECHS~~ ~~3640~~ ~~WARRANTY~~

CUSTOMER COMPLAINS OF ODOR FROM VENTS  
 WHEN USING A/C AFTER BIG RAIN  
 INCABIN AIR FILTER DIRTY - MUSTY ODOR  
 INSPECT FOR CONDITION - RECOMEND FILTER NO AUTH - SPRAY  
 GM ODOR ELIMINATOR THROUGH COWL PANEL TO CORRECT CONCERN

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	12377951	COOLING C 8.800		0.00
TOTAL - PARTS					0.00

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
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182643

DAVID E FULLER 1463 634 05/02/07 CVCS799456

7,346 LASER BLUE 605635

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

05/02/07

MO: 7346

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----  
WAITING 8:15

TOTALS-----

\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR  
EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

/CUSTOMER SIGNATURE

OK TO PAY

TERMS

DATE

SIGNATURE



IN

# REEDMAN TOLL

AUTO WORLD

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www.reedmantoll.com

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ006	6000 MILE SERVICE	MI	36.95	01CVZ006R	6000 MILE SERVICE	MI	36.95
01CVZ009	9000 MILE SERVICE	MI	67.00				

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/20/07	782097	5149	3839	1747	W	51CVZ	BODY ELECTRICAL
01/06/07	779785	8403	1463	1747	I	90CVZ04	INTERIOR DETAIL
12/23/06	777765	4356	3839	3751	I	98CVZ1	DOOR CONCERN
				3751	I	06CVZ10	DOOR CONCERN
				1387	C	00CVZ001	DOOR CONCERN
				1387	W	06CVZ07	DOOR CONCERN

SALESPERSON NO. 4084 RICHARD RAY MAURER SERVICE STATE REG# AL74

Tech #	VEHICLE NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	FINANCE NO.	B.O. NO.
3475	1G1AL58F567	06/CHEVROLET/COBALT/4DR SDN LT		605635		795208
Parking Space	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	B.O. DATE
	182643		07/07/06	5		04/07/07
	COLOR	EXPIRATION DATE	EXPIRATION MILES	TAG NO.		
	LASER BLUE MET/GR			350		
	TURBO	M/M/G	AIR COND.	P.S.	TRANS	MILEAGE
	CVZZ					6,663
	ADVISOR NO.	ADVISOR				
	1463	DAVID E FULLER				

REPRESENTATIONS, AGREEMENTS AND RELEASE: I own the vehicle described above and am authorized to sign this contract for the owner. I authorize Reedman Toll to furnish required services and parts and to operate the vehicle on public highways and elsewhere to test and inspect it. I agree to pay Reedman Toll its regular charges for the services and parts furnished. If I do not pick up the vehicle within 48 hours after it is repaired, I will pay Reedman Toll a storage charge of \$50.00 per day. Reedman Toll will not be liable for (a) any loss or damage to the vehicle or anything in it while it is in Reedman Toll's possession, (b) any damage to the vehicle due to lack of maintenance, or (c) any indirect, special or consequential damages arising out of any services, materials, or parts furnished by Reedman Toll. I release and forever discharge Reedman Toll, its employees and agents of and from all liability and claims of any nature, whether known or unknown, resulting from the negligent performance of services or from any breach of express or implied warranty for defects in materials or parts, including any implied warranty of merchantability or fitness for a particular purpose. If it is properly notified, Reedman Toll will, however, remedy promptly at no charge any mechanical defect or condition of the vehicle which is a safety related and workmanlike manner. An express mechanics lien will attach to the vehicle to secure the total cost of repairs and parts. My signature and the signature of the owner or authorized representative will meet I hereby agree and release.

APPOINTMENT  
☐ Yes  
☒ No

LABOR RATE

APPROVED SIGNATURE X

JOH	ETCH SERIAL#	E594946	EXT WARRANTY	UNIVERSAL
	ORIGINAL CUSTOMER ESTIMATE:	TOTAL		
		0.00		
	COMMENTS : WAITING			
	CUSTOMER STATES ABS LIGHT ON			
	CO045- C/R WSS Circuit			
	MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES, MECHANICAL SHOP USES (CHILTON LABOR GUIDE MATERIAL), BODY REPAIRS USES (MOTOR CRAFT ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN DISTANCE. IF NO LABOR TIME IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY, PAINT, TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES & CONVENIENCES AS NECESSARY.			

Operation Number	Operation Explanation	Labor Records	
		Cost	Time Clock
Administrative			
Customer Refuse	SEE TIPS NAME & NUMBER		Off
At Cashier	SEE TIPS		On
Buy Check	SEE TIPS		Off
On	SEE TIPS		On
Board Test			Off
			On
At Shop			Off
Wash Up Time			On
Cust. At Time			Off
Cust. App. Time			On
Est. Appt. Time			Off
			On
Engine Size	SEE TIPS NAME & NUMBER		Off
Carb	SEE TIPS		On
Trans Type	SEE TIPS		Off
Transfer Case No.	SEE TIPS		On
TIR Col.			Off
			On
A.C.	SEE TIPS NAME & NUMBER		Off
P.S.	SEE TIPS		On
P.R.	SEE TIPS		Off
Cruise	SEE TIPS		On
A.I.B.			Off
Post Hour			On
Full Float Rear	SEE TIPS NAME & NUMBER		Off
Luck Wild Covers Noise	SEE TIPS		On
Folding Top	SEE TIPS		Off
Power Ledges	SEE TIPS		On
Power Glass			Off
Seat Type			On

*Math Dorsching 3785*  
*Job 664*  
*Repaired wires to L/R WSS*  
*cleared codes*  
*APR 7 8.9*  
*APR 7 9.9*

*Math Dorsching 3785*  
*Job 664*  
*test + diagnose - 600.45*  
*L/R WSS - checked WSS - OK*  
*wires to WSS not making*  
*connection*  
*APR 7 9.8*  
*APR 7 9.3*

*6600*  
*5*

022269

**Reedman-Toll Auto World**  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

DAVID E FULLER 1463 550 04/07/07 CVCS795208

6,663 LASER BLUE 605635

06/CHEVROLET/COBALT/4DR SDN LT 07/07/06 5

1 G 1 A L 5 8 F 5 6 7

04/07/07

MO: 6663

[ ETC SERIAL# ] E594946 [ EXT WARRANTY ] UNIVERSAL  
JOB# 1 CHARGES-----

LABOR-----  
CUSTOMER STATES ABS LIGHT ON  
CODE C0045  
TEST & DIAGNOSE REPAIRED WIRES TO L/R WHEEL SPEED SENSOR  
Cleared CODES RECHECK OK

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----  
WAITING

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

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR  
EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

CUSTOMER SIGNATURE

IN

OUT

# **REEDMAN TOLL** AUTO WORLD

215-757-4961  
www.reedmantoll.com

**Reedman-Toll Auto World**  
U.S. Route 1  
Langhorne, PA 19047  
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## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009	9000 MILE SERVICE	MI	67.00	01CVZ006	6000 MILE SERVICE	MI	36.95
01CVZ006R	6000 MILE SERVICE	MI	36.95				

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/23/06	777765	4556	3839	1387	C	00CVZ001	LUBE OIL FILTER SPEC
				1387	W	06CVZ07	PARKING BRAKE
				1387	W	61CVZ14	AIR LEAK
				1387	I	09CVZ08	SUSPENSION NOISE
				1387	I	10CVZ01	DRIVEABILITY CONCERN
				1387	I	25CVZ	WHEELS/TIRES

SALESPERSON NO. 4084 RICHARD RAY MAURER **S E R V I C E** STATE REG# AL74

Techn #	VEHICLE FILE NO. <b>1G1AL58F567</b>	YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/4DR SDN LT</b>	PRODUCTION DATE <b>605635</b>	STOCK NO. <b>779785</b>
Parking Space	<b>PHILADELPHIA, PA</b>	CUSTOMER NO. <b>182643</b>	DELIVERY DATE <b>07/07/06</b>	DELIVERY MILES <b>5</b>
		COLOR <b>LASER BLUE MET/GR</b>	CONTRACT NO.	EXPIRATION DATE
		TURBO <b>CVZZ</b>	MILEAGE <b>8,403</b>	ADVISOR NO. <b>1463</b>
		AIR COND. <b>P.B.</b>	TRANS.	ADVISOR <b>DAVID E FULLER</b>
APPOINTMENT	DATE/TIME RECEIVED <b>12:45pm</b>	DATE/TIME PROMISED <b>01/06/07 03:36pm</b>	PRIORITY <b>3</b>	LABOR RATE
<input checked="" type="checkbox"/> Yes	<p><b>DISCLAIMER: I own the vehicle described above or am authorized to sign this contract for the owner. I authorize Reedman Toll to furnish required services and parts and to operate the vehicle on public highways and elsewhere to test and inspect it. I agree to pay Reedman Toll its regular charges for the services and parts furnished. If I do not pick up the vehicle within 48 hours after it is repaired, I will pay Reedman Toll a storage charge of \$3.00 per day. Reedman Toll will not be liable for (a) any loss or damage to the vehicle or anything in it while it is in Reedman Toll's possession, (b) any damage to the vehicle due to lack of antirust, or (c) any indirect, special or consequential damages arising out of any services, materials, or parts furnished by Reedman Toll. I release and forever discharge Reedman Toll, its employees and agents of and from all liability and claims of any nature, whether known or unknown, resulting from the negligent performance of services or from any breach of express or implied warranty for defects in materials or workmanship. I agree to indemnify and hold Reedman Toll harmless for a particular purpose. If it is properly notified, Reedman Toll will, however, remedy promptly if it is a skilled and workmanlike manner. An express mechanic's lien will attach to the vehicle to the extent of the amount of the bill. Reedman Toll's representatives will meet / reply this agreement and release.</b></p>			

<p><b>ETCH SERIAL#</b> E594946 <b>EXT WARRANTY</b> UNIVERSAL</p> <p>ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00</p> <p><b>COMMENTS : WAITING 12:30 APPT</b></p> <p><b>1 W 98CVZ1 DOOR CONCERN</b> CUSTOMER STATE DOOR AJAR LIGHT STAYS ON &amp; ALARM GOES OFF OVER NIGHT</p> <p><b>2 W 06CVZ10 BRAKE NOISE</b> CUSTOMER STATES NOISE WHEN BRAKING CREAKING NOISE WHEN COASTING FORWARD AT STOP</p>	<p><b>INITIAL YOUR CHOICE</b></p> <p><input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS</p> <p><input type="checkbox"/> I AUTHORIZE THE ABOVE REPAIRS UP TO \$</p> <p><input type="checkbox"/> DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES</p> <p>I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$</p> <p>CUSTOMER SIGNATURE _____</p> <p>ORIGINAL ESTIMATE \$ _____</p> <p>ADD'L REPAIRS OK'D BY _____</p> <p>DATE _____ TIME _____</p> <p>AT PHONE NO. CALLED _____</p> <p>SPECIFIC AUTHORIZATION GIVEN: _____</p>
--	--

*P/S Read Pool not closing all the way*

*stock out*

**REEDMAN TOLL**

MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES, MECHANICAL SHOP USES (CHILTON LABOR GUIDE MATERIAL), BODY REPAIRS USES (MOTOR CRAFT ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. IF NO LABOR TIME IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY PAINT, TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES & CONVENIENCES AS NECESSARY.

Operation  
Number

Operation Explanation

Labor Records

Cost

Time  
Clock

Administrative Time

Customer Release

MECHANICS NAME & NUMBER

At Cashier

Pay Check

Or

Road Test

At Shop

Write-Up Time

Cust. At Time

Cust. Appt. Time

Est. Appt. Time

Engine Size

Carb Fueling

Trans. Type

Transfer Case No.

180 Gal.

A.C.

P.B.

P.B.

Cat. No.

A.J.R.

Cost Floor

Full Front Floor

Lock With Covers Blk

Folding Top

Power Locks

Power Glass

Seat Type

MECHANICS NAME & NUMBER

MECHANICS

MECHANICS NAME & NUMBER

MECHANICS

MECHANICS NAME & NUMBER

MECHANICS

MECHANICS

MECHANICS

MECHANICS NAME & NUMBER

MECHANICS

*brake are ok at road test*

*375/*

*check light for coming  
on & check for codes. No codes  
light work right at this time 375/*

JAN 6 13.5

JAN 6 13.5

JAN 6 13.2

Jun. 25, 2008 1:11PM

No. 4133 - P. 57

CHRYSLER

**Reedman-Toll Auto World**  
**U.S. Route 1**  
**Langhorne, PA 19047**  
**(215) 757-4961**

182643

DAVID E FULLER 1463 236 01/06/07 CVCS779785

8,403 LASER BLUE 605635

PHILADELPHIA, PA

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

01/06/07

MO: 8403

[ ETCH SERIAL# ] E594946 [ EXT WARRANTY ] UNIVERSAL

JOB# 1 CHARGES-----

LABOR-----

JOB# 1-98CVZ1 DOOR CONCERN TECH(S) 3751 WARRANTY

CUSTOMER STATE DOOR AJAR LIGHT STAYS ON

&amp; ALARM GOES OFF OVER NIGHT

NO CONDITION

TEST &amp; DIAGNOSE - NO CONDITION

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

JOB# 2-06CVZ10 BRAKE NOISE TECH(S) 3751 WARRANTY

CUSTOMER STATES NOISE WHEN BRAKING

CREAKING NOISE WHEN COASTING FORWARD AT STOP

NORMAL BRAKE NOISE

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----

WAITING 12:30 APPT

TOTALS-----

\*\*\*\*\*

\* NEXT RECOMMENDED SERVICE: \*

\* 01/20/2007 / 8999 MI 01CVZ009 9000 MILE SERVICE \*

\*\*\*\*\*

\*\*\*\*\*

\* \* \* \* \*

\* [ ] CASH [ ] CHECK CK NO. [ ] \* \* \*

\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \* \* \*

\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \* \* \*

\* \* \* \* \*

\*\*\*\*\*

TOTAL LABOR.... 0.00

TOTAL PARTS.... 0.00

TOTAL SUBLET.... 0.00

TOTAL G.O.G.... 0.00

TOTAL MISC CHG. 0.00

TOTAL MISC DISC 0.00

TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR  
EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

CVCS779785

CVCS779785

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

DAVID E FULLER

1463

236

01/06/07

CVCS779785

8,403

LASER BLUE

605635

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

01/06/07

MO: 8403

PHILADELPHIA, PA

CUSTOMER SIGNATURE

IN

OUT

**REEDMAN TOLL**  
AUTO WORLD

215-757-4961  
www.reedmantoll.com

**Reedman-Toll Auto World**  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

## RECOMMENDED SERVICES

RECOMMENDED SERVICES							
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ006	6000 MILE SERVICE	MI	36.95	01CVZ006R	6000 MILE SERVICE	MI	36.95

### SERVICE HISTORY

SERVICE HISTORY							
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/09/06	743425	52240		1544	I	75CVZ	NEW CAR PDI
				1544	I	75CVZ1	PA SAFETY/EMISSION
				1544	I	75CVZZ7	PDI FLUID ADDS
				1544	I	85CVZZETCH	ETCH

SALESPERSON NO. 4084	RICHARD RAY MAURER	S	F	R	V	T	C	E	STATE REG# AL74
----------------------	--------------------	---	---	---	---	---	---	---	-----------------

Tech #	VEHICLE ID NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	REG NO.		
	1G1AL58F567	06/CHEVROLET/COBALT/4DR SDN LT		605635		12/7/06		
Parking Space	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	REG DATE		
			182643	07/07/06	5	12/23/06		
			COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
			PHILADELPHIA, PA	LASER BLUE MET/GR			M664	
	TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
		CVZZ				4,555	3839	JOHN J KUDZMAS
	TIME RECEIVED		DATE/TIME PROMISED		PRIORITY	REPRESENTATIONS, AGREEMENTS AND RELEASE: I own the vehicle described above and am authorized to sign this contract for the owner. I authorize Reedman Toll to furnish the services and to lease for (a) any repair, special or parts of and from (b) any warranty for (c) any damage to the vehicle to the vehicle to		
	02:19pm		12/23/06 09:42pm		3			
APPOINTMENT	LABOR RATE		AUTHORIZED SIGNATURE					
<input checked="" type="checkbox"/> Yes								
<input type="checkbox"/> No								

ETCH SERIAL# E594946 EXT WARRANTY UNIVERSAL

ORIGINAL CUSTOMER ESTIMATE:	TOTAL
	29.95

COMMENTS : WAITING

**CUSTOMER REQUESTS LUBE OIL AND FILTER BE COMPLETED**

**IV. 06-72075 PARKING BRAKE**  
**CUSTOMER STATES:VEHICLE MOVES FORWARD IN PARK ON SLIGHT INCLINE WITH PARKING BRAKE ON**

WV 6CVZ14 AIR LEAK  
CUSTOMER STATES: AIR LEAK PRESENT FROM BOTH FRONT DOORS.  
WINDOWS

IN 09CVZ08 SUSPENSION NOISE 1301  
CUSTOMER STATES: RATTLE PRESENT FROM BOTH FRONT DOORS AT MIRRORS

Seize both front door  
panels -

**INITIAL YOUR CHOICE**

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS AT \_\_\_\_\_

☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$ \_\_\_\_\_

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

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

CUSTOMER SIGNATURE

ORIGINAL ESTIMATE	AUTHORIZED ADD'L. REPAIRS
-------------------	---------------------------

ADD'L REPAIRS OK'D BY

DATE	TIME
------	------

AT PHONE NO: CALLED

SPECIFIC AUTHORIZATION GIVEN:

MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES. MECHANICAL SHOP USER (CHILTON LABOR GUIDE MATERIAL), BODY REPAIRS USER (MOTOR CRASH ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHEN THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE IS PUBLISHED ACTUAL TIME CLOCK TIME IN GIVEN INSTANCES. IF NO LABOR TIME IS PUBLISHED ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE. SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY, PAINT, TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES & CONVENIENCES ARE NECESSARY.

CONTINUED ON NEXT PAGE

777765





IN

OUT

# REEDMAN TOLL

## AUTO WORLD

215-757-4961  
www.reedmantoll.com

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ006	6000 MILE SERVICE	MI	36.95	01CVZ006R	6000 MILE SERVICE	MI	36.95

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/09/06	743425	5	2240	1544 1544 1544 1544	I I I I	75CVZ 75CVZ1 75CVZZ7 85CVZZETCH	NEW CAR PDI PA SAFETY/EMISSION PDI FLUID ADDS ETCH

SALESPERSON NO. 4084

RICHARD RAY MAURER

S E R V I C E

STATE REG# AL74

Tech #	VEHICLE ID NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	ADVISOR NO.	R.C. NO.
	1G1AL58F567	06/CHEVROLET/COBALT/4DR SDN LT		605635		777765
Parking Space	PHILADELPHIA, PA	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	R.C. DATE
		182643		07/07/06	5	12/23/06
		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
		LASER BLUE MET/GR				M664
		TURBO	MMO	AIR COND.	P.S.	TRANS
			CVZZ			
		MILEAGE	ADVISOR NO.	ADVISOR		
		4,555	3839	JOHN J KUDZMAS		
RE	02:19pm 12/23/06 09:42pm 3					
APPOINTMENT	LABOR RATE					
<input checked="" type="checkbox"/> Yes						
<input type="checkbox"/> No						

JOB

W 10CVZ01	DRIVEABILITY CONCERN
CUSTOMER STATES: TRACTION CONTROL LIGHT COMES ON WHEN ACCELERATING	
Check for codes, T.C. function repairs	
W 75CVZ	WHEELS/TIRES
CUSTOMER STATES: CLICKING NOISE PRESENT FROM FRONT TIRES	
not front tire pressures	
W 51CVZ	BODY ELECTRICAL
CUSTOMER STATES: TRUNK AJAR & DOOR AJAR LIGHTS DO NOT COME ON WHEN DOORS ARE OPEN (REAR DOORS)	

INITIAL YOUR CHOICE	
<input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS <input type="checkbox"/> I AUTHORIZE THE ABOVE REPAIRS UP TO \$ <input type="checkbox"/> DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES	
UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$	
CUSTOMER SIGNATURE	
ORIGINAL ESTIMATE	AUTHORIZED ADD'L. REPAIRS
	\$
ADD'L REPAIRS OK'D BY	
DATE	TIME
AT PHONE NO. CALLED	
SPECIFIC AUTHORIZATION GIVEN:	
MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES. MECHANICAL SHOP USES (CHITON) LABOR GUIDE MATERIAL. BODY REPAIRS USES (MOTOR CRASH ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF 95% OF VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. IF NO LABOR TIME IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY, PAINT, TRIM AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES & CONVENIENCES AS NECESSARY.	

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

JOHN J KUDZMAS 3839 M664 12/23/06 CVCS777765

4,555 LASER BLUE 605635

PHILADELPHIA, PA

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

12/23/06

MO: 4556

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----

CUSTOMER STATES: TRACTION CONTROL LIGHT COMES ON WHEN  
ACCELERATING  
ROAD TEST VEHICLE, NO CONDITION PRESENT, NO CODES PRESENT

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES-----

LABOR-----

CUSTOMER STATES: CLICKING NOISE PRESENT FROM FRONT TIRES  
ADJUST TIRE PRESSURES

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX CVCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES-----

LABOR-----

CUSTOMER STATES: TRUNK AJAR & DOOR AJAR LIGHTS DO NOT COME  
ON WHEN DOORS ARE OPEN  
SEE JOB #3

JOB# 7 TOTALS-----

JOB# 7 JOURNAL PREFIX CVCS JOB# 7 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$29.95 (+TAX)

COMMENTS-----

WAITING

**Reedman-Toll Auto World**  
**U.S. Route 1**  
**Langhorne, PA 19047**  
**(215) 757-4961**

182643

JOHN J KUDZMAS

3839

M664

12/23/06

CVCS777765

4,555

LASER BLUE

605635

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

12/23/06

MO: 4556

[ ETCH SERIAL# ] E594946

[ EXT WARRANTY ] UNIVERSAL

JOB# 1 CHARGES

LABOR

CVC777765

CUSTOMER REQUESTS LUBE OIL AND FILTER BE COMPLETED  
 COMPLETED SERVICE AS REQUESTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	89029265	FILTER 1.836	5.82	5.82
	1	WWS	WASHERSOL	1.98	1.98
	6	5W30	OIL	1.75	10.50
TOTAL - PARTS					18.30

MISC	CODE	DESCRIPTION	CONTROL NO	
	100B	CUSTOMER DISCOUNT 10%		-20.85
TOTAL - MISC				-20.85

JOB# 1 TOTALS

LABOR	32.50
PARTS	18.30
MISC	-20.85

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 29.95

JOB# 2 CHARGES

LABOR

CVC777765

CUSTOMER STATES:VEHICLE MOVES FORWARD IN PARK ON SLIGHT  
 INCLINE WITH PARKING BRAKE ON  
 CHECK OPERATION, ADJUST PARKING BRAKE

3

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

CVC777765

CUSTOMER STATES:AIR LEAK PRESENT FROM BOTH FRONT DOORS/  
 WINDOWS  
 ADJUST ALL DOORS INWARD BY ADJUST STRIKERS

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

CVC777765

CUSTOMER STATES:RATTLE PRESENT FROM BOTH FRONT DOORS AT MIRR  
 ORS  
 RESECURE BOTH FRONT DOOR TRIMS

**Reedman-Toll Auto World**  
**U.S. Route 1**  
**Langhorne, PA 19047**  
**(215) 757-4961**

182643

JOHN J KUDZMAS

3839

M664

12/23/06

CVCS777765

4,555

LASER BLUE

605635

PHILADELPHIA, PA

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

12/23/06

MO: 4556

TOTALS-----

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 02/17/2007 / 6000 MI 01CVZ006 6000 MILE SERVICE \*  
 \*\*\*\*\*

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*

TOTAL LABOR.... 32.50  
 TOTAL PARTS.... 18.30  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC -20.85  
 TOTAL TAX..... 3.05

TOTAL INVOICE \$ 33.00

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR  
 EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

CUSTOMER SIGNATURE

No. 4133 P. 66

IN

OUT

# REEDMAN TOLL

## AUTO WORLD

215-757-4961  
www.reedmontoll.com

**Reedman-Toll Auto World**  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

## RECOMMENDED SERVICES

RECOMMENDED SERVICES							
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
SAT SEP 09 AM 10							

SALESPERSON NO.

P D I

STATE REG# AL74

Tech #	TCIAL58F567	YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/4DR SDN LT	PRODUCTION DATE 805635	LICENSE NO. 743429					
Parking Space	REEDMAN-TOLL AUTO WORLD U.S. ROUTE 1 P.O. BOX 3004 LANGHORNE, PA 19047 rrmail@reedmantoll.com	CUSTOMER NO. 10	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	DATE OF SALE 06/09/06		
		COLOR LASER BLUE MET/GR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	M675		
		TURBO	MMAC CVZZ	AIR COND.	P.S.	TRANS	MILEAGE 5	ADVISOR NO. 2240	ADVISOR EVERETT BELL
R#	BUSINESS PHONE	REPRESENTATIONS, AGREEMENTS AND RELEASE: I own the vehicle described above or am authorized to sign this contract for the owner. I authorize Reedman Toll to turn in parts furnished. If loss or damage to the vehicle occurs while operating on public highways and regardless of fault and amount I agree to pay Reedman Toll its regular charges for the engine and transmission repairs. I understand my liability may exceed the cash price of the vehicle. I warrant no defects in materials or workmanship at time of sale. No charge any secure the total cost of repair. AUTHORIZED SIGNATURE: [Signature]							
DAYS RECEIVED	DATE/TIME PROMISED	02:10pm	06/10/06	03:24pm	PRIORITY	3			
APPOINTMENT		LABOR RATE							
<input checked="" type="checkbox"/> Yes									
<input type="checkbox"/> No									

**REPRESENTATIONS, AGREEMENTS AND RELEASE:** I own the vehicle described above or am authorized to sign this contract for the owner. I authorize Reedman Toll to furnish required services and parts and to operate the vehicle on public highways and elsewhere to test and inspect it. I agree to pay Reedman Toll its regular charges for the services and parts furnished. I agree to release Reedman Toll from all claims, damages, losses or consequential damages, including but not limited to, all liability and other damages, arising from the use of the vehicle or from any defects in materials or workmanship. I agree to secure the vehicle and to return it in the same condition as received. I agree not to change any of the terms of this contract without the written consent of Reedman Toll. I agree to indemnify and hold Reedman Toll harmless from all claims, damages, losses or consequential damages, including but not limited to, all liability and other damages, arising from the use of the vehicle or from any defects in materials or workmanship. I agree to execute any documents or take any action necessary to carry out the terms of this contract.

**AUTHORIZED SIGNATURE:**

ORIGINAL CUSTOMER ESTIMATE: TOTAL  
0.00

X

**COMMENTS : CALL**

NEW CAR PDI

## PERFORM NEW CAR PDI

2. I-75CVZ1-1549 PA SAFETY/EMISSIONS  
PERFORM PA SAFETY AND EMISSIONS INSPECTION.

3 I 75CVZZ7 1344 PDI FLUID ADDS  
ADD FLUIDS AS NECC.

4 85CVZZETCH  
INSTALL UNIVERSAL ETCH

Files  $\frac{10}{32}$  Brakes  $\frac{10}{B}$   
 For RDS  $\frac{5}{30}$  For  $\frac{5}{B}$

## INITIAL YOUR CHOICE

- ☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS  
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO \$ \_\_\_\_\_  
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT  
 NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES  
 \$ \_\_\_\_\_  
 I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT  
 AUTHORIZE ADDITIONAL NECESSARY REPAIRS, I WILL OWE FOR THE WORK  
 COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$ \_\_\_\_\_

**CUSTOMER SIGNATURE**

ORIGINAL ESTIMATE

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466
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ADD'L REPAIRS OK'D BY \_\_\_\_\_

DATE \_\_\_\_\_

TIME

AT PHONE NO. CALLED

SPECIFIC AUTHORIZATION GIVEN:

MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES, MECHANICAL SHOP USES (MILTON LABOR GUIDE MATERIALS), BODY REPAIRS USES (MOTOR CRASH REPAIRS GUIDE), ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE IF NO LABOR CHARGE IS TO BE MADE. THIS GUIDE IS NOT A CONTRACT. IT IS A GUIDE TO THE ESTIMATE RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE AND TECHNICAL SUPPORT TECHNICIAN, BODY SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY, PAINT, TRIM AND WATER LAK TECHNICIAN (WHERE APPLICABLE) FACILITIES & CONVENIENCES ARE

Operation  
Number  
Administrative Time

Operation Explanation

Labor Records

Cost

Time  
Clock

Customer Release

MECHANICS NAME & NUMBER:

COMPLAINT:

CAUSE:

CORRECTION:

①

NEW CAR PDL

JUN 9 177

Off

On

Off

On

Off

On

Off

On

Off

On

Off

On

Off

On

Off

On

Off

On

Off

On

Off

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Off

On

Cashier

by Check

oad Test

Shop

ite-Up Time

ust. Ar. Time

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ngine Size

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B.

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I.R.

osi Rear

ull Float Rear

lock Wtl Covers Nuts

olding Top

Power Locks

Power Glass

Seat Type

MECHANICS NAME & NUMBER:

COMPLAINT:

CAUSE:

CORRECTION:

②

PSS

③

PSS Plots, w/whstn oil

JUN 9 177

MECHANICS NAME & NUMBER:

COMPLAINT:

CAUSE:

CORRECTION:

④

ETC/H.

MECHANICS NAME & NUMBER:

COMPLAINT:

CAUSE:

CORRECTION:

MECHANICS NAME & NUMBER:

COMPLAINT:

CAUSE:

CORRECTION:

Jun. 25, 2008 1:14PM

No. 4133 P. 67

0000000000

**GM**

# Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number

1C1AUSAF6L7

Dealer/BAC Code

206487

Stock #

605235

Repair Order #

243425

For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

**Initial Preparation:**

- ☒ Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

AFTER: LF 30 RF 30 LR 30 RR 30

- ☒ Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- ☐ Leave door edge protection and other shipping/storage materials on until customer delivery

**Accessories:**

- ☒ Verify RPO and RPA options
- ☒ Install all accessories; check fit, finish and operation

**Road Test:**

ODOMETER: Before 2 After 3

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

**During Road Test:**

Drive on a legal roadway with road conditions permitting evaluation of the following:

- ☒ Engine Performance: Cold start, idle quality
- ☒ HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ☒ Radio, cassette and CD player (regular, steering wheel and rear controls)
- ☒ Steering wheel - center position
- ☒ Steering for leads, pulls, vibration at idle, vibration while driving
- ☒ Wipers, delay and washers (front and rear)
- ☒ Brakes for noise, pulls, vibration or shudder at both high and low speeds
- ☒ Unusual wind noise

- ☒ Unusual noises/vibrations
- ☒ Squeaks and rattles
- ☐ Transfer case or TAPshift function (if equipped)
- ☒ Cruise/adaptive cruise (if equipped)
- ☐ OnStar for connectivity (if equipped)
- ☒ Transmission shifter, clutch, noise, shift smoothness
- ☒ Engine performance: Hot start, idle quality
- ☒ Check for MIL, SES, SVS, and warning lights

**Under Hood:**

- ☐ Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

**VOLTAGE**

DATE 6/9/06 INITIAL R

- ☐ Remote hood release, latch and hood safety latch
- ☒ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ☐ Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- ☐ Fluid levels: Add as required

**Body/Chassis:**

- ☒ Doors, locks, keys and keyless entry system
- ☒ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ☐ Neutral start safety switch (if equipped)
- ☒ Power mirrors (if equipped)
- ☒ Horn
- ☒ Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- ☐ Seats: Check operation and that removable seats are properly secured

- ☒ Seat belts: material, operation and latches
- ☒ Child Comfort Guide - elastic cord visible (if equipped)
- ☐ Removable top/panel, convertible top
- ☒ Displays, gauges and lights (head, driving/fog, tail, parking, turning, reverse, running, brake, and hazard)
- ☐ Trunk safety release (if equipped)
- ☒ Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)

**Under Vehicle:**

- ☒ Underbody, drivetrain, suspension, shock plates, exhaust system, lines, linkages and hoses
- ☐ Brake/fuel lines secured in clips
- ☒ Check all fluid systems for leaks

**Final Inspection & Preparation:**

Perform just prior to delivery.

- ☐ Interior: Remove protective coverings. Clean as required: seats, headliner, knee panels, carpets, console, instrument panel, moldings and hard trim
- ☐ Install floor mats (if equipped)
- ☐ Thorough exterior wash and dry; check for water leaks
- ☐ Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- ☐ Erase all messages on voice recorder (if equipped)
- ☐ Reset fuel economy readings
- ☐ Set clock/calendar to local time
- ☐ Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- ☐ Thoroughly clean all glass surfaces

**Certification:** I certify that this Pre-Delivery Inspection has been completed by:

Technician (Print Name)

A. Wilson

Service Manager (Signature)

[Signature]

Date

6/13/06





GMC

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 25, 2008

David Stein  
REEDMAN-TOLL AUTO WORLD  
PO BOX 3004  
LANGHORNE, PA 19047-9104

Re: [REDACTED]  
Siebel Request: 71-639443196  
2006 Chevrolet Cobalt  
VIN # 1G1AL58F567 [REDACTED]

Dear Mr. David Stein:

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

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

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

Sincerely,

*Joel Verburg*

Joel Verburg  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 21691  
FAX# 866-259-4607

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

<b>Customer:</b> [REDACTED]	<b>SR #:</b> 71-639443196	<b>BBB#:</b> CHV0843423
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This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

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

### Section 1

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	16500.00
<b>MSRP</b> (from BARS Invoice screen)	- 17310.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	= -810.00

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

### Section 2

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

### Section 3

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

### Section 4

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	16500.00
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 0.00
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
<b>Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price.</b> This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 16500.00

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

Revised 8/02/2007

**Privileged and Confidential Information****CASE ASSESSMENT**

By: Joel Verburg State: Pennsylvania

Customer Name: [REDACTED] Service Request: 71- BBB Case No.: CHV0843423  
639443196

Vehicle ID No.: 1G1AL58F567 [REDACTED] In Service Date: 7/5/06 Vehicle is: New BAC Code: 206432

Year, Make ☐ Model: 2006 Chevrolet Cobalt Vehicle Purchased Used on: n/a  
Mileage at Time of BBB Filing (16,000)  
Lien holder: GMAC ☐ Sale Type: Purchase ☐  
DVM Name: Ron Chieffe CAM Name: Craig Joseph  
Phone/Cell Number: 215-527-0041 Phone Number: (914) 244-6130

Service Manager: David Stein

**VEHICLE REPAIR HISTORY**

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

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

☐ {Steering Column Making Noise - Replaced}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/6/07	805396	1	8,650	Customer states: rattle noise in left front while driving on bumpy or uneven roads Dealer: noisy over bumps Repair: inspect for condition <input type="checkbox"/> replace intermediate steering shaft per TSB 05-02-32-005C
8/22/07	819124	1	11,364	Customer states: clunk / grinding present from column area when going over bumps or when making a 360 degree turn Dealer: could not duplicate customer's concern Repair: road test with customer <input type="checkbox"/> could not duplicate
9/10/07	822136	1	11,997	Customer states: when driving over uneven surfaces a knock is felt in steering wheel Dealer: test and diagnose <input type="checkbox"/> found excessive noise in steering column Repair: replace steering column and retest <input type="checkbox"/> concern corrected
1/23/08	843092	1	15,381	Customer states: a knock is felt in the steering when driving over uneven surfaces Dealer: intermediate shaft Repair: R/R intermediate shaft
3/26/08	853346	1	16,148	Customer states: a metal on metal grinding noise is heard from underneath the steering column area when driving on flat surfaces Dealer: test and diagnose <input type="checkbox"/> road test vehicle <input type="checkbox"/> verified customer's concern <input type="checkbox"/> found excessive noise coming from the steering column Repair: replace steering column under GM parts warranty <input type="checkbox"/> re-road test vehicle <input type="checkbox"/> concern corrected

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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**Verified with customer if the vehicle has ever been involved in an accident Y N**

**If yes are the RO's attached Y N**

**Are there modifications to the Vehicle Y or N**

**List:**

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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12/23/06	777765	1	4,556	Customer states: vehicle moves forward in park on slight incline with parking brake on Dealer: check operation Repair: adjust parking brake
12/23/06	777765	□□□	4,556	Customer states: air leak present from both front doors / windows Repair: adjust all doors inward by adjust strikers
12/23/06	777765	□□□	4,556	Customer states: rattle present from both front doors at mirrors Repair: re-secure both front door trims
12/23/06	777765	□□□	4,556	Customer states: traction control light comes on when accelerating Repair: road test vehicle, no condition present, no codes present
12/23/06	777765	□□□	4,556	Customer states: clicking noise present from front tires Repair: adjust tire pressures
12/23/06	777765	□□□	4,556	Customer states: trunk ajar and door ajar lights do not come on when doors are open Repair: adjust all doors inward by adjust strikers
1/6/07	779785	1	8,403	Customer states: door ajar light stays on and alarm goes off overnight

1/6/07	779785	□□□	8,403	Repair: test □diagnose □no condition Customer states: noise when braking. Creaking noise when coasting forward at stop Repair: normal brake noise
4/7/07	795208	1	6,663	Customer states: ABS light on Dealer: code C0045 Repair: test and diagnose □repaired wires to left rear wheel speed sensor. Cleared codes □rechecked - ok
5/2/07	799456	1	7,346	Customer states: ABS light on Dealer: terminal 13 back out Repair: test and diagnose □R□R connector cover □remove terminal □re-secured in connector □clear code □recheck - ok
5/2/07	799456	□□□	7,346	Customer states: vibration when braking Dealer: no condition Repair: test and diagnose □no condition
5/2/07	799456	□□□	7,346	Customer states: suspension noisy over bumps Repair: inspect and special order part
5/2/07	799456	□□□	7,346	Customer states: odor from vents when using a/c after big rain Dealer: in cabin air filter dirty □musty odor Repair: inspect for condition □recommend filter □no auth. □spray GM odor eliminator through cowl panel to correct concern
5/9/07	800715	1	7,611	Customer states: noise in front suspension over bumps Dealer: special ordered part in stock Repair: test □diagnose □replace right front upper strut mount and bearing
5/9/07	800715	□□□	7,611	Customer states: rattle noise from glove box while driving Dealer: no condition Repair: inspect for condition □no condition
5/9/07	800715	□□□	7,611	Customer states: noise in right rear suspension over bumps Dealer: snow brush in trunk Repair: inspect for condition on road test □remove snow brush from trunk □road test □no noise
5/9/07	800715	□□□	7,611	Customer states: replace in cabin air filter Dealer: replace air filter per customer request Repair: air filter replacement completed
6/6/07	805396	□□□	8,650	Customer states: creek noise when opening all doors □left rear more so Repair: inspect and special order door checks
6/6/07	805396	□□□	8,650	Customer states: odor from vents after hard rain Dealer: plastic on exhaust Repair: inspect for condition □remove plastic from exhaust
6/6/07	805396	□□□	8,650	Customer states: clunk noise on turns Dealer: noisy on turns Repair: test □diagnose □replace power steering gear
8/22/07	819124	□□□	11,364	Customer states: squeal present from wheel are when turning Dealer: test and diagnose Repair: set vehicle toe and re-adjust tire pressure
9/10/07	822136	□□□	11,997	Customer states: driver's side and passenger side window switch bezels are dis-colored Dealer: test and diagnose Repair: special ordered both window switch bezels
9/22/07	824484	1	12,504	Customer states: left side window switch bezel is discoloring Dealer: trim discoloring Repair: replace left side switch bezel
9/22/07	824484	□□□	12,504	Customer states: right side window switch trim is discoloring Dealer: right side bezel discoloring Repair: replace right side switch bezel
9/22/07	824484	□□□	12,504	Customer states: right side front surround weather strip is cracking Repair: order weather strip

10/24/07	829372	1	13,423	Customer states: weather strip is torn, special ordered part Dealer: right side front surround weather strip Repair: installed new weather strip
10/24/07	829372	□□□	13,423	Customer states: right front door handle bezel is loose Repair: replace door handle bezel
1/23/08	843092	□□□	15,381	Customer states: when turning on a/c blower motor a whistle is hear on all speeds Repair: no problem found at this time
1/23/08	843092	□□□	15,381	Customer states: left front seat belt does not retract very well Repair: special ordered seat belts
2/20/08	847492	1	15,725	Customer states: seat belt does not fully retract □special ordered part Dealer: left front seat belt does not retract Repair: removed and replaced left front seat belt assembly
2/20/08	847492	□□□	15,725	Customer states: a noise is present when driving over bumps. Most noticeable when driving through our lot Dealer: verified condition □found left front fender hitting against a-pillar. Vehicle will require appointment at body shop for repairs. Technician states same condition occurs on right front. But not as progressed as left side. Repair: recommend contacting Cindy to set appointment.
2/20/08	847492	□□□	15,725	Customer states: right rear seat belt does not retract Dealer: verified condition Repair: removed and replaced right rear seat belt assembly
3/12/08	850885	3	15,918	Customer states: during heavy rain, driver's side wiper would shake violently and chop across the windshield. Possible wiper arm issue? Dealer: test and diagnose □found driver side wiper blade not holding tension against windshield Repair: replace wiper blade and re-test □concern corrected
3/12/08	850885	□□□	15,918	Customer states: a rattle sound is heard when driving, found driver's side fender hitting against the driver's side a-pillar. Send to bodyshop to have repaired Dealer: test and diagnose □verified customer's concern □send to body shop for repair Repair: remove and install left and right front fender □re-align and straighten fenders. Install cushion behind fenders to avoid rubbing. Refinish a-pillars to clear imperfections. Re-test. Concern corrected.
3/26/08	853346	□□□	16,148	Customer states: driver side wiper rubber is wiggling and leaving the window streaked Dealer: test and diagnose □found windshield wipers to be operating as designed Repair: windshield had a wax film covering it. Clean windshield and re-test □concern corrected
3/26/08	853346	□□□	16,148	Customer states: a vibration is felt in the steering wheel when braking Dealer: test and diagnose □road test vehicle □found excessive lateral run-out in front rotors Repair: resurface front rotors within specs and re-test □concern corrected
3/26/08	853346	□□□	16,148	Customer states: since fenders were repaired, there is a large gap between the driver's side headlamp and bumper that is not present on the passenger side Dealer: test and diagnose □verified customer's concern Repair: R/R bumper □re-align and re-position □tighten brackets to raise bumper □re-inspect □concern corrected

### 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 or N}

If applicable, safety-related repairs {# of repair attempts}

Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period: 4

Total days out of service during the presumption period: 16

Total days out of service during customer's ownership: 16

<b>Vehicle Meets Presumption of Lemon Law    YES</b>
--

## 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: extended warranty

DVM sts:

SVM sts: customer deserves extended warranty

CRS Rationale: customer has had 3 repair attempts and if extended warranty would keep customer satisfied then we should offer it

<b>CRS FINAL OFFER:</b>	<b>{REPAIR/REP/TRADE}:</b>	<b>DATE: {Date}</b>	<b>CUST {Accepted / Declined}</b>
<b>Goodwill: {Type}</b>		<b>Attorney Fees (if applicable): \${Amount}</b>	

<b>TEAM LEAD APPROVING:</b>	Bridget Cazabon	Date: {Date}
-----------------------------	-----------------	--------------



COMPONENT	DESCRIPTION
<b>Axle</b>	Includes all components related to the axle, differential, driveline, □ rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel □ key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic □ manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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



**GMC**

**HUMMER**

## General Motors Business Resource Center

# FAX

**To: Mary Richards**  
Company:  
Fax: 215-702-8453  
Phone:

**From: Joel Verburg**  
Fax: 1-866-259-4607  
Phone: 1-800-231-1841 ext. 21691  
E-mail:

**CC:**

---

**NOTES:**

## RETAIL INSTALMENT SALE CONTRACT

## GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

34233

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

Creditor (Seller name and address)

REEDMAN-TOLL AUTO WORLD  
RT1  
LANGHORNE PA 19047-3004

PHILADELPHIA PA CO: PHILADELPHIA

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

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	CHEVROLET COBALT	1G1AL58F567	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business

Your trade-in is a: Year Make Model

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of \$ 0.09 is
0.00 %	\$ 0.00	\$ 17836.56	\$ 17836.56	\$ 17836.65

## Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	\$ 247.73	Monthly beginning 08/05/2006	

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

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

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

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

## ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)	\$16500.00 (1)
2 Total downpayment = (If negative enter "0" and see line 4H below)	
Gross trade-in \$ N/A - payoff by seller \$ N/A	
= net trade-in \$ N/A + cash \$ 0.09	
+ other (describe) N/A \$ N/A	
3 Unpaid balance of cash price (1 minus 2)	\$ 0.09 (2)
	\$16499.91 (3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life \$ N/A	
Disability \$ N/A	
B Other insurance paid to the insurance company (describe) N/A	\$ N/A
C Official fees paid to government agencies	\$ 10.00
D Government taxes not included in cash price	\$ 1160.00
E Government license and/or registration fees	
REG=136.00	\$ 36.00
F Government certificate of title fees (includes \$ 0.00 security interest recording fee)	\$ 27.50
G Other charges (Seller must identify who is paid and describe purpose.)	
to N/A to N/A	\$ N/A
to REEDMAN-TOLL to NOTARY/DOC FEES	\$ 65.00

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

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

## Check the insurance you want and sign below:

## Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer  
Term N/A

☐ Credit Disability (Buyer Only)  
Term N/A

Premium:  
Credit Life \$ N/A

Credit Disability \$ N/A  
N/A

(Insurance Company)

N/A

(Home Office Address)

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

## Other Insurance.

☐ N/A ☐ N/A  
Type of Insurance Term

Premium \$ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

3 Unpaid balance of cash price (1 minus 2) \$ 0.09 (2) \$16499.97 (3)

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

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

Life \$ N/A

Disability \$ N/A \$ N/A

B Other insurance paid to the insurance company (describe) N/A \$ N/A

C Official fees paid to government agencies \$ 10.00

D Government taxes not included in cash price \$ 1160.00

E Government license and/or registration fees REG=\$36.00 \$ 36.00

F Government certificate of title fees (includes \$.00 security interest recording fee) \$ 27.50

G Other charges (Seller must identify who is paid and describe purpose.)

to	for	\$	
N/A	N/A	\$	N/A
to REEDMAN-TOLL	to NOTARY/DOC FEES	\$	65.00
to GOV'T AGENCY	to MESS/REG/LIC	\$	38.15
to N/A	to N/A	\$	N/A
to N/A	to N/A	\$	N/A
to N/A	to N/A	\$	N/A

H Net trade-in payoff to N/A \$ N/A

Total other charges and amounts paid to others on your behalf \$ 1336.65 (4)

5 Amount financed (3 + 4) \$17836.56 (5)

6 Finance charge \$ 0.00 (6)

7 Total of payments - time balance (5 + 6) \$17836.56 (7)

insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life or credit disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions.

#### Other Insurance.

☐ N/A N/A

Type of Insurance Term

Premium \$ N/A

N/A (Insurance Company)

N/A (Home Office Address)

I want the insurance checked above.

X Buyer Signature Date

X Co-Buyer Signature Date

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

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

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relative to this contract. Any change to the contract must be in writing and signed by both parties. No oral changes are binding.

Buyer Signs [Signature] Co-Buyer Signs [Signature]

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

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

See back for other important agreements.

Do not sign this contract on a Sunday.

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

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

Buyer Signs X [Signature] Date 07/05/2006 Co-Buyer Signs [Signature] Date 07/05/2006

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

Buyer Signs X [Signature] Date 07/05/2006 Co-Buyer Signs X [Signature] Date 07/05/2006

**Co-Buyers and Other Owners:** A co-buyer is a person who is responsible for paying the entire debt on the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X [Signature] Date Address

Creditor Signs REEDMAN-TOLL AUTO WORLD Date 07/05/2006 By X [Signature] Title

Seller assigns its interest in this contract to: ☒ General Motors Acceptance Corporation (GMAC) ☐ GMACAB ☐ Nuwell Credit Corporation.

Assigned with recourse

Assigned without recourse or with limited recourse

Seller REEDMAN-TOLL AUTO WORLD By [Signature] Title

2109 FR-PA 3/2005 (For Use in the State of Pennsylvania) (1 of 4) Notice: See Other Side

Copyright 2004 General Motors Acceptance Corporation. All Rights Reserved.

TRIPLICATE ORIGINAL - DEALER'S COPY

# REEDMAN TOLL

AUTO WORLD

## BUYER'S ORDER

1700 E. Lincoln Hwy., Langhorne, PA 19047  
(215) 757-4961  
www.reedmantoll.com

CUST NO. 182643

DEAL # 34233

STREET		DATE	07/05/2006
CITY	STATE	ZIP	
PHILADELPHIA PA			
HOME ADDRESS			

PRICE OF VEHICLE 16500.00

### VEHICLE INFORMATION

YR.	MAKE	MODEL	TYPE
2006	CHEVROLET	COBALT 4DR SDN LT	
COLOR	TRIM	MILEAGE	
LASER BLUE MET	GRY SPT CL	5	
VIN	1G1AL587567		
STOCK NO.	SALESMAN		
605635 NEW	RICHARD RAY MAURER		

### DESCRIPTION OF TRADE IN 1

YR.	MAKE	MODEL	TYPE
COLOR	TRIM	MILEAGE	
VIN			

### DESCRIPTION OF TRADE IN 2

YR.	MAKE	MODEL	TYPE
COLOR	TRIM	MILEAGE	
VIN			

AMT. REC. ON DELIVERY	CASH	CHECK
	\$	\$
DEL. DATE	DEL. BY	
HOLD CHECK	TEMP. TAG	

### WARRANTY INFORMATION

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

☐ **USED CAR WARRANTY** - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us.

☐ **AS IS** - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECTS THAT MAY OCCUR IN THE VEHICLE.

PURCHASER'S SIGNATURE X

**USED CAR BUYER'S GUIDE: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.**

**GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.**

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages

Cash Price of Vehicle & Accessories	16500.00
( 1155.00 )	
Sales Tax	1155.00
REGISTRATION 35.00	
TITLE 22.50	
TRANSFER 5.00	
ENCUMBRANCE	63.50
On Line MV Reg. Fee	14.15
Dealer On Line MV Processing Fee	10.00
Documentary Fee	55.00
Messenger Fee	14.00
Notary Fee	10.00
TEMP FEE 10.00 /TIRE FEE 5.00	15.00

OTHER CHARGES

AGENCY FEE

Total Price 17836.65

REEDMAN TOLL

Trade-In  
\* Payoff Amount  
Is Subject To  
Verification  
Less Payoff \*  
Net Trade-In  
Deposit

Cash on Delivery \* 0.09

Total Down Payment 0.09



LASER BLUE MET GRT SPI CL

161A158F567

STOCK NO  
605635 NEWSALESMAN  
RICHARD RAY MAURER

## DESCRIPTION OF TRADE IN 1

YR. MAKE MODEL TYPE

COLOR TRIM MILEAGE

## DESCRIPTION OF TRADE IN 2

YR. MAKE MODEL TYPE

COLOR TRIM MILEAGE

AMT. REC. ON DELIVERY CASH CHECK

DEL. DATE DEL. BY

HOLD CHECK TEMP TAG

Amount is calculated in "Cash on Delivery" but funds are not received until dealer's receipt for hold check is processed.

## WARRANTY INFORMATION

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

☐ **USED CAR WARRANTY** - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us.

☐ **AS-IS** - THIS MOTOR VEHICLE IS SOLD "AS-IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECT THAT PRESENTS ITSELF THAT MAY OCCUR IN THE VEHICLE.

PURCHASER'S SIGNATURE X

**USED CAR BUYERS GUIDE: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.**

**GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.**

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of \$  
PURCHASER'S SIGNATURE X

Buyer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises, with any retail installment sale contract, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this Agreement. Buyer, by signing this Agreement, acknowledges that he has read its terms and has received a true copy of this Agreement.

This Agreement is not binding upon either Dealer or Buyer until signed by an authorized Dealer representative. YOU, THE BUYER, MAY CANCEL THIS AGREEMENT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THE AGREEMENT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER.

☒ **BUYER ACKNOWLEDGES THAT IF THIS BOX IS CHECKED, THIS AGREEMENT CONTAINS AN ARBITRATION CLAUSE.**

**BUYER HAS READ ALL PAGES OF THIS AGREEMENT AND AGREES TO ALL TERMS AND CONDITIONS IN THIS AGREEMENT.**

BUYER SIGNS X

07/05/2006

DATE

CO-BUYER SIGNS X

07/05/2006

DATE

AUTHORIZED DEALER SIGNATURE

Vandave

(Must Be Accepted By An Authorized Representative of the Dealer)

LAW FORM NO. 60-PA-CUST. 10/03/12 G (05/05)  
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THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

Cash Price of Vehicle &amp; Accessories 16500.00

( 1155.00 )

Sales Tax 1155.00

REGISTRATION 35.00

TRANSFER 22.50

ENCUMBRANCE 5.00

63.50

On Line MV Reg. Fee 14.15

Dealer On Line MV Processing Fee 10.00

Documentary Fee 55.00

Messenger Fee 14.00

Notary Fee 10.00

TEMP FEE 10.00 /TIRE FEE 5.00 15.00

OTHER CHARGES

AGENCY FEE

Total Price 17836.65

Trade-In

Less Payoff \*

\*Payoff Amount is Subject To Verification

Net Trade In

Deposit

Cash on Delivery \* 0.09

Net Trade + Deposit + Cash on Delivery =

Total Down Payment 0.09

Unpaid Balance of Total Price 17836.56



**GMC**

**HUMMER®**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 25, 2008

Ray Moffatt  
NORTHEAST CHEVROLET  
3301 GRANT AVE  
PHILADELPHIA, PA 19114-2629

Re: [REDACTED]  
Siebel Request: 71-639443196  
2006 Chevrolet Cobalt  
VIN # 1G1AL58F567 [REDACTED]

Dear Mr. Ray Moffatt:

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

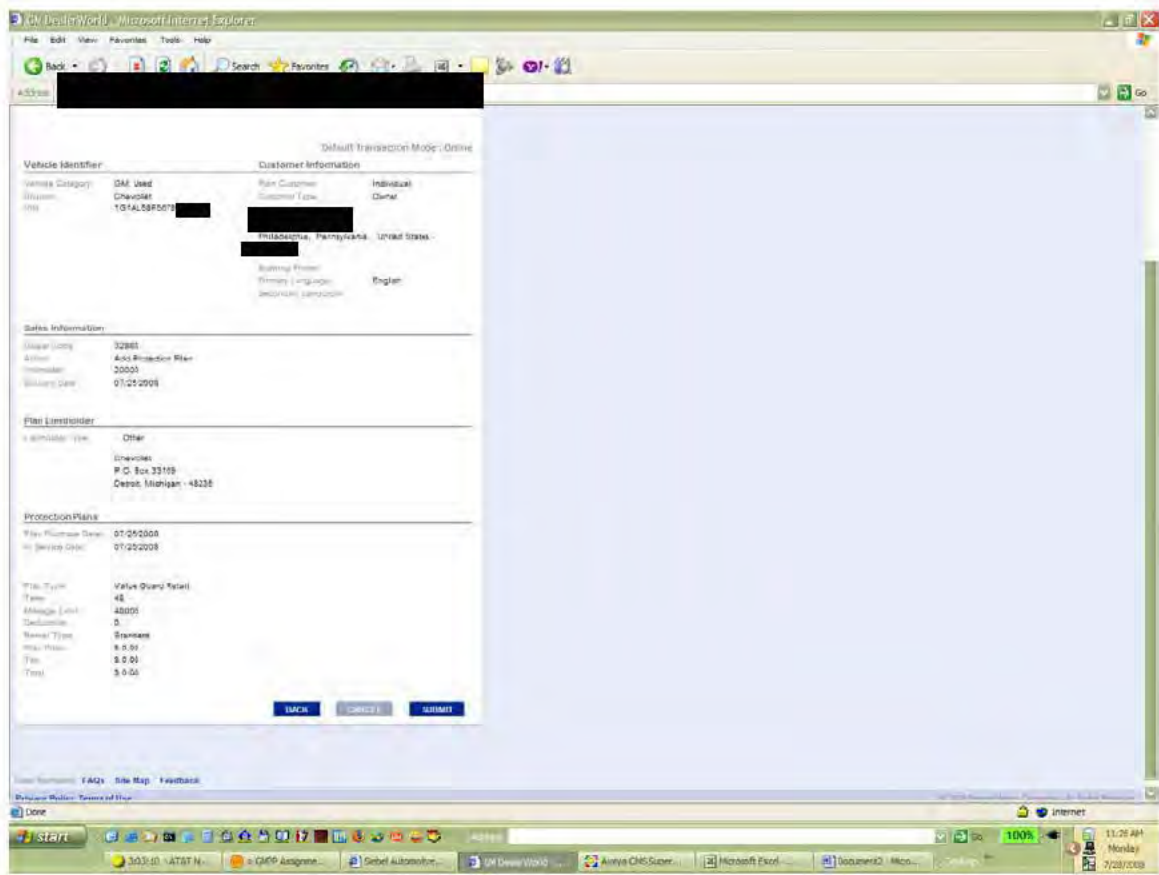
Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

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

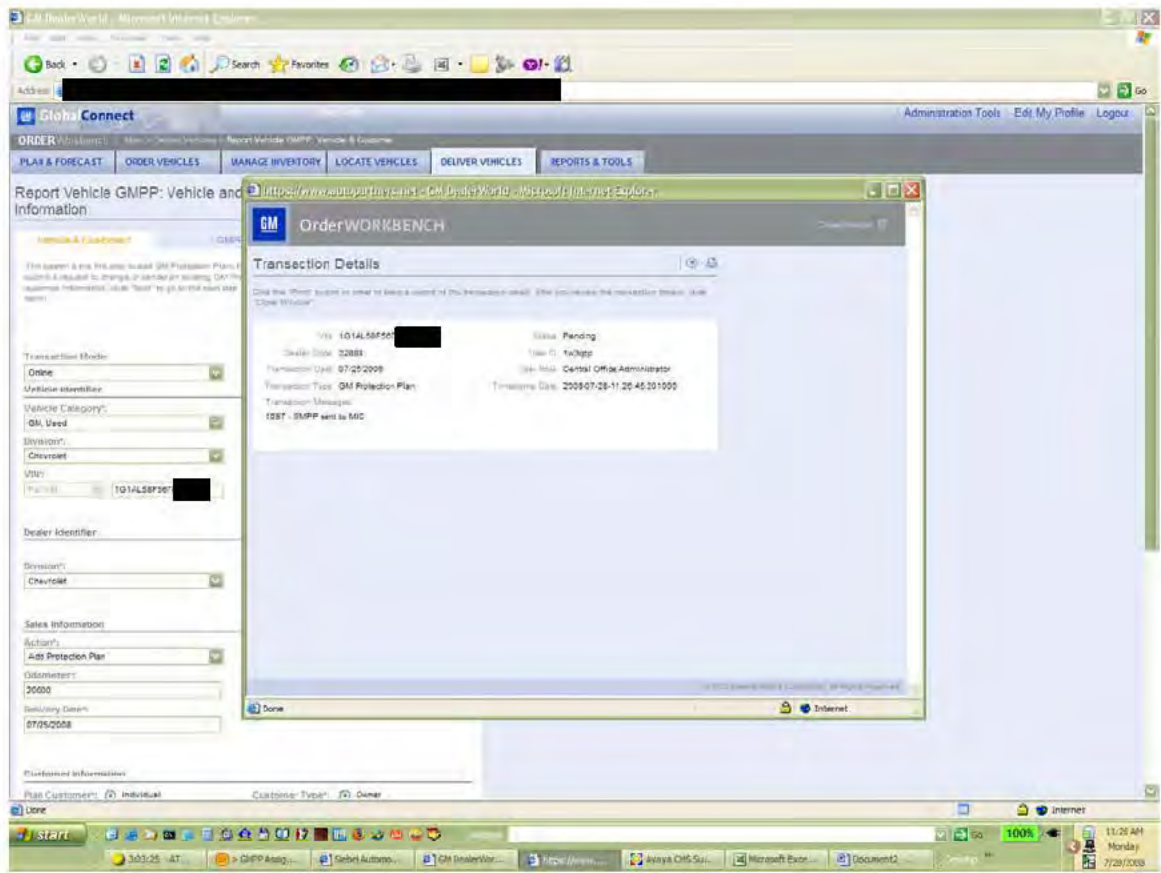
Sincerely,

***Joel Verburg***

Joel Verburg  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 21691  
FAX# 866-259-4607







1700 East Lincoln Highway, Langhorne PA 19047  
215-757-4981  
215-757-7971 fax

Reedman Toll  
Chevrolet - Service

# Fax

<b>To:</b> Joel Verburg	<b>From:</b> David B. Stein
<b>Fax:</b> 1-866-259-4607	<b>Pages:</b> 5
<b>Phone:</b> 1-800-231-1841 ext. 21691	<b>Date:</b> 6/26/2008
<b>Re:</b> Requested Documents	<b>CC:</b>

☐ Urgent    ☐ For Review    ☐ Please Comment    ☐ Please Reply    ☐ Please Recycle

Joel

Attached are the remaining documents you requested.

Dave Stein

IN

OUT

# REEDMAN TOLL

## AUTO WORLD

215-757-4961  
www.reedmantoll.com

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

5149

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009 01CVZ006R	9000 MILE SERVICE 6000 MILE SERVICE	MI MI	67.00 36.95	01CVZ006	6000 MILE SERVICE	MI	36.95

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/06/07	779785	8403	1463	3751	I	98CVZ1	DOOR CONCERN
12/23/06	777765	4556	3839	3751	I	06CVZ10	BRAKE NOISE
				1387	C	00CVZ001	LUBE OIL FILTER SPEC
				1387	W	06CVZ07	PARKING BRAKE
				1387	W	61CVZ14	AIR LEAK
				1387	I	09CVZ08	SUSPENSION NOISE

SALESPERSON NO. 4084 RICHARD RAY MAURER SERVICE STATE REG# AL74

Tech #	VEHICLE ID NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	B.O. NO.
	1G1AL58F567	06/CHEVROLET/COBALT/4DR SDN LT		605635	782097
Parking Space		CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
		182643		07/07/06	5
	PHILADELPHIA, PA	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
		LASER BLUE MET/GR			
		TURBO	MMG	AIR COND.	P.S.
		CVZZ			
		TRANS	MILEAGE	ADVISOR NO.	ADVISOR
			5,148	3839	JOHN J KUDZMAS
		<small>REPRESENTATIONS, AGREEMENTS AND RELEASE: I own the vehicle described above or am authorized to sign the contract for the owner. I authorize Reedman Toll to furnish required services and parts and to operate the vehicle on public highways and elsewhere to test and inspect it. I agree to pay Reedman Toll no regular charges for the services and parts furnished. If I do not pick up the vehicle within 48 hours after it is repaired, I will pay Reedman Toll a storage charge of \$3.00 per day. Reedman Toll will not be liable for (a) any loss or damage to the vehicle or anything in it while it is in Reedman Toll's possession, (b) any damage to the vehicle due to lack of maintenance, or (c) any indirect, special or consequential damage in material or labor. I agree to hold Reedman Toll, its employees and agents of and from express or implied warranty for all work, however, remedy promptly. I will attach to the vehicle to</small>			
		TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	
		12:20pm	01/20/07	02:18pm	3
APPOINTMENT		LABOR RATE			
<input checked="" type="checkbox"/> Yes					
<input type="checkbox"/> No					

JOB	ETCH SERIAL#	E594946	EXT WARRANTY	UNIVERSAL
	ORIGINAL CUSTOMER ESTIMATE:	TOTAL		
		0.00		
	COMMENTS: GREEN			

CUSTOMER STATES: DOOR AJAR LIGHT COMES ON WHILE DRIVING - SOP	
DATE	TIME
AT PHONE NO. CALLED	
SPECIFIC AUTHORIZATION GIVEN:	
<small>MECHANICAL SHOP AND/OR BODY SHOP CUSTOMER LABOR CHARGES. MECHANICAL SHOP USES (CHILTON LABOR GUIDE MATERIAL). BODY REPAIRS USES (MOTOR CRASH ESTIMATING GUIDE) WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. IF NO LABOR TIME IS PUBLISHED, ACTUAL TIME CLOCK TIME WILL BE CHARGED AT THE ABOVE LABOR RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVISOR, MECHANIC TECHNICIAN, SHOP SUPERVISOR, QUALITY CONTROL INSPECTOR, BODY, PAINT, TIRE AND WATER LEAK TECHNICIAN (WHERE APPLICABLE) FACILITIES &amp; CONVENIENCES AS NECESSARY.</small>	

REEDMAN TOLL

Jun. 26, 2008 4:43PM

No. 4160 P. 3

Operation Number	Description	Labor Records	
		Cost	Time Clock
Customer Release			Off
Car Wash			On
Day Check			Off
Dr			On
Load Test			Off
Oil Shop			On
Wake Up Time			Off
Cust. At Time			On
Inst. Appl. Time			Off
Esc. Appl. Time			On
Engine Size			Off
Carb			On
Trans. Type			Off
Transfer Case No.			On
Tilt Cnt.			Off
A.C.			On
P.S.			Off
P.B.			On
Cruise			Off
A.L.P.			On
Post Rear			Off
Full Front Rear			On
Lock Whl Covers Nuts			Off
Folding Top			On
Power Locks			Off
Power Glass			On
Seat Type			Off

461/L  
AS

3

1  
Murray  
STICKING AT TIMES  
REPL LFT DOOR TRAIL  
SWITCH  
1  
Murray  
TEST DOMELAMP CIRCUITS  
+ DOOR ADJAC CIRCUITS

1797  
1797  
JAN 20 13.4  
JAN 20 13.3  
JAN 20 13.3  
JAN 20 13.0

CVCS782097

CVCS782097

**Reedman-Toll Auto World**  
**U.S. Route 1**  
**Langhorne, PA 19047**  
**(215) 757-4961**

182643

JOHN J KUDZMAS 3839 M832 01/20/07 CVCS782097

5,148 LASER BLUE 605635

PHILADELPHIA, PA

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

01/20/07

MO: 5149

[ ETCH SERIAL# ] E594946 [ EXT WARRANTY ] UNIVERSAL  
 JOB# 1 CHARGES-----

LABOR-----  
 J# 1 51CVZ BODY ELECTRICAL TECH(S):1747 WARRANTY  
 CUSTOMER STATES:DOOR AJAR LIGHT COMES ON WHILE DRIVING - SOP  
 L/S FRONT DOOR JAMB SWITCH FAULTY  
 TEST & DIAG. REPLACE L/S FRONT DOOR JAMB SWITCH

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	22727459	SWITCH 11.950		0.00
TOTAL - PARTS					0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
 J# 2+90CVZ04 INTERIOR DETAIL TECH(S):1747 INTERNAL  
 CLEAN INTERIOR L/S DOOR PANEL  
 COMPLETED

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS-----  
 GREEN

TOTALS-----

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 02/24/2007 / 6000 MI 01CVZ006 6K MILE SERVICE INTE \*  
 \*\*\*\*\*

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

THANK YOU FOR YOUR BUSINESS!!

PLEASE BE SURE TO TELL OUR CASHIER YOUR  
 EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

CVCS782097

CVCS782097

Reedman-Toll Auto World  
U.S. Route 1  
Langhorne, PA 19047  
(215) 757-4961

182643

JOHN J KUDZMAS

3839

M832

01/20/07

CVCS782097

5,148

LASER BLUE

605635

06/CHEVROLET/COBALT/4DR SDN LT

07/07/06

5

1 G 1 A L 5 8 F 5 6 7

01/20/07

MO: 5149

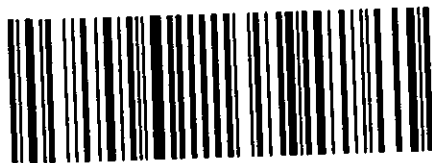
CUSTOMER SIGNATURE

DUPLICATE INVOICE

\*\*\*\*\*

CERTIFIED MAIL™

Beckley, WV

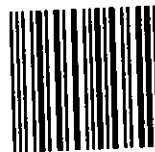


7007 2680 0002 6744 1208

JUL 10 2008



0000



48232

U.S. POSTAGE  
PAID  
BECKLEY, WV  
25801  
JUL 08 08  
AMOUNT

\$5.32  
00051135-09

RETURN RECEIPT  
REQUESTED

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

4823235170 8050



Fannie Johnson  
C/O Tracie Johnson  
203 Braxton Loop  
Beckley, WV 25801

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

June 25, 2008

Dear Sir/Madam:

Re: Year and Model of Vehicle: 2005 Chevrolet Cobalt  
Vehicle Identification No. 1G1AL52F257 [REDACTED]  
Date of Purchase: September 14, 2005  
Selling Dealer: Lewis Chevrolet

Your authorized dealer and repair facility have been unable to repair my vehicle under the warranty after they have been given a reasonable opportunity to make repairs. I am experiencing following difficulties with my vehicle.

1. I/P warning lamp/steering suspension
2. Transmission body electrical
3. Keyless Entry Power Locks and Steering Column
4. Power Windows and Power Locks
5. Steering Suspension
6. Continuous Brake Noise and Power Locks and Windows
7. Suspension Noise
8. Steering and Suspension Body Electrical

I believe all of these problems substantially impair the use of market value of my vehicle and these problems pose a safety risk.

The purpose of this letter is to give the manufacturer one last chance to repair my vehicle under the warranty. If you wish to take advantage of this opportunity, please contact me. My address is [REDACTED] West Virginia [REDACTED]. I can be reached, during the daytime, at the following phone number: [REDACTED]

This letter will serve as written notice and the offer of an opportunity to cure the defects in the Vehicle under the written warranty as set forth in the West Virginia Lemon Law (WV Code 46-A6A-1,et.seq)

I am waiting for your reply

Very Truly Yours  
[REDACTED]



July 25, 2008

[REDACTED]  
Beckley, WV [REDACTED]

Service request: 71-644258646  
Customer Relationship Specialist: Victoria Kotecki

Dear [REDACTED]:

Thank you for your recent correspondence regarding your 2005 Chevrolet Cobalt. We are sorry you are dissatisfied with your Chevrolet. We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. Our continued success depends upon the satisfaction our customers receive from their vehicles.

Unfortunately, our attempts to contact you to schedule a repair opportunity for your vehicle have been unsuccessful. We have tried to contact you on the following dates July 21, 2008, July 22, 2008, and July 24, 2008 and no response was received. As soon as you are available, please contact us to schedule a repair opportunity for your vehicle.

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

Sincerely,

Chevrolet Business Resource Center

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

CHECK No. [REDACTED]

50-837  
213DATE  
08/25/08

\*\*\*\*\*786 DOLLARS

\*\*\*\*89 CENTS

AMOUNT  
\*\*\*\*\*786.89PAY  
TO THE  
ORDER  
OF

LARAMIE WY [REDACTED]

North American Operations  
General Motors Corporation  
Disbursement Account

SIGNATURE

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)The Chase Manhattan Bank, N.A.  
Syracuse, New York

AUDIT

VENDOR  
DUNS NO. BB 000000131

1

VENDOR NAME [REDACTED]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT  
DATE

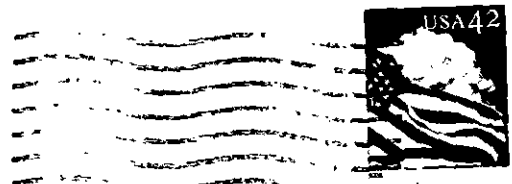
08/25/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161AK52F357 [REDACTED]	08/22/08 71-644987	VM 1-ATHEY5 461.1-ATHEY5	00.0000	786.89	.00	786.89
TOTAL				786.89	.00	786.89

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

M3

[REDACTED]  
Laramie, WY [REDACTED]



AUG 14 2008

Chevrolet

P.O. Box 33170

Detroit, MI 48232-5170

482325170 8050



---

1. Original Repair  
Order

• Service Request #

71-644-987-461

(attached is the back side  
of the ~~an~~ original Repair  
order. It is the GM Part #'s  
Labor time, & Supplies. Along  
with the Bid.

07/14/2008 15:30:45

1-411-21-5252-33357669836

## SERVICE WORKORDER

SPAC 04754147 Closed 7-17

<b>TERMS</b> CASH <input type="checkbox"/> AM. EXP. <input type="checkbox"/> VISA <input type="checkbox"/> M/C <input type="checkbox"/> DISCOVER <input type="checkbox"/> DINERS <input type="checkbox"/> GM PROTECT <input type="checkbox"/> CART B. <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) <input type="checkbox"/>	1G1AK52F357 [REDACTED]		YEAR/MAKE/MODEL 2005 CHEVY COBALT		PRODUCTION DATE	STOCK NO.	LICENSE NO. 19-81M	R.O. NO. 46989
	[REDACTED]		CUSTOMER NO. WIL08	COLOR WHITE	DELIVERY DATE	CAR RENTAL NO.	BEEPER NO.	R.O. DATE 07/14/2008
	[REDACTED]		SERVICE CONTRACT	DEDUCTIBLE 0.00	CONTRACT NO.	EXT EXPR MILES 0	EXT EXPR DATE	ADVISOR WRITE UP 0841MF
	[REDACTED]		INSURANCE CO.	POLICY NO.	CLAIM NO.	DISPATCH NO.	HAT NO.	
OTHER <input type="checkbox"/>	LARAMIE, WY [REDACTED]		INSURANCE ADJUSTOR		DEDUCTIBLE AMOUNT	AUTH. TO USE GENERIC / USED PARTS <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		ADD'L. R.O. NO.
RECOMMENDED SERVICE DECLINED <input type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE PHONE		BUSINESS PHONE		624 FRONT STREET			
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 15:30:45		DATE/TIME RECEIVED 07/14/2008		EVANSTON, WY 82930			
SHUTTLE <input type="checkbox"/>	[REDACTED]		LABOR RATE		Phone 307-789-2681			
COURTESY TRANSPORT <input type="checkbox"/>	[REDACTED]		[REDACTED]		TRANSMISSION AUTO			
	[REDACTED]		[REDACTED]		DATE PROMISED / /			
	[REDACTED]		[REDACTED]		TIME PROMISED / /			
	[REDACTED]		[REDACTED]		Engine GAS			
	[REDACTED]		[REDACTED]		MILEAGE IN 37572			



## LABOR INSTRUCTIONS

ORIGINAL ESTIMATE 0.00

MILEAGE OUT

## JOB

1 CUST ADV POWER STEERING INOP  
 #5585 (2.1) Replace electronic steering control assembly

COPY

RECEIVED

JUL 18 2008

RECEIVED

Mr. Goodwrench



GENERAL MOTORS CORPORATION



Verify's copy from original

Customer's Signature

Service Request #

71-644-987-468



Jeff 3pm 1/14

I hereby authorize the repair herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damages 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 by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. ALL REPAIRS SUBJECT TO A MINIMUM OF .5 DIAGNOSTIC TIME. TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. Any warranties on the product sold hereby are those made by the manufacturer. The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty or merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. ALL RETURNS MUST BE MADE WITHIN 5 DAYS AND ARE SUBJECT TO A 20% HANDLING CHARGE. NO REFUNDS ON ELECTRICAL PARTS, SPECIAL ORDER PARTS, OR PARTS VALUED UNDER \$10.00. ALL RETURNED PARTS MUST BE IN ORIGINAL SALEABLE PACKAGING

"Customer agrees to pay any and all cost associated with the collection of this debt including court, attorney, and collection agency fees."

2.1

AC 312.93

178.50  
16.07  
549.90  

---

743.57  
37.18  

---

780.75

Power str control module

no stock

next update July 18

Service Request #

71-644-987-461

~~25831501~~  
19200751

549.00  
DKO 9158

80FC



Wells Fargo Business Online®

## View Check Copy

Check Number	Date Posted	Check Amount	Account Number
1110	08/05/08	\$786.89	WELLS FARGO FREE CHECKING [REDACTED]

1110  
8-1-08  
Pay to the Order of Castle Rock \$786.89  
Seven hundred eighty-six & 00/100  
Power Steering  
[REDACTED]

Pay To The Order Of  
Wells Fargo Bank  
Evansville, Wyoming  
For Deposit Only  
Castle Rock Chevrolet  
086002591

Equal Housing Lender

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Service Request #

11-644-987-461

Service Request #

71-644-987-461

MV - 410 (09/05)

STATE OF WYOMING - VEHICLE REGISTRATION

LICENSE NUMBER		TAB NO.	ISSUE DATE	PUR/APP DATE	SCH. DIST.	TITLE NUMBER		CO. NO.
[REDACTED]		00088785	09/17/2007	09/09/2005	650	05-0508991		19
MAKE	YEAR	VEHICLE IDENTIFICATION NO. / MODEL		BODY	WEIGHT	FUEL	CODE	
CHEVR	2005	1G1AK52F357 [REDACTED] COBALT		4DSDN	0	G		
COLOR	FACT. PRICE	%	VALUATION	COUNTY FEE	STATE FEE	TOTAL		
WHI	12942	40	5177	155.31	15.00	170.31		
						09/30/2008 EXPIRATION DATE		
N A C LYMAN, WY [REDACTED]				DL INSURANCE: FARM				

NOT A CERTIFICATE OF TITLE. LICENSE PLATES BELONG TO YOU. REMOVE WHEN VEHICLE IS SOLD.

CUSTOMER COPY



June 16, 2011

[REDACTED]  
Laramie, WY [REDACTED]

Service Request: 71-644987461

Customer Relationship Specialist: Lauren Reynolds

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2005 Chevrolet Cobalt, which resulted in an unexpected repair expense to you.

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 \$786.89. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmilink.com](http://www.mygmilink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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

June 16, 2011

[REDACTED]  
Burlington, NJ [REDACTED]

Service request: 71-645894916  
Vehicle Identification Number: 1G1AL55F367 [REDACTED]  
Customer Relationship Specialist: Kimberly Gammage

Dear [REDACTED]

Thank you for allowing us the opportunity to review the claim you submitted involving your 2006 Chevrolet Cobalt. Unfortunately, our attempts to reach you by phone on July 30, 2008 at: 3:05 pm, July 31, 2008 at: 11:59 am, and August 1, 2008 at: 9:26 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

June 16, 2011

[REDACTED]  
Burlington, NJ [REDACTED]

Service request: 71-645894916

Vehicle Identification Number: 1G1AL55F367 [REDACTED]

Customer Relationship Specialist: Kimberly Gammage

Dear [REDACTED]

Thank you for allowing us the opportunity to review the claim submitted involving your 2006 Chevrolet Cobalt. Unfortunately, our attempts to reach you by phone on August 19, 2008 at: 3:02 pm; August 20, 2008 at: 11:57 am; and August 21, 2008 at: 9:47 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

2006 COBALT 4-DOOR LT SEDAN		CHEVROLET MOTOR DIVISION
46U BLUE GRANITE METALLIC	/L4G	GENERAL MOTORS CORPORATION
14C GRAY		100 RENAISSANCE CENTER
ORDER NO. JKSNKW/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1 AL55 F3 67		VEHICLE INVOICE 1AD73090267
*****		*****13*15201S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
1AL69 COBALT 4-DOOR LT SEDAN	16200.00	15147.00 INVOICE 09/19/05
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C SHIPPED 09/19/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	748.00 EXP I/T 09/22/05
NE1 MA/ME/NY/VT EMISSIONS	N/C	N/C INT COM 09/22/05
T37 DELUXE FOG LAMPS	115.00	101.20 PRC EFF 09/19/05
T43 REAR DECK-LID SPOILER	275.00	242.00 KEYS G0138 G0138
UQ3 PIONEER 7 SPKR AMPLIFIED SYSTEM	295.00	259.60 WFP-F QTR OPT-1
		BANK: GMAC - 020
		CHG-TO 15-201
		SHIP WT: 2833
		HP: 18.4
		GMS: 16630.75
		SUPPLR: 17375.76
		MRM: 18325.00
		DAN: 18325
		MEMO 811.75

TOTAL MODEL & OPTIONS	17735.00	16497.80	ACT 231	16555.75
DESTINATION CHARGE	590.00	590.00	H/B 261	532.05
LAM DEALER CONTRIBUTION		177.35	ADV 261	177.35
LAM GROUP CONTRIBUTION		177.35	EXP 65A	177.35
TOTAL	18325.00	17442.50	PAY 310	17442.50
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		16667.45		

\*\*\*\*\*

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

\*\*\*\*\*

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

FREDERICK CHEVROLET-CADILLAC	REMIT TO GMAC NO. 020
	VIN 1G1AL55F367
	\$ 17442.50 INV 1AD73090267
	DUE 09/22/05 DEALER 15-201

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

<b>Customer:</b> [REDACTED]	<b>SR #:</b> 71-645894916	<b>BBB#:</b> CHV0844820
-----------------------------	---------------------------	-------------------------

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

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

### Section 1

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	
<b>MSRP</b> (from BARS Invoice screen)	- 18325.00
<b>Subtract the MSRP from the Purchase Price</b> (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

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

### Section 3

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

### Section 4

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	-
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	-
<b>Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price.</b> 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: Kim Gammage State: NJ

Customer Name: [REDACTED]

Service Request: 71-  
645894916

BBB Case No.: CHV0844820

Vehicle ID No.:  
1G1AL55F367 [REDACTED]

In Service  
Date:  
1/23/2006

Vehicle is: New

BAC Code:  
164777

Year, Make ☐ Model: 2006 Chevrolet Cobalt  
Mileage at Time of BBB Filing (48926)

Vehicle Purchased Used on: n/a at odometer

Lien holder: GMAC ☐ Other ☐: {Name}

Sale Type: **Purchase** ☐ Lease ☐ Other ☐ :

DVM Name: Andrew Corvino

CAM Name: Craig Joseph

Phone/Cell Number: 914244--6164

Phone Number: 914-244-6130

Svc Mgr 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.

**CRS HAS ATTEMPTED TO OBTAIN SERVICE DOCUMENTS FROM THE DEALER, BUT WITH NO SUCCESS. NONE OF THE CUSTOMER'S CONCERNS ARE LISTED IN GMVIS.**

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

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	----------------------------	----------------------------	---

Has the vehicle ever been involved in a accident Y

Did you confirm your answer with the customer Y

What type of damage was sustained (example front end collision)  
--replaced with all Chevrolet parts, hood and fender and grille and  
headlight

Are the RO's attached if the vehicle was in an accident N

Are there any Aftermarket Modifications to the Vehicle N

Have you confirm this with the customer Y

List:

☐ Other

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

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 because customer is out of warranty.

Lemon Law Repurchase/Replacement: Customer does not meet presumption.

GM Program Summary Repairs/Reimbursement for past repairs: Customer is out of warranty, No.

#### THE STATE LEMON LAW READS:

Days out of service: 20

Repairs 3

Time period 24 / 18

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: 0

Total days out of service during the presumption period: 0

Total days out of service during customer's ownership: { ☐ of Days }

Vehicle Meets Presumption of Lemon Law	NO
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#### 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 sts: The warranty company will not replace the defected chip and the dealer said this problem will reoccur every few months until the chip is replaced.



**DVM sts:** according to the dealer, aftermarket warranty did pick up the repair with \$100 ded. The resetting did not work on this vehicle and the module did fail.

**SVM sts:** Won't call back

**CRS Rationale:** There can be no assistance from GM because the customer has a 3<sup>rd</sup> party extended service contract.

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

Repeat concern.

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

The vehicle is out of warranty.

There is an existing extended service contract.

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

Component	Description
<b>Axle</b>	Includes all components related to the axle, differential, driveline, □ rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel □ key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic □ manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	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: Kim Gammage State: NJ

Customer Name: [REDACTED]

Service Request: 71-  
645894916

BBB Case No.: CHV0844820

Vehicle ID No.:  
1G1AL55F367 [REDACTED]

In Service  
Date:  
1/23/2006

Vehicle is: New

BAC Code:  
164777

Year, Make ☐ Model: 2006 Chevrolet Cobalt  
Mileage at Time of BBB Filing (48926)

Vehicle Purchased Used on: n/a at odometer

Lien holder: GMAC ☐ Other ☐: {Name}  
DVM Name: Andrew Corvino  
Phone/Cell Number: 914244--6164  
Svc Mgr Name:

Sale Type: **Purchase** ☐ Lease ☐ Other ☐ :  
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.

**CRS HAS ATTEMPTED TO OBTAIN SERVICE DOCUMENTS FROM THE DEALER, BUT WITH NO SUCCESS. NONE OF THE CUSTOMER'S CONCERNS ARE LISTED IN GMVIS.**

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

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
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Has the vehicle ever been involved in a accident Y

Did you confirm your answer with the customer Y

What type of damage was sustained (example front end collision)  
--replaced with all Chevrolet parts, hood and fender and grille and  
headlight

Are the RO's attached if the vehicle was in an accident N

Are there any Aftermarket Modifications to the Vehicle N

Have you confirm this with the customer Y

List:

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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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 because customer is out of warranty.

Lemon Law Repurchase/Replacement: Customer does not meet presumption.

GM Program Summary Repairs/Reimbursement for past repairs: Customer is out of warranty, No.

#### THE STATE LEMON LAW READS:

Days out of service: 20

Repairs 3

Time period 24 / 18

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: 0

Total days out of service during the presumption period: 0

Total days out of service during customer's ownership: { ☐ of Days }

Vehicle Meets Presumption of Lemon Law	NO
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#### 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 sts: The warranty company will not replace the defected chip and the dealer said this problem with reoccur every few months until the chip is replaced.

**DVM sts:** according to the dealer, aftermarket warranty did pick up the repair with \$100 ded. The resetting did not work on this vehicle and the module did fail.

**SVM sts:** Won't call back

**CRS Rationale:** There can be no assistance from GM because the customer has a 3<sup>rd</sup> party extended service contract.

Closing case on UTC as well as BBB closing case ineligible.

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

Repeat concern.

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

The vehicle is out of warranty.

There is an existing extended service contract.

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

Component	Description
<b>Axle</b>	Includes all components related to the axle, differential, driveline, □ rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
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<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
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<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel □ key, column, rack and pinion, pump assembly and Quadrateer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic □ manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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





**ADR File Checklist**

**SR Number:**71-645894916

**BBB Case:** CHV0844820

**Customer:** [REDACTED]

**VIN:**1G1AL55F367 [REDACTED]

**Make/Model/Year:** Chevrolet/Cobalt/2006

**In Service:** 1/23/2006 **Mileage:** 48926

**Received Date:** 7/17

**Day 15 Date:** July 31

**Goes Active:**

**Primary Concern: ?**

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

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time:** 7/17/08 / 2:23 pm

☒ **Dealer Svc Mgr**

**Completion Date/Time:** 7/18/08 / 1:24 pm

☐ **Dealer Finance Mgr**

**Completion Date/Time:** /

☒ **AVM**

**Completion Date/Time:** 7/18/08 / 1:39 pm

☒ **Repair Orders Requested:**

**Received:**

☐ **Sales Documents:**

**Received:**

☒ **BARS / Finance Sheet**

☒ **Case Assessment (by Day 14):**

**Lemon Law Eligible:**

**Yes** ☐

**No** ☒

**Presumption:**

**Yes** ☐

**No** ☒

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

☐ **Settlement / Goodwill Offered Date:**

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

☐ **Arbitration Date:**

☒ **Closing Activities:**

**Settlement**

**Completion Date/Time:** 9/3/08 / 3:21 pm

**Executive Summary**

**Completion Date/Time:** 9/3/08 / 3:13 pm

**Close Siebel**

**Completion Date/Time:** 9/3/08 / 5:00 pm

**DVM:** Ivan Hardy

**Node/Box:** 914055-8010

**Service Dealer:** Burlington Chevrolet

**Svc Mgr:**

**Selling Dealer:**

**Contact:**

**NOTES:**

**Privileged and Confidential Information**

**CASE ASSESSMENT**

By: Kim Gammage State: NJ

Customer Name: [REDACTED]

Service Request: 71-  
645894916

BBB Case No.: CHV0844820

Vehicle ID No.:  
1G1AL55F367 [REDACTED]

In Service  
Date:  
1/23/2006

Vehicle is: New

BAC Code:  
164777

Year, Make ☐ Model: 2006 Chevrolet Cobalt  
Mileage at Time of BBB Filing (48926)

Vehicle Purchased Used on: n/a at odometer

Lien holder: GMAC ☐ Other ☐: {Name}  
DVM Name: Andrew Corvino  
Phone/Cell Number: 914244--6164  
Svc Mgr Name:

Sale Type: **Purchase** ☐ Lease ☐ Other ☐ :  
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.

☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	----------------------------	----------------------------	---

☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	----------------------------	----------------------------	---

Has the vehicle ever been involved in a accident Y or N

Did you confirm your answer with the customer Y or N

What type of damage was sustained (example front end collision)

Are the RO's attached if the vehicle was in an accident Y or N

Are there any Aftermarket Modifications to the Vehicle Y or N

Have you confirm this with the customer Y or N

List:

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	----------------------------	----------------------------	---

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:

Lemon Law Repurchase/Replacement:

GM Program Summary Repairs/Reimbursement for past repairs:

THE STATE LEMON LAW READS:

Days out of service: 20

Repairs 3

Time period 24 / 18

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: { ☐ of repair attempts }

Total days out of service during the presumption period: { ☐ of Days }

Total days out of service during customer's ownership: { ☐ of Days }

Vehicle Meets Presumption of Lemon Law    YES or    NO
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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 sts: The warranty company will not replace the defected chip and the dealer said this problem with reoccur every few months until the chip is replaced.

DVM sts:

SVM sts:

CRS Rationale:

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

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

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

Component	Description
<b>Axle</b>	Includes all components related to the axle, differential, driveline, □ rear end.
<b>Body/ Trim</b>	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.
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<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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



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

June 16, 2011

[REDACTED]  
Sandyville, WV [REDACTED]

Service request: 71-646654767

Vehicle Identification Number: 1G1AL15F767 [REDACTED]

Customer Relationship Specialist: Elizabeth Crossen

Dear [REDACTED]:

Thank you for allowing us the opportunity to review your BBB claim concerning your 2006 Chevrolet Cobalt. Unfortunately, our attempts to reach you by phone on July 21<sup>st</sup>, 2008 at 9:33 am, July 21<sup>st</sup>, 2008 at 2:32 pm, July 22<sup>nd</sup>, 2008 at 10:00 am and July 22<sup>nd</sup>, 2008 at 2:21 pm 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



**GMC**

**HUMMER<sup>®</sup>**

GENERAL MOTORS BUSINESS RESOURCE CENTER

**VIA FAX ONLY**

July 21, 2008

John Vanwhy  
MCCLINTON CHEVROLET COMPANY  
PO BOX 1048  
PARKERSBURG , WV 26102-1048

Re: [REDACTED]  
Siebel Request: 71-646654767  
2006 Chevrolet Cobalt  
VIN # 1G1AL15F767 [REDACTED]

Dear Mr. John Vanwhy:

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 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,

***Liz Crossen***

Liz Crossen  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 11619  
FAX# 866-259-4607



# McClinton Chevrolet-Mitsubishi

712 Liberty Street

Parkersburg, WV 26101

Telephone # 304-422-6501

Fax # 304-485-6392

*"In Service" to be "of Service"  
to "Completely satisfy" all of our  
Customers wants and needs.*

To Liz Crossen From McClinton Chevrolet

Fax 866-259-4607 Date 7-24-08

Telephone \_\_\_\_\_

Comments: Copies you requested!

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**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 21, 2008

John Vanwhy  
MCCLINTON CHEVROLET COMPANY  
PO BOX 1048  
PARKERSBURG, WV 26102-1048

Re: [REDACTED]  
Siebel Request: 71-646654767  
2006 Chevrolet Cobalt  
VIN # 1G1AL15F767 [REDACTED]

Dear Mr. John Vanwhy:

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:

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Sincerely,

***Liz Crossen***

Liz Crossen  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 11619  
FAX# 866-259-4607

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

MOTOR VEHICLE PURCHASE AGREEMENT

PURCHASER'S NAME		DATE	
ADDRESS		SALES REPRESENTATIVE	
RESIDENCE PHONE		BUSINESS PHONE	
Please enter my order for one		NEW <input checked="" type="checkbox"/> USED	YEAR 2006
COLOR ORANGE		MAKE CHEVROLET	MODEL LOCAL T
VIN 1G1AL15F7C7		TRIM	STOCK NO 68771
MILEAGE 211		TO BE DELIVERED ON OR ABOUT 07/17/06	
REMARKS: BONUS CASH 500.00 CSE		CASH PRICE OF VEHICLE \$ 15847.50	
REBATE 500.00 BAT		CP 17072.50	
CK # 504 - 15847.50			
CK # 505 - 30.00 LIC FEES			
MSRP PAYMENT DXP 1185			
PAYMENT: 15847.50			
SUNBELT CREDIT BDK # DBL 9675886			
NEGATIVE EQUITY: I am aware the balance owed on my trade-in vehicle exceeds the trade-in allowance from Dealer and, as a result, I have requested that \$ N/A of negative equity from my trade-in be included in the cash price of the vehicle.		Total Cash Price (1 thru 9) 15847.50	
Description of trade-in: Year Make		Less trade-in \$	
Model VIN		Difference (9 minus 10) 15847.50	
Title No. Mileage		Total taxable amount 15847.50	
Balance owed to:		Plus balance owed \$ N/A	
Address		Sub total 15847.50	
Account No. Good till / /		Privilege Tax collected \$ 750.00	
ODOMETER MILEAGE STATEMENT		Title Fee 10.00	
THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS 211 MILES/KILOMETERS AND IS ACCURATE UNLESS CHECKED BELOW.		Lien Fee \$/A	
<input type="checkbox"/> ODOMETER MILEAGE IS NOT ACCURATE. REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE.		License Fee ORDER 30.00 N/A	
Dealer hereby warrants this vehicle for _____ months or _____ miles, whichever comes first. If this vehicle fails in normal service within that period, dealer will perform repairs in accordance with the attached limited warranty. All warranties, if any, by a manufacturer or supplier other than dealer are theirs. NOT dealers, and only such manufacturer or other supplier shall be liable for performance under such warranties, express or implied.		Transfer Fee N/A	
The front and back of this Order and the attached limited warranty comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. If this agreement is for a used vehicle see contractual disclosure statement below. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as it appears in writing on the face of this agreement. I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge receipt of a copy of this order.		Temporary Fee 5.00	
CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE BUYER'S GUIDE FOR THIS VEHICLE IS PART OF THIS CONTRACT. THE INFORMATION ON THE BUYER'S GUIDE OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.		Doc Fee 50.00	
THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.		Doc Fee Tax 3.00	
Signature		Service contract tax	
Date 07/17/2006		Total Taxes and Fees (16 thru 24) 750.00	
		Mechanical Service Contract	
		Car Care Maintenance	
		Road Hazard Protection	
		Gap Insurance	
		Life Insurance	
		Accident & Health Insurance	
		Secure Etch Program	
		Bank Fee	
		Total (25 plus 26 thru 33) 15847.50	
		Deposit (cash down payment)	
		Rebates	
		Balance due on delivery (34 minus 35 & 36) \$ 15847.50	

DEAL NUMBER 13076 07/17/06

2006 COBALT 2-DOOR LT COUPE  
56U SUNBURST ORANGE METALLIC  
14C GRAY

/L4G

ORDER NO. JMXCM6/TRE  
VIN 1G1 AL15 F7 67

STOCK NO. F1606

CHEVROLET MOTOR DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 1AD74363507

MODEL & FACTORY OPTIONS

1AL37 COBALT 2-DOOR LT COUPE  
FE9 FEDERAL EMISSIONS  
L61 2.2L DOHC 4 CYL ENGINE  
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE  
T43 REAR DECK-LID SPOILER

MSRP  
16200.00  
N/C  
N/C  
850.00  
275.00

INV AMT  
15147.00  
N/C  
N/C  
748.00  
242.00

RETAIL - STOCK  
INVOICE 10/05/05  
SHIPPED 10/05/05  
EXP I/T 10/07/05  
INT COM 10/07/05  
PRC EFF 10/04/05  
KEYS XXXXX XXXXX  
WFP-F QTR OPT-1  
BANK: GMAC - 010  
CHG-TO 28-112

SHIP WT: 2732  
HP: 18.4  
GMS: 16282.25  
SUPPLR: 17011.58  
MRM: 17915.00  
MEMO 791.25

ENTERED JUN 15 2006

Payoff 1/66

TOTAL MODEL & OPTIONS	17325.00	16137.00	ACT 231	16207.25
DESTINATION CHARGE	590.00	590.00	H/B 261	519.75
LAM DEALER CONTRIBUTION		173.25	ADV 261	173.25
LAM GROUP CONTRIBUTION		173.25	EXP 65A	173.25

TOTAL	17915.00	17073.50	PAY 310	17073.50
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		16310.75		

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

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

BURT GREENWALD CHEVROLET, INC.

REMIT TO GMAC NO. 010  
VIN 1G1AL15F767

## **GM Dealer Bonus Certificate**

Effective Date: July 6, 2006

Certificate Number: DBC96756860  
Dealer BAC: 112860

Amount: \$250

Expiration Date: July 18, 2006

Certificate numbers start with DBC

Valid only with original certificate on retail deliveries of any new and unused 2006/2007 model year vehicle. See Program # 06-31AAY, 06-32ABW, 06-33ABF, 06-34ABR, 06-35ABX for vehicle and delivery type eligibility.

The amount on the face of this certificate (\$250) applied to an eligible retail vehicle purchase or lease is over and above most other manufacturer incentives currently available at the time of purchase/lease.

Certificate is non-negotiable and not redeemable for cash.

New Vehicle Identification Number

Delivery Date

-----

\_\_\_/\_\_\_/\_\_\_

*Dealership acknowledgement:*

Dealership Name \_\_\_\_\_

Dealer Code \_\_\_\_\_

Dealer Signature \_\_\_\_\_ Date \_\_\_\_\_

For Dealer Use Only: For additional information contact the Dealer Business Center at 1-888-414-6322, prompt #1 or visit [www.gmprograminfo.com](http://www.gmprograminfo.com) and click on "GM Dealer Bonus Certificate Program."

## **GM Dealer Bonus Certificate**

Effective Date: July 6, 2006

Certificate Number: DBC96184582

Dealer BAC: 112860

Amount: \$250

Expiration Date: July 18, 2006

Certificate numbers start with DBC

Valid only with original certificate on retail deliveries of any new and unused 2006/2007 model year vehicle. See Program # 06-31AAY, 06-32ABW, 06-33ABF, 06-34ABR, 06-35ABX for vehicle and delivery type eligibility.

The amount on the face of this certificate (\$250) applied to an eligible retail vehicle purchase or lease is over and above most other manufacturer incentives currently available at the time of purchase/lease.

Certificate is non-negotiable and not redeemable for cash.

New Vehicle Identification Number

Delivery Date

-----

\_\_\_/\_\_\_/\_\_\_

*Dealership acknowledgement:*

Dealership Name \_\_\_\_\_

Dealer Code \_\_\_\_\_

Dealer Signature \_\_\_\_\_ Date \_\_\_\_\_

For Dealer Use Only: For additional information contact the Dealer Business Center at 1-888-414-6322, prompt #1 or visit [www.gmprograminfo.com](http://www.gmprograminfo.com) and click on "GM Dealer Bonus Certificate Program."

## **GM Dealer Bonus Certificate**

Effective Date: July 6, 2006

Certificate Number: DBC42677458  
Dealer BAC: 112860

Amount: \$250

Expiration Date: July 18, 2006

Certificate numbers start with DBC

Valid only with original certificate on retail deliveries of any new and unused 2006/2007 model year vehicle. See Program # 06-31AAY, 06-32ABW, 06-33ABF, 06-34ABR, 06-35ABX for vehicle and delivery type eligibility.

The amount on the face of this certificate (\$250) applied to an eligible retail vehicle purchase or lease is over and above most other manufacturer incentives currently available at the time of purchase/lease.

Certificate is non-negotiable and not redeemable for cash.

New Vehicle Identification Number

Delivery Date

-----

\_\_\_/\_\_\_/\_\_\_

*Dealership acknowledgement:*

Dealership Name \_\_\_\_\_

Dealer Code \_\_\_\_\_

Dealer Signature \_\_\_\_\_ Date \_\_\_\_\_

For Dealer Use Only: For additional information contact the Dealer Business Center at 1-888-414-6322, prompt #1 or visit [www.gmprograminfo.com](http://www.gmprograminfo.com) and click on "GM Dealer Bonus Certificate Program."

## **GM Dealer Bonus Certificate**

Effective Date: July 6, 2006

Certificate Number: DBC76312003

Dealer BAC: 112860

Amount: \$250

Expiration Date: July 18, 2006

Certificate numbers start with DBC

Valid only with original certificate on retail deliveries of any new and unused 2006/2007 model year vehicle. See Program # 06-31AAY, 06-32ABW, 06-33ABF, 06-34ABR, 06-35ABX for vehicle and delivery type eligibility.

The amount on the face of this certificate (\$250) applied to an eligible retail vehicle purchase or lease is over and above most other manufacturer incentives currently available at the time of purchase/lease.

Certificate is non-negotiable and not redeemable for cash.

New Vehicle Identification Number

Delivery Date

-----

\_\_\_/\_\_\_/\_\_\_

*Dealership acknowledgement:*

Dealership Name \_\_\_\_\_

Dealer Code \_\_\_\_\_

Dealer Signature \_\_\_\_\_ Date \_\_\_\_\_

For Dealer Use Only: For additional information contact the Dealer Business Center at 1-888-414-6322, prompt #1 or visit [www.gmprograminfo.com](http://www.gmprograminfo.com) and click on "GM Dealer Bonus Certificate Program."



# GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



**GMC HUMMER**



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1 16 11 1A 1L 11 15 F 17 16 17 [REDACTED]

## 1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
BONUS CASH	\$ 500.00	
REBATE	\$ 500.00	
	\$ N/A	
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received		\$ 1000.00

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

- a. I elect to receive REBATE  
in lieu of RATE and/or
- b. I elect to receive

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

- a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 07/17/06 I acknowledge receipt of incentive(s) as described in Item      and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? XX Yes      No

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

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

Purchaser/Lessee Signature: [REDACTED]

Date: 07/17/06

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

Authorized Dealer Signature: [Signature]

Dealership Name: McCLINTON CHEVROLET COMPANY

Date: 07/17/06

Dealer Code:     

**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.

GM2795 9/05

McCLINTON CHEVROLET-IMPORTS COMPANY

712 Liberty St. P. O. Box 1048 / PARKERSBURG, WV 26102 / (304) 422-6501

CHEVROLET-GEO-MITSUBISHI

POWER OF ATTORNEY

WE (I)

OF

\*RT 3 BOX 199 A  
SANDYVILLE WV-25275

DO HEREBY AUTHORIZE McCLINTON CHEVROLET COMPANY

[REDACTED] TO ACT FOR US (ME) IN ALL  
MATTERS AS BUYER OR SELLER PERTAINING TO OBTAINING LICENSE  
TAGS, CERTIFICATES OF TITLE AND REGISTRATION CARDS FROM THE  
COMMISSIONER IN CHARGE OF MOTOR VEHICLES IN THIS STATE FOR  
THIS FIRM (ME): SAID AUTHORITY TO INCLUDE THE POWER TO SIGN  
THE FIRMS (MY) NAME AS BUYER OR SELLER AND MAKE AFFIDAVIT FOR  
THE FIRM (ME) TO ANY APPLICATION SUBMITTED BY THIS FIRM (ME)  
HEREBY RATIFYING AND CONFIRMING ANYTHING AND EVERYTHING  
OUR (MY) AGENT SHALL DO ON THE PREMISES [REDACTED]

ATTEST:

SIGNATURE [REDACTED]

NOTARY PUBLIC

MY COMMISSION EXPIRES

DATE

RECEIVED

07/17/06

SIGNED

THIS POWER OF ATTORNEY IS REVOCABLE AT ANYTIME WHEN THIS  
OFFICE HAS BEEN NOTIFIED BY A MEMBER OF THE FIRM (ME) EITHER  
IN PERSON OR BY REGISTERED LETTER.

*Established 1915*

# McCLINTON CHEVROLET & MITSUBISHI

7th & Liberty St.  
PARKERSBURG, WV 26102-1048  
(304) 422-6501  
www.mcclintonchevrolet.com

CVCS136817

Where customers  
send their friends  
for service!

CVCS136817

CUSTOMER NO.	54664	ADVISOR	DAVID MELLON	116	TAG NO.	5191	INVOICE DATE	07/18/08	INVOICE NO.	CVCS136817	
		LABOR RATE			MILEAGE	68,657	COLOR	COPPER/			
		YEAR / MAKE / MODEL	06/CHEVROLET/COBALT/COBALT			DELIVERY DATE		07/17/06	DELIVERY MILES		211
SANDYVILLE, WV		VEHICLE I.D. NO.	1 G 1 A L 1 5 F 7 6 7			SELLING DEALER NO.		PRODUCTION DATE			
		E.T.C. NO.				P.O. NO.		07/17/08			
		COMMENTS								MO: 68657	

LABOR  
J# 1 03CVZ2 ALTERNATOR TECH(S):352 0.00  
CUST SAYS SINCE ECM REPLACEMENT ALT. WILL NOT CHARGE  
BATTERY NEEDS REPLACED

J# 2+27CVZ RENTAL TECH(S):352 INTERNAL  
RENTAL  
RENTAL

TOTAL - LABOR 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
JOB # 2 75390 07/18/08 RENTAL INTERNAL  
TOTAL - SUBLET 0.00

TOTALS-----

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE: \*  
\* 01/01/2009 / 84574 MI 26CVZZ1 ALIGNMENT \*  
\*\*\*\*\*

IF YOU HAD WARRANTY WORK PERFORMED ON THIS SERVICE VISIT  
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. WE TRUST WE  
SHOWED YOU HOW MUCH WE CARE AND YOU CAN ANSWER ALL THE  
QUESTIONS COMPLETELY SATISFIED. IF YOU CAN NOT PLEASE CALL  
ME.

KEVIN MCFARLAND 865-6843  
DAVID MELLON 865-6841  
ADAM ROWAN 865-6845

MAKE SURE TO VISIT OUR WEBSITE FOR COUPON SAVINGS  
WWW.MCCLINTONCHEVROLET.COM

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

**TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE

DUPLICATE INVOICE

\*\*\*\*\*

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**CHEVROLET & MITSUBISHI**  
 7th & Liberty St.  
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136817

136817

**PERMANENT WELD SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZ68	68000 MILE SERVICE	MI		26CVZZ1	ALIGNMENT	MI	

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/15/08	136738	68570	116	530	W	40CVZ	MISC DRIVEABILITY
07/14/08	136684	68570	116	530	C	17CVZ	MISC BODY ELECTRICAL
				530	W	40CVZ	MISC DRIVEABILITY
10/31/06	115607	16112	116	530	W	18CVZ	MISC INTERIOR TRIM
				530	W	18CVZ3	DOOR
				530	W	16CVZ	DASH ACCESSORIES

SALESPERSON NO. 20 RICHARD J THOMPSON **S E R V I C E** STATE REG# 550334288

1G1AL15F767		YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/COBALT		PRODUCTION DATE	LICENSE NO.	W.O. NO.
		CUSTOMER NO. 54664		DELIVERY DATE 07/17/06	DELIVERY MILES 211	R.O. DATE 07/17/08
SANDYVILLE, WV		COLOR COPPER/		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
		TURBO CVZZ		MILEAGE 68,657	ADVISOR NO. 116	ADVISOR DAVID MELLON
12:37pm 07/18/08 01:42pm		LABOR HOURS 4		I hereby authorize the repair work therein set forth to be done by you, together with any necessary parts, together with any and all other materials for such repair, and agree that you are not responsible for any delays caused by unavailability of customer property or parts or materials for any reason, that you neither assume or authorize any other person to assume for you any liability or responsibility for such repair. And you shall not be responsible for loss or damage to the above vehicle or articles left therein, in case of fire, theft, or other cause beyond your control and we express mechanic's lien as hereby acknowledged on the above vehicle to secure the amount of repairs and labor and any materials may be used on the above vehicle on streets, highways or elsewhere for the purpose of testing, repair or other work.		
APPROVED BY <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		X				

1. C 03CVZ2 **ALTERNATOR**  
 CUST SAYS SINCE ECM REPLACEMENT ALT. WILL NOT CHARGE

OK 3 ME X 11

*Rental*

FROM :

---

FAX NO. :

Jul. 23 2008 04:48PM P13

0

1

# McCLINTON CHEVROLET & MITSUBISHI

7th & Liberty St.  
PARKERSBURG, WV 26102-1048  
(304) 422-6501  
www.mcclintonchevrolet.com

CVCS136684

Where customers  
send their friends  
for service!

CVCS136684

CUSTOMER NO. <b>54664</b>	ADVISOR <b>DAVID MELLON</b>	116	TAG NO. <b>369</b>	INVOICE DATE <b>07/15/08</b>	INVOICE NO. <b>CVCS136684</b>
<b>SANDYVILLE, WV</b>	LABOR RATE		MILEAGE <b>68,570</b>	COLOR <b>COPPER/</b>	
	YEAR / MAKE / MODEL <b>06/CHEVROLET/COBALT/COBALT</b>			DELIVERY DATE <b>07/17/06</b>	DELIVERY MILES <b>211</b>
	VEHICLE I.D. NO. <b>1 G 1 A L 1 5 F 7 6 7</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	P.O. DATE <b>07/14/08</b>
COMMENTS					MO: 68575

LABOR	TECH(S):530	63.60
J# 1 17CVZ	MISC BODY ELECTRICAL KEY STUCK IN IGNITION NEEDS SHIFTER REPLACED SHIFTER ASSEMBLY	
J# 2 40CVZ	MISC DRIVEABILITY CUST SAYS ENGINE HAS A MISFIRE AND WILL NOT GO ABOVE 30 MPH CUST SAYS ENGINE REDUCED POWER MESSAGE ON IN DIC AND HAS REPLACED PLUGS AND COIL SHORTED 6C/OJ N4800 1.3 TESTED SYSTEM. FOUND ECM INTERNALLY SHORTED. REPLACED AND PROGRAMED ECM. TEST DROVE. SPEEDOMETER AND POWER STEERING INOP. TESTED SYSTEM. FOUND INSTALLED ECM FAULTY.	WARRANTY
TOTAL - LABOR		63.60

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	15926820	CONTROL 4.004	127.85		127.85
JOB # 2	1	12599714	ECM 3.670			127.85
TOTAL - PARTS						127.85

COMMENTS  
.8

TOTALS

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE:  
\* 12/29/2008 / 84539 MI 26CVZZ1 ALIGNMENT  
\*\*\*\*\*

IF YOU HAD WARRANTY WORK PERFORMED ON THIS SERVICE VISIT  
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. WE TRUST WE  
SHOWED YOU HOW MUCH WE CARE AND YOU CAN ANSWER ALL THE  
QUESTIONS COMPLETELY SATISFIED. IF YOU CAN NOT PLEASE CALL  
ME.

KEVIN MCFARLAND 865-6843  
DAVID MELLON 865-6841  
ADAM ROWAN 865-6845

MAKE SURE TO VISIT OUR WEBSITE FOR COUPON SAVINGS  
WWW.MCCLINTONCHEVROLET.COM

TOTAL LABOR....	63.60
TOTAL PARTS....	127.85
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	11.49
<b>TOTAL INVOICE \$</b>	<b>202.94</b>

CUSTOMER SIGNATURE  
\*\*\*\*\*

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

PAGE 1 OF 1

ACCOUNTING COPY

[ END OF INVOICE ] 03:13pm

54664001 0 11/07/08

**McCLINTON**  
**CHEVROLET & MITSUBISHI**  
 7th & Liberty St.  
 PARKERSBURG, WV 26102-1048  
 (304) 422-6501  
 www.mcclintonchevrolet.com

136684

136684

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CV768	68000 MILE SERVICE	MI		26CVZZ1	ALIGNMENT	MI	

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/31/06	115607	16112	116	530	W	18CVZ	MISC INTERIOR TRIM
				530	W	18CVZ3	DOOR
				530	W	16CVZ	DASH ACCESSORIES
				530	C	19CVZ7	GLASS
				153	C	01CVZ11	LUBE OIL AND FILTER
				530	C	80CVZ3	AIR FILTER SERVICE

SALES PERSON NO 20 RICHARD J THOMPSON **S E R V I C E** STATE REG# 550334288

1G1AL15F767 [REDACTED] 06/CHEVROLET/COBALT/COBALT

CUSTOMER NO 54664 DELIVERY DATE 07/17/06 DELIVERY MILE 211 RETAILER DEALER NO 07/14/08

COLOR COPPER/ CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO 369

TURBO MMIC AIR COND. P S TRANS MILEAGE 68,570 ADVISOR NO 116 ADVISOR DAVID MELLON

CVZZ

10:15am 07/15/08 10:24am 6

10:15am 07/15/08 10:24am 6

**COMMENTS**

- C 17CVZ MISC BODY ELECTRICAL**  
KEY STUCK IN IGNITION NEEDS SHIFTER  
530
- C 40CVZ MISC DRIVEABILITY**  
CUST SAYS ENGINE HAS A MISFIRE AND WILL NOT GO ABOVE 30 MPH  
CUST SAYS ENGINE REDUCED POWER MESSAGE ON IN DIC AND HAS  
REPLACED PLUGS AND COIL  
530

**PAID**

OK. NO.  
DATE

INITIALS

**5155**

**CLAIM CHECK**

PLEASE PRESENT THIS STUB TO CASHIER  
WHEN CALLING FOR YOUR VEHICLE  
THANK YOU

Look @ 12599714  
Driver ability

FIRST

CHITR 1392 5820  
1002 127.85

Iga 1200 1200 15  
145.91

68570-  
Cm

136684

1 COPY

(1) my check in

for the delivery of the goods

(1) replace shipping

5/2

(2) ~~replace shipping~~  
vertical missed and was rough  
Found internal ECU failure

(2) replace ECU program  
All system ok at this time

530  
4:40



# McCLINTON CHEVROLET & MITSUBISHI

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CVCS136738

CUSTOMER NO.	54664	ADVISOR	DAVID MELLON	116	TAG NO.	369	INVOICE DATE	07/15/08	INVOICE NO.	CVCS136738
		LABOR RATE			LABOR	68,570	COLOR	COPPER/	BOOK NO.	687971
		YEAR / MAKE / MODEL	06/CHEVROLET/COBALT/COBALT				DELIVERY DATE	07/17/06	DELIVERY MILES	211
SANDYVILLE, WV		VEHICLE I.D. NO.	1 G 1 A L 1 5 F 7 6 7				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		DATE	07/15/08		
		COMMENTS								MO: 68586

LABOR..... J# 1 40CVZ MISC DRIVEABILITY TECH(S):530 WARRANTY  
PART REPLACEMENT RO#136684-FAULTY ECM- SPEEDOMETER INOP  
AFTER REPLACEMENT.  
PART REPLACEMENT  
OJ/6C N4800 1.3  
INSTALLED AND PROGRAMED ECM.  
RO 136684 MLS 68570 DT 7--16-08

PARTS.....QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE- WARRANTY  
JOB # 1 1 12599714 ECM 3.670 TOTAL - PARTS 0.00

COMMENTS-----  
.8

TOTALS-----

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE: ALIGNMENT \*  
\* 12/30/2008 / 84530 MI 26CVZZ1 \*\*\*\*\*

IF YOU HAD WARRANTY WORK PERFORMED ON THIS SERVICE VISIT  
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. WE TRUST WE  
SHOWED YOU HOW MUCH WE CARE AND YOU CAN ANSWER ALL THE  
QUESTIONS COMPLETELY SATISFIED. IF YOU CAN NOT PLEASE CALL  
MF.

KEVIN MCFARLAND 865-6843  
DAVID MELLON 865-6841  
ADAM ROWAN 865-6845  
MAKE SURE TO VISIT OUR WEBSITE FOR COUPON SAVINGS  
WWW.MCCLINTONCHEVROLET.COM

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

CUSTOMER SIGNATURE

DUPLICATE INVOICE

\*\*\*\*\*

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136738

136738

DATE	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
10CV768	68000 MILE SERVICE	MI		26CVZZ1	ALIGNMENT	MI	

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/31/06	115607	16112	116	530	W	18CVZ	MISC INTERIOR TRIM
				530	W	18CVZ3	DOOR
				530	W	16CVZ	DASH ACCESSORIES
				530	C	19CVZ7	GLASS
				153	C	01CVZ11	LUBE OIL AND FILTER
				530	C	80CVZ3	AIR FILTER SERVICE

SAI ESPERSON NO. 20

RICHARD J THOMPSON

**S E R V I C E**

STATE REG# 550334288

<b>1G1AL15F767</b>		YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/COBALT</b>		PRODUCTION DATE	STOCK NO.	LICENSE NO.	H.O. NO. <b>136738</b>
CUSTOMER NO. <b>54664</b>		SERVICE CONTRACT		DELIVERY DATE <b>07/17/06</b>	DELIVERY MILES <b>211</b>	SPRINT DEALER NO.	R.O. DATE <b>07/15/08</b>
COLOR <b>COPPER/</b>		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>369</b>	
TURBO		W/MC	AIR COND.	P.S.	TRANS	MILEAGE <b>68,570</b>	ADVISOR NO. <b>116</b>
SANDYVILLE, WV		CVZZ				ADVISOR <b>DAVID MELLON</b>	

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of all necessary parts and other materials for such repair, and warrant that you are not responsible for any delays caused by an unavailable or delayed substitution of parts or materials for any reason, that you neither assume nor authorize any dealer or person in seeking for or any liability or compensation, and upon repair, that you have been responsible for loss or damage to the above vehicle or articles left therein or therein for, that or items which have to be replaced or repaired, mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereon, that you are hereby authorized to use the above vehicle on streets, highways or elsewhere for the purpose of testing engine, suspension, body and so on.

TIME REPAIRS COMPLETED: **03:14pm 07/18/08** PRIORITY: **12:24pm 6**

LABOR RATE: \_\_\_\_\_

X \_\_\_\_\_

**COMMENTS : .8**

1. **W 40CVZ** **MISC DRIVEABILITY**  
**PART REPLACEMENT RO#136684-FAULTY ECM- SPEEDOMETER INOP**  
**AFTER REPLACEMENT.**

*Miles OET 68586*

*Interim Failure  
 Parts Warranty  
 OK Jim*

① Upgrade of A/B  
replacing new

② Installed new ECU  
and programed A/C system  
Ok at this time.

# McCLINTON CHEVROLET & MITSUBISHI

7th & Liberty St.  
PARKERSBURG, WV 26102-1048  
(304) 422-6501  
www.mcclintonchevrolet.com

CVCS115607

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CVCS115607

CUSTOMER NO.	54664	ADVISOR	DAVID MELLON	116	TAG NO.	8330	INVOICE DATE	10/31/06	INVOICE NO.	CVCS115607
		LABOR RATE			MILEAGE	16,109	COLOR	COPPER/		
		YEAR / MAKE / MODEL	06/CHEVROLET/COBALT/COBALT				DELIVERY DATE	07/17/06	DELIVERY MILES	211
		VEHICLE ID NO.	1 G 1 A L 1 5 F 7 6 7				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		R.O. DATE	10/31/06		
		COMMENTS								MO: 16112

TOTALS

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE: \*  
\* 02/13/2007 / 32013 MI 26CVZZ1 ALIGNMENT \*  
\*\*\*\*\*

IF YOU HAD WARRANTY WORK PERFORMED ON THIS SERVICE VISIT  
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. WE TRUST WE  
SHOWED YOU HOW MUCH WE CARE AND YOU CAN ANSWER ALL THE  
QUESTIONS COMPLETELY SATISFIED. IF YOU CAN NOT PLEASE CALL  
ME.

KEVIN MCFARLAND 865-6843  
DAVID MELLON 865-6841  
ADAM ROWAN 865-6845

MAKE SURE TO VISIT OUR WEBSITE FOR COUPON SAVINGS  
WWW.MCCLINTONCHEVROLET.COM

TOTAL LABOR.... 41.93  
TOTAL PARTS.... 26.92  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 3.65  
TOTAL MISC DISC -9.00  
TOTAL TAX..... 3.81

**TOTAL INVOICE \$ 67.31**

CUSTOMER SIGNATURE

DUPLICATE INVOICE

\*\*\*\*\*

By: 03/31/07 10:00 AM To: CHER, www.mcclintonchevrolet.com, 304.422.6501 Fax: 304.422.6501

PAGE 2 OF 2

ACCOUNTING COPY

[ END OF INVOICE ] 03:11pm

50-01 (1-10/06) 45

Jul. 23 2008 04:52PM P20

FAX NO. :

FROM :

# McCLINTON CHEVROLET & MITSUBISHI

7th & Liberty St.  
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CUSTOMER NO. <b>54664</b>	ADVISOR <b>DAVID MELLON</b>	116	TAG NO. <b>8330</b>	INVOICE DATE <b>10/31/06</b>	INVOICE NO. <b>CVCS115607</b>
[REDACTED]		LABOR RATE [REDACTED]	MILEAGE <b>16,109</b>	COLOR <b>COPPER/</b>	[REDACTED]
<b>SANDYVILLE, WV</b>		YEAR / MAKE / MODEL <b>06/CHEVROLET/COBALT/COBALT</b>		DELIVERY DATE <b>07/17/06</b>	DELIVERY MILES <b>211</b>
[REDACTED]		VEHICLE I.D. NO. <b>1 G 1 A L 1 5 F 7 6 7</b>		SELLING DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]
[REDACTED]		F.T.E. NO. [REDACTED]		P.O. NO. [REDACTED]	<b>10/31/06</b>
COMMENTS					MO: <b>16112</b>

LABOR		TECH(S):	WARRANTY
J# 1 18CVZ	MISC INTERIOR TRIM CUST SAYS DOME LIGHT RATTLES WHEN DRIVING NO/2W RATTLE C2684 .2 DUPLICATED CUSTOMER CONCERN, REMOVED DOME LIGHT AND TIGHTEN D TERMINAL CONNECTIONS	530	
J# 2 18CVZ3	DOOR CUST SAYS PASS. SIDE DOOR PANEL FABRIC LOOSE-PART IN ON/2W LOOSE C3330 .2 REPLACED PASS. SIDE DOOR PANEL	530	
J# 3 16CVZ	DASH ACCESSORIES CUSTOMER SAYS PAINT PEELING ON DASH HAVE TO ORDER RADIO-ADVISED CUSTOMER	530	
J# 4 19CVZ7	GLASS CUSTOMER SAYS CRACK IN WINDSHIELD HAVE TO HAVE GLASS SHOP ADVISE OF NEEDED REPAIR	530	0.00
J# 5 01CV711	LUBE OIL AND FILTER PERFORM LUBE OIL AND FILTER AND FLUID EVALUATION. PERFORMED OIL AND FILTER CHANGE. LUBRICATED CHASSIS IF APPLICABLE. INSPECTED ALL FLUIDS AND EVALUATED. TOPPED OF AS REQUIRED. PROVIDED FREE OIL FOR ADDED VALUE.	153	11.98
J# 6+80CVZ3	AIR FILTER SERVICE INSTALL NEW AIR FILTER INSTALLED NEW AIR FILTER.	530	6.00
J# 7+04CVZ	TIRE ROTATION PERFORM TIRE ROTATION TO PROLONG TIRE LIFE. PERFORMED TIRE ROTATION TO PROLONG TIRE LIFE.	530	23.95
TOTAL - LABOR			41.93

PARTS	QTY	FP	NUMB.R	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1		15261916	PANEL 14.685			
JOB # 2	1		22733528	PLATE 10.777			
JOB # 5	1		FREE	OIL	9.00	9.00	9.00
JOB # 5	1		PF456	OIL FILTE 1.836	4.97	4.97	4.97
JOB # 6	1		21999324	ELEMENT 3.410	12.95	12.95	12.95
TOTAL - PARTS							26.92
MISC	CODE	DESCRIPTION	CONTROL NO.				
JOB # A	HMA2	SHOP SUPPLIES					3.65
JOB # 5	301	C FREE OIL					-9.00
TOTAL - MISC							-5.35

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**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
80CVZZ13 80CVZ2 80CVZ4 01CVZ11	FUEL FILTER REPLACE MAINTENANCE SERVICE ANNUAL MAINTENANCE LUBE OIL AND FILTER	MI MI MI MI		80CVZ1 80CVZ3 80CVZZ6	MAINTENANCE1 SERVICE AIR FILTER SERVICE CABIN AIR FILTER	MI MI MI	

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/16/06	112806	4668	116	1076 246 246 153 530	W C W W I	18CVZ 01CVZ11 26CVZ 18CVZ7 70CVZZ	MISC INTERIOR TRIM LUBE OIL AND FILTER FRONT END ALIGN REAR STATE INSPECTION
07/17/06	111699	211	107				

SALESPERSON NO. 20 RICHARD J THOMPSON **S E R V I C E** STATE REG# 550334288

VEHICLE ID NO. <b>1G1AL15F767</b>	YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/COBALT</b>	PRODUCTION DATE [REDACTED]	WORK NO. [REDACTED]	LICENSE NO. [REDACTED]	R.O. NO. <b>15607</b>
CUSTOMER NO. <b>54664</b>	SERVICE CONTRACT [REDACTED]	DELIVERY DATE <b>07/17/06</b>	DELIVERY MILES <b>211</b>	SELLING DEALER NO. [REDACTED]	R.O. DATE <b>03/1/06</b>
COLOR <b>COPPER/</b>	CONTRACT NO. [REDACTED]	EXPIRATION DATE [REDACTED]	EXPIRATION MILES [REDACTED]	TAG NO. <b>8330</b>	
ADDRESS <b>SANDYVILLE, WV</b>	TURBO <b>CVZZ</b>	M/MC <b>CVZZ</b>	AIR COND. [REDACTED]	P.S. [REDACTED]	TRANS. [REDACTED]
	MILEAGE <b>16,109</b>	ADVISOR NO. <b>116</b>	ADVISOR <b>DAVID MELLON</b>		

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

TIME RECEIVED **10:41am** DATE/TIME PROMISED **10/31/06 03:54pm** PRIORITY **3**

APPOINTMENT ☒ Yes ☐ No LABOR RATE ☐ X

**5 C \* 01CVZ11 LUBE OIL AND FILTER**  
**PERFORM LUBE OIL AND FILTER AND FLUID EVALUATION.**  
**PROVIDE OWNER FREE OIL THIS SERVICE VISIT.**

**153**

④ Air Filter

⑦ Rotate

115607

① replace Air Filter  
② rotate Tires

①1010

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## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
80CVZ1 80CVZ2 80CVZ4 80CVZ11	FUEL FILTER REPLACE MAINTENANCE SERVICE ANNUAL MAINTENANCE LUBE OIL AND FILTER	MI MI MI MI		80CVZ1 80CVZ3 80CVZ26	MAINTENANCE SERVICE AIR FILTER SERVICE CABIN AIR FILTER	MI MI MI	

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08-16-06	112806	4668	116	1076 246 246 153 530	W C W W I	18CVZ 01CVZ11 26CVZ 18CVZ7 70CVZZ	MISC INTERIOR TRIM LUBE OIL AND FILTER FRONT END ALIGN REAR STATE INSPECTION
07-17-06	111699	211	107				

SALESPERSON NO. 20 RICHARD J THOMPSON **S E R V I C E** STATE REG# 550334288

VEHICLE NO. <b>1G1AL15F767</b>	YEAR/MAKE/MODEL <b>06/CHEVROLET/CORAL/COBALT</b>	PRODUCTION DATE <b>07/17/06</b>	STOCK NO. <b>211</b>	LICENSE NO. <b>115607</b>
CUSTOMER NO. <b>54664</b>	SERVICE CONTRACT <b>07/17/06</b>	DELIVERY DATE <b>07/17/06</b>	DELIVERY MILES <b>211</b>	SELLING DEALER NO. <b>03/31/06</b>
COLOR <b>COPPER/</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>8330</b>
TURBO <b>CVZZ</b>	MMIC <b>16,109</b>	AIR COND <b>116</b>	P.S. <b>DAVID MELLON</b>	

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

TIME RECEIVED: **10:41am** DATE TIME PROMISED: **10/31/06 03:54pm** PRIORITY: **6.3**

LABOR RATE: **X**

1. W \* 18CVZ **MISC INTERIOR TRIM**  
CUST SAYS DOME LIGHT RATTLES WHEN DRIVING

2. W \* 18CVZ3 **DOOR**  
CUST SAYS PASS. SIDE DOOR PANEL FABRIC LOOSE-PART IN

3. W \* 16CVZ **DASH ACCESSORIES**  
CUSTOMER SAYS PAINT PEELING ON DASH - **RADIO Buttons**

4. C \* 19CVZ7 **GLASS**  
CUSTOMER SAYS CRACK IN WINDSHIELD

- Air Filter  
- Rotate

Windshield Repair

WARRANTY PARTS MOD

10.1.31.106  
2 001 2

INITIALS **MT**

NOV 01 PAID  
pd ck # 158

Collecting

[CONTINUED ON NEXT PAGE]

115607

HARD COPY



- ① round 6, 11 at 1.56hr
- ② replace pass side Deep panel
- ③

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CVCS112806

CUSTOMER NO.	54664	ADVISOR	DAVID MELLON	116	TAG NO.	3605	INVOICE DATE	08/18/06	INVOICE NO.	CVCS112806
[REDACTED] SANDYVILLE, WV [REDACTED]		LABOR RATE	[REDACTED]	MILEAGE	4,668	COLOR	COPPER/	[REDACTED]		
		YEAR / MAKE / MODEL	06/CHEVROLET/COBALT/COBALT				DELIVERY DATE	07/17/06	DELIVERY MILES	211
		VEHICLE ID NO.	1 G 1 A L 1 5 F 7 6 7 [REDACTED]				SELLING DEALER NO.	[REDACTED]		
[REDACTED]		F.T.E. NO.	P.O. NO.		B.O. DATE		08/16/06	[REDACTED]		
[REDACTED]		COMMENTS							MO: 4672	

## TOTALS

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE: \*  
\* 10/04/2006 / 12672 MI 04CVZ TIRE ROTATION \*  
\*\*\*\*\*

IF YOU HAD WARRANTY WORK PERFORMED ON THIS SERVICE VISIT  
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. WE TRUST WE  
SHOWED YOU HOW MUCH WE CARE AND YOU CAN ANSWER ALL THE  
QUESTIONS COMPLETELY SATISFIED. IF YOU CAN NOT PLEASE CALL  
ME.

KEVIN MCFARLAND 865-6843  
DAVID MELLON 865-6841  
ADAM ROWAN 865-6845

MAKE SURE TO VISIT OUR WEBSITE FOR COUPON SAVINGS  
WWW.MCCLINTONCHEVROLET.COM

TOTAL LABOR... 11.98  
TOTAL PARTS... 13.97  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 2.00  
TOTAL MISC DISC -9.00  
TOTAL TAX..... 1.14

**TOTAL INVOICE \$ 20.09**

CUSTOMER SIGNATURE

DUPLICATE INVOICE

\*\*\*\*\*

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CVCS112806

CUSTOMER NO. 54664	DAVID MELLON	116	TAG NO. 3605	INVOICE DATE 08/18/06	INVOICE NO. CVCS112806
	LABOR RATE		MILEAGE 4,668	COPIES	
	YEAR / MAKE / MODEL	06/CHEVROLET/COBALT/COBALT		DELIVERY DATE 07/17/06	DELIVERY MILES 211
SANDYVILLE, WV	VEHICLE ID NO.	I G I A L 1 5 F 7 6 7		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	08/16/06		
COMMENTS					MO: 4672

LABOR		TECH(S):1076	WARRANTY
J# 1 18CVZ	MISC INTERIOR TRIM		
	CUST SAYS MATERIAL ON P/SIDE DOOR PANEL CUP PULLING AWAY FROM PANEL. NOTE: DOOR HAS POWER LOCKS ON/2E LOOSE C2745 .2		
	DUPLICATED CUSTOMER CONCERN. REPLACED P/SIDE DOOR CUP.		
J# 2 01CVZ11	LUBE OIL AND FILTER	TECH(S):246	11.98
	PERFORM LUBE OIL AND FILTER AND FLUID EVALUATION. PERFORMED OIL AND FILTER CHANGE. LUBRICATED CHASSIS IF APPLICABLE. INSPECTED ALL FLUIDS AND EVALUATED. TOPPED OF AS REQUIRED. PROVIDED FREE OIL FOR ADDED VALUE.		
J# 3 26CVZ	ALIGNMENT MENU	TECH(S):246	WARRANTY
	CUST SAYS FRONT TIRES WEARING UNEVEN CV/3A WEAR E2020 .9		
	PERFORMED ALIGNMENT TO FACTORY SPECS.		
J# 4 18CVZ7	RFAR	TECH(S):153	WARRANTY
	CUST SAYS DOME LIGHT RATTLES WHEN DRIVING NQ/9Z RATTLE		
	TEST DROVE. NO ABNORMAL RATTLES HEARD AT THIS TIME.		

TOTAL - LABOR 11.98

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1		22733528	PLATE 10.777			WARRANTY
JOB # 1	1		PARTS	TURNED IN			
JOB # 2	1		FREE	OIL	9.00	9.00	9.00
JOB # 2	1		PF456	OIL FILTE 1.836	4.97	4.97	4.97
TOTAL - PARTS							13.97

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HMA2	SHOP SUPPLIES		2.00
JOB # 2	301	C FREE OIL		-9.00
TOTAL - MISC				-7.00

Revised and Remarks: EPA/DOH/MV TO 00000: www.epa.gov 1-800-368-5848

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112806

112806

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
04CVZ 80CVZ1	LUBE OIL AND FILTER MAINTENANCE SERVICE	MI MI		04CVZ	TIRE ROTATION	MI	

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/17/06	111699	211	107	530	1	70CVZZ	STATE INSPECTION

SALESPERSON NO. 20 RICHARD J THOMPSON **S E R V I C E** STATE REG# 550334288

VEHICLE ID NO. <b>1G1AL15F767</b>	YEAR/MAKE/MODEL <b>06/CHEVROLET/COBALT/COBALT</b>	PRODUCTION DATE <b>07/17/06</b>	STOCK NO. <b>211</b>	LICENSE NO. <b>112806</b>
CUSTOMER NO. <b>54664</b>	SERVICE CONTRACT <b>07/17/06</b>	DELIVERY DATE <b>07/17/06</b>	DELIVERY MILES <b>211</b>	SELLING DEALER NO. & DATE <b>08/16/06</b>
COLOR <b>08/16/06</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>3605</b>
SANDYVILLE, WV		TURBO <b>CVZZ</b>	MMIC <b>4,668</b>	ADVISOR NO. <b>116</b>
AIR COND. <b>P S</b>		TRANS	MILEAGE	ADVISOR <b>DAVID MELLON</b>
<p>I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express receipt for the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control, shall not constitute an express receipt for the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; and your employees may operate the above vehicle.</p>				
TIME RECEIVED <b>07:28am</b>	DATE TIME PROMISED <b>08/16/06</b>	PRIORITY <b>11:30am</b>	LABOR RATE <b>6</b>	

**W 18CVZ MISC INTERIOR TRIM**  
CUST SAYS MATERIAL ON P/SIDE DOOR PANEL CUP PULLING AWAY FROM PANEL. NOTE: DOOR HAS POWER LOCKS

**C 01CVZ LUBE OIL AND FILTER**  
PERFORM LUBE OIL AND FILTER AND FLUID EVALUATION. PROVIDE OWNER FREE OIL THIS SERVICE VISIT.

**W 26CVZ FRONT END ALIGN**  
CUST SAYS FRONT TIRES WEARING UNEVEN

**W 18CVZ REAR**  
CUST SAYS DOME LIGHT RATTLES WHEN DRIVING

**WARRANTY PARTS RCD**  
8/18/06 11:11

INITIALS *[Signature]*

4668 - 4672  
Cm

## CLAIM CHECK

PLEASE PRESENT THIS STUB TO CASHIER  
WHEN CALLING FOR YOUR VEHICLE

**3605**

RD COPY

112806

246 { (2) LOF  
(3) aligned 3A - misaligned



## BBB AUTO LINE

July 18, 2008

COREY KNIGHT  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Re:m01 CHV0844871: [REDACTED] vs Chevrolet Motor Division

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, 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

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

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

**BBB AUTO LINE**  
**Customer Claim Form**

Case number: CHV0844871  
Contact Date: 07/18/08  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]			
Mailing address: [REDACTED]			
City: Sandyville		State: WV	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]	
Fax: [REDACTED]		E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Cobalt	Year: 2006	Current mileage: 68826
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: McClintion Chevrolet & Mitsubishi, Parkersburg, WV			
<b>Primary Servicing</b> dealer/city/state: McClintion Chevrolet & Mitsubi,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 07/23/06		Mileage at purchase/lease:	
First repair attempt date: 08/01/06		First repair attempt mileage: 2000	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

I am A nurse who works long hours and has missed days of work without pay due to my vehicle not working. I believe When someone purchases a new car as I have You should not have as many problems as I have had. I believe my car is a lemon and I need a dependable vehicle to travel back & forth to work.

Please complete the missing information in the box below and on page 2.

**VEHICLE IDENTIFICATION NUMBER** \_\_\_\_\_

**Lienholder/Leasing Company** \_\_\_\_\_ **Phone Number** \_\_\_\_\_

**Account Number** \_\_\_\_\_

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: CHV0844871

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
interior ripped on drivers side		1		no
interior bubbled where it was stretched to fit		2		yes
dome light has rattle		2		yes
Key stuck in ignition on accessories		1		no
shifter not working causing key to get stuck		1		no
car misfiring not going above 30mph		1		no
car won't keep charge		2		yes
Power steering inoperative		1		no
speedometer inoperative		1		no

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_  
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE  
 4200 Wilson Blvd., Suite 800  
 Arlington VA, 22203-1838  
 Fax: 703-247-9700**



**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: CHV0844871

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
ECM Faulty		1		no

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_  
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE  
4200 Wilson Blvd., Suite 800  
Arlington VA, 22203-1838  
Fax: 703-247-9700**



## BBB AUTO LINE PROGRAM SUMMARY

### *General Motors*

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

#### LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- ♦ The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- ♦ The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- ♦ The arbitrator will decide whether the applicable lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a 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:

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

- ♦ The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- ♦ The award will not include debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

## **STANDARDS OF THE WEST VIRGINIA LEMON LAW**

The following is a brief explanation of most relevant provisions of the West Virginia lemon law. The complete text of the lemon law can be found at West Virginia Code 46A-6A-1 *et seq.*

### **VEHICLES COVERED**

The West Virginia lemon law covers a “motor vehicle”, meaning a passenger automobile sold in West Virginia. This includes pickup trucks and vans with a gross weight not more than eight thousand pounds; and any self-propelled chassis of a motor home.

### **CONSUMERS COVERED**

The lemon law covers the following “consumers”:

1. The purchaser, other than for purposes of resale, of a new motor vehicle that is used primarily for personal, family, or household purposes;
2. A person to whom the new motor vehicle is transferred for the same purposes during the duration of an express warranty applicable to the motor vehicle; and
3. Any other person entitled by the terms of the warranty to enforce its obligations.

The lemon law appears not to cover a lessee.

### **VEHICLE CONVERTERS**

The lemon law applies to vehicle converters.

### **PROBLEMS COVERED**

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

The lemon law provides an affirmative defense if it can be shown that the alleged nonconformity does not substantially impair the use or market value of the vehicle, or the nonconformity is the result of abuse, neglect, or unauthorized modifications or alterations by anyone other than the manufacturer, its agent, or authorized dealers.

### **MANUFACTURER’S DUTY TO REPAIR**

If a new motor vehicle does not conform to all applicable express warranties and the consumer reports the nonconformity to the manufacturer, its agent or authorized dealer within the term of the express warranties or within one year following the date of the motor vehicle’s original delivery to a consumer, *whichever is later*, then the manufacturer, its agent or dealer must make the necessary repairs to conform the motor vehicle to the express warranties. The necessary repairs must be made even if the warranty term has expired.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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West Virginia

## **MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE**

If the manufacturer, its agent or authorized dealer is unable to conform the new motor vehicle to any applicable express warranty by repairing or correcting a nonconformity after a *reasonable number of attempts*, then the manufacturer must replace the new motor vehicle.

If the manufacturer does not replace the vehicle, the consumer may sue the manufacturer for repurchase of the vehicle.

## **REASONABLE NUMBER OF REPAIR ATTEMPTS**

The West Virginia lemon law establishes a *presumption* that a reasonable number of attempts have been undertaken to conform the new motor vehicle to the applicable express warranties if, within the term of the express warranties or within one year following the date of the motor vehicle's original delivery to a consumer, *whichever is earlier*, any of the following occurs:

1. The same nonconformity has been subject to repair three or more times by the manufacturer, its agents or authorized dealers, and the nonconformity continues to exist;
2. A nonconformity that results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven, has been subject to repair at least once by the manufacturer and the nonconformity continues to exist; or
3. The motor vehicle is out of service by reason of repair for a cumulative total of 30 or more calendar days.

The term of an express warranty, the one-year period and the thirty day period are extended by any period during which repairs are unavailable because of a war, invasion, strike or fire, flood or other natural disaster.

## **NOTICE AND OPPORTUNITY TO REPAIR**

The *presumption* that a reasonable number of attempts has been undertaken applies against a manufacturer only if the manufacturer has received prior written notification from or on behalf of the consumer, and has had at least one opportunity to cure the defect alleged.

## **DISPUTE RESOLUTION**

A consumer may not assert a cause of action under the lemon law unless the consumer initially resorts to a third party dispute resolution process if:

1. The West Virginia Attorney General has certified that the third party dispute resolution process complies with 16 C.F.R. Part 703 and with the lemon law and regulations; and

2. The consumer received timely notification in writing of the availability of the third party dispute resolution process with a description of its operation and effect.

### **TIME PERIOD FOR FILING CLAIMS**

An action must be commenced within one year of the expiration of the express warranty term. This period of limitation does not run for the period between the date the consumer files a complaint with a third party dispute resolution process and the date of its decision or the date by which the manufacturer is required by the decision to fulfill its terms, whichever occurs later.



## **REMEDIES UNDER THE WEST VIRGINIA LEMON LAW**

### **REPURCHASE**

The West Virginia lemon law sets out the following amounts that a manufacturer must pay when it repurchases a vehicle under the lemon law:

1. The purchase price, including but not limited to sales tax, license fees, registration fees, and other reasonable expenses incurred for the purchase of the vehicle;
2. Damages for the cost of repairs reasonably required to conform the vehicle to the express warranty; and
3. Damages for loss of use, annoyance, or inconvenience resulting from the nonconformity, including reasonable expenses incurred for replacement transportation during any period when the vehicle is out of service by reason of the nonconformity or by reason of repair.

### **REPLACEMENT**

When replacing a vehicle under the West Virginia lemon law, the manufacturer must provide a comparable new motor vehicle.

**ADR File Checklist**

**SR Number: 71-646654767**

**BBB Case: CHV0844871**

**Customer:** [REDACTED]

**VIN: 1G1AL15F767** [REDACTED]

**Make/Model/Year:** Chevrolet/Cobalt/Chevrolet    **In Service:** 7/17/2006    **Mileage:** 68,826

**Received Date:** 7/18/2008

**Day 15 Date:** 8/1/2008

**Goes Active:**

**Primary Concern:** interior,dome light, ignition,engine,power steering,speedometer,  
ECM

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

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time:** 7/22/2008 / 10:02 am

☒ **Dealer Svc Mgr**

**Completion Date/Time:** 7/21/2008 / 10:02 am

☐ **Dealer Finance Mgr**

**Completion Date/Time:** /

☒ **AVM**

**Completion Date/Time:** 7/21/2008 / 9:54 am

☒ **Repair Orders Requested:**

**Received:** 7/24/2008

☒ **Sales Documents:**

**Received:** 7/24/2008

☐ **BARS / Finance Sheet**

☒ **Case Assessment (by Day 14):**

**Lemon Law Eligible:**

**Yes** ☐

**No** ☒

**Presumption:**

**Yes** ☐

**No** ☒

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

☐ **Settlement / Goodwill Offered Date:**

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

☐ **Arbitration Date:**

☒ **Closing Activities:**

**Settlement**

**Completion Date/Time:** 8/4/2008 / 3:11 am

**Executive Summary**

**Completion Date/Time:** 8/4/2008 / 3:09 pm

**Close Siebel**

**Completion Date/Time:** 8/4/2008 /

**DVM:** Tim Dodds

**Node/Box:** 404082 8005

**Service Dealer:** McClinton Chevrolet

**Svc Mgr:** John Vanwhy

**Selling Dealer:** McClinton Chevrolet

**Contact:** John Vanwhy

**NOTES:** Unable to assist due to age/mileage of vehicle

**Privileged and Confidential Information**

**CASE ASSESSMENT**

By: Elizabeth Crossen State: WV

Customer Name: [REDACTED]

Service Request:  
71-646654767

BBB Case No.: CHV0844871

Vehicle ID No.:  
1G1AL15F767 [REDACTED]

In Service  
Date:  
7/17/2006

Vehicle is: New

BAC Code:  
112860

Year, Make ☐ Model: 2006 Chevrolet Cobalt  
Mileage at Time of BBB Filing 68,826

Vehicle Purchased Used on: n/a

Lien holder: GMAC ☐ Other ☐: {Name}

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

DVM Name: Tim Dodds  
Phone/Cell Number: 404082 8005  
Svc Mgr Name: John Vanwhy

CAM Name: Aubrey Washington  
Phone Number: 678-240-9832

**VEHICLE REPAIR HISTORY**

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

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

X Interior Fabric

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/18/2006	112806	***	4,668	Customer States: Material on passenger side door panel cup pulling away from panel. Concern: material on passenger side door panel cup pulling away. Repair: Duplicated customer concern. Replaced passenger side door cup.
10/31/2006	115607	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	16,109	Customer States: passenger side door panel fabric loose. Concern: passenger side door panel fabric loose. Repair: replaced passenger side door panel.

X Dome Light

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/18/2006	112806	1	4,668	Customer States: Dome light rattles when driving. Concern: dome light rattles when driving. Repair: test drove. No abnormal rattles heard at this time.
10/31/2006	115607	1	16,109	Customer States: Dome light rattles when driving. Concern: dome light rattles when driving. Repair: Duplicated customer concern. Removed dome light and tightened terminal connections.

X Ignition

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
7/14/2008	136684	***	68,570	Customer States: Key stuck in ignition Concern: key stuck in ignition. Repair: Needs shifter. Replaced shifter assembly.

X ECM

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
7/14/2008	136684	1	68,570	Customer States: Engine has a misfire and will not go above 30 mph. Engine reduced power message on in DIC and has replaced plugs and coil. Concern: engine has a misfire. Repair: Tested system. Found ECM internally shorted. Replaced and programmed ECM. Test drove. Speedometer and power steering inoperative. Tested system, found installed ECM faulty.
7/15/2008	136738	1	68,570	Part replacement Ro#136684-Faulty ECM-speedometer inoperative after replacement. Installed and programmed ECM.

X Power Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
n/a	n/a	n/a	n/a	Power steering was found to be inoperative after test drive under RO 136684 due to a faulty ECM that was installed.

X Speedometer

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
n/a	n/a	n/a	n/a	Speedometer was found to be inoperative after test drive under RO 136684 due to a faulty ECM that was installed.

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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Has the vehicle ever been involved in a accident Y or N

Did you confirm your answer with the customer Y or N

What type of damage was sustained (example front end collision)

Are the RO's attached if the vehicle was in an accident Y or N

Are there any Aftermarket Modifications to the Vehicle Y or N

**Have you confirm this with the customer Y or N**

**List:**

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/18/2006	112806	***	4,668	Customer States: Front tires are wearing uneven Concern: front tires are wearing uneven. Repair: performed alignment to factory specs.
10/31/2006	115607	□□□	16,109	Customer States: crack in windshield Concern: crack in windshield. Repair: have to have glass shop advise of needed repair.
7/18/2008	136817	1	68,657	Customer States: Since ECM replacement alternator will not charge. Concern: alternator will not charge. Repair: Battery needs replaced.

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: Unable to assist due to age/mileage of vehicle

Lemon Law Repurchase/Replacement: unable to assist due to age/mileage of vehicle.

GM Program Summary Repairs/Reimbursement for past repairs: unable to assist due to age/mileage of vehicle.

**THE STATE LEMON LAW READS:**

Days out of service: 30 calendar days

Repairs 3- same nonconformity

Time period 12 months / not specified

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs 1

Safety-related time period not specified / not specified

Number of repair attempts in the presumption period:

1- dome light

1- interior material

1- tire wear/alignment.

Total days out of service during the presumption period:

1

Total days out of service during customer's ownership:

5

**Vehicle Meets Presumption of Lemon Law NO**

**PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION**

Concern: no previous cases located, searching by customer's VIN and contact information

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 sts: I am a nurse who works long hours and has missed days of work without pay due to my vehicle not working. I believe when someone purchases a new car as I have, you should not have as many problems as I have had. I believe my car is a lemon and I need a dependable vehicle to travel back and forth to work.

DVM sts: no DVM involvement necessary due to age/mileage of vehicle.

SVM sts: We've only seen the vehicle 5 times since it was purchased. We just put an alternator on July 17<sup>th</sup>.

CRS Rationale: unable to assist due to age/mileage of vehicle.

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

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

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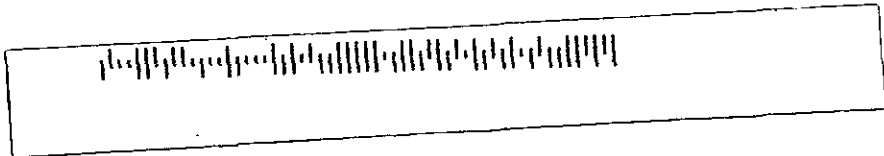
Decision reached by CRS:    Arbitrate case: ☐            Settle case: ☐

Component	Description
<b>Axle</b>	Includes all components related to the axle, differential, driveline, □ rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel □ key, column, rack and pinion, pump assembly and Quadrateer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic □ manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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







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

Alex Simanovsky & Assocs.  
2300 Henderson Mill Rd., Ste 300  
Atlanta, GA 30345

AUG 11 2008

General Motors  
c/o MSX Int'l, ATTN: BRC LEGAL  
1919 Concept Drive  
Warren, MI 48091

# ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

E. SCOTT FORTAS, ESQ.  
EXTENSION: 1015  
DIRECT DIAL: 678-781-1015  
E-MAIL: SCOTT@LEMONLAWINFO.COM

2300 HENDERSON MILL ROAD, SUITE 300  
ATLANTA, GA 30345  
770-414-1002 1-866-865-3666  
FACSIMILE: 770-414-9891 1-877-216-0365

August 4, 2008

General Motors  
c/o MSX Int'l, ATTN: BRC LEGAL  
1919 Concept Drive  
Warren, MI 48091

RE: [REDACTED] v. General Motors

**NOTICE OF CONSUMER WARRANTY LAW VIOLATION**

Our Client: [REDACTED]  
Vehicle: 2005 Chevrolet Cobalt  
VIN: 1G1AL54F157 [REDACTED]  
Date of purchase: October 21, 2007  
Our File No.: GA08-10301

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Gear Shift;**
2. **Key/Ignition;**
3. **Gear Knob;**
4. **Power Steering**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see*

U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

ALEX SIMANOVSKY & ASSOCIATES, LLC

A handwritten signature in black ink, appearing to be 'E. Scott Fortas', written in a cursive style.

E. Scott Fortas, Esq.  
Attorney at Law

ESF/jst

CC:



STATE OF GEORGIA  
MOTOR VEHICLE REGISTRATION

1G1AL54P157 - 2005 CHEV CORALT COBALT 4S  
 Tag Number: Expires: 03/07/2009  
 Valuation 105645 \$3730 Tag Fee: 20.00  
 Title Number: Equip. No:  
 County: 070 District: 23 Mill Rate: 26.9770 Fuel: G  
 Farm Vehicle? N GVW: Color: WHI  
 Classification: PASSENGER CAR/LIGHT TRUCKS  
 Insurance Status: VALID INSURANCE COVERAGE  
 Customer 1 No: Customer 2 No:

GROVETOWN GA



Signature

[Redacted Signature]

**VOLVO****GERALD JONES VOLVO SUBARU**4022 Washington Rd. - Marietta, GA 30067  
Phone: (706) 228-7600 • Fax: (706) 228-7612  
www.geraldjonesvolvo.com#7131 VOLVO  
#40535 SUBARU

DATE 9/29/07

INVOICE NO.

04917

CONTROL #

NEW VEHICLE CHASSIS NO.

161A154F157

MODEL NO.

USED VEHICLE STOCK NO.

C712

10	12	20	CAR SALES - SOURCE			
DESCRIPTION	ACCT. NO.	COST	SALE			
Des Pen						289.60
NEW OTHER MODELS	4133					
NEW FLEET & EMP.	4161					
NEW DEMONSTRATORS	4171					
DEALER INSTALLED ACCESS.	4191					N/A
PRE-SERVICE & DELIVERY	4193					
OTHER MAKE-NEW	4181					
OTHER MAKE-NEW	4185					
OTHER MAKE OLD INSTALLED ACCESS.	4195					
ADVERTISING EXPENSE	6114					
OVERALLOW./DISCOUNT	41					
USED RETAIL/WHOLESALE	42					
	14042					
INVENTORY, NEW VEHICLE	1402					
VEHICLE CUSTOMER NUMBER						
GAS SALES TAX	2221					856.35
90. CAR SALES TAX	2222					N/A
TITLE FEE	9151					18.00
NEW CAR EXT. WARR.	9169					N/A
USED CAR EXT. WARR.	9171					N/A
GA WARRANTY RIGHTS FEE	9192					N/A
GAP						500.00
TOTAL CASH PRICE						13638.50
CASH SALES & VEHICLE RECEIVABLES	1302					N/A
PROMISSORY NOTE DUE:	1302					
TOTAL						13638.50
LIEN PAY-OFF	2281					N/A
CONTRACTS IN TRANSIT	1202					13638.50
USED VEHICLE-COST OF SALE	52_1					
USED VEHICLE-RECONDITIONING	52_2					
USED VEH. INV.						
USED OR WRK. INV.						
USED VEH. MODEL NO.						
USED VEH. STOCK NO.						
USED VEH. INV.	1412					
USED OR WRK. INV.						

Greentown GA

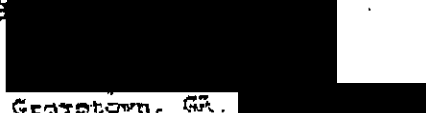
PHONE:

DEAL NO:

MAKE	YEAR	MODEL	NEW OR USED	ENGINE NO.	COLOR
CHEVOLT	2005	COBALT	Used	1G1AL54F157	WHITE
SALESMAN Reginald Lenon			KEY NOS.		

DESCRIPTION	PRICE
AMERICREDIT FINANCIAL SERVICES	
P.O. BOX 182673	
ARLINGTON TX 760962672	
LIEN HOLDER	
INSURANCE COMPANY	
GEICO	
POLICY NO.	
MILEAGE 34,490	
LIEN PAY-OFF ON TRADE IN AS FOLLOWS:	
DISCLAIMER OF WARRANTIES	
ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, GERALD JONES VOLKSWAGEN, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND GERALD JONES VOLKSWAGEN, INC. ASSUMES NO RESPONSIBILITY FOR ANY OTHER PERSON TO ASSUME.	
SIGN	
USED CAR TRADED	
YEAR	MAKE
MODEL	CHASSIS NO. AND OR ENGINE NO.
MILEAGE:	
BODY	
COLOR	

OPTIONAL EQUIPMENT AND ACCESSORIES

<b>RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT</b>		Seller GERALD JONES VOLVO JOEASH 4022 WASHINGTON RD MARTINEZ, GA. 30907- "We" and "us" mean the Seller above, its successors and assigns.	 Georgetown, GA. "You" and "your" mean each Buyer above, and guarantor, jointly and individually.
No.			
Date	9/29/2007		

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

Description of Year 2005 VIN 1G1AL54F157 Other:  
Motor Vehicle Make CHEVROLET Lic. No./Year  
Purchased Model COBALT LS ☐ New ☒ Used

Description of  
Trade-In N/A

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

**PROMISE TO PAY AND PAYMENT TERMS:** You promise to pay us the principal amount of \$ 13,638.50, plus finance charges accruing on the unpaid balance at the rate of 17.95 % per year from today's date until maturity. Finance charges accrue on a 365 day basis. After maturity, or after you default and we demand payment, we will earn finance charges on the unpaid balance at 17.95 % per year. You agree to pay this Contract according to the payment schedule and late charge provisions shown in the TRUTH IN LENDING DISCLOSURES. You also agree to pay any additional amounts according to the terms and conditions of this Contract.

☐ **ADDITIONAL FINANCE CHARGE:** You agree to pay an additional, nonrefundable finance charge of \$ 0.00 that will be ☐ paid in cash. ☐ added to the Cash Price. ☐ paid proportionally with each payment.

☐ **MINIMUM FINANCE CHARGE:** You agree to pay a minimum finance charge of \$ 0.00 if you pay this Contract in full before we have earned that much in finance charges.

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

#### TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	AMOUNT FINANCED The amount of credit provided to you or on your behalf.	TOTAL OF PAYMENTS The amount you will have paid when you have made all scheduled payments.	TOTAL SALE PRICE The total cost of your purchase on credit, including your down payment of
17.95 %	\$ 8,837.50	\$ 13,638.50	\$ 22,536.00	\$ 0.00 22,536.00

**Payment Schedule:** Your payment schedule will be

Number of Payments	Amount of Payments	When Payments Are Due
72	313.00	Monthly Beginning: 11/13/2007

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

**Late Charge:** If all or any portion of a payment is not paid within 10 days of its due date, you will be charged a late charge of the lesser of 5% of the unpaid amount of the payment due or \$50.

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

☐ If you pay off this Contract early, you will not be entitled to a refund of part of the Additional Finance Charge.

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

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

**Credit Life:** Insured \_\_\_\_\_  
☐ Single ☐ Joint Prem. \$ N/A Term N/A  
**Credit Disability:** Insured N/A  
☐ Single ☐ Joint Prem. \$ N/A Term N/A

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

Buyer \_\_\_\_\_ d/o/b \_\_\_\_\_ Buyer \_\_\_\_\_ d/o/b \_\_\_\_\_

**PROPERTY INSURANCE:** You must insure the Property securing this Contract. You may purchase or provide the insurance through any insurance company reasonably acceptable to us. The collision coverage deductible may not exceed \$ N/A. If you get insurance from or through us you will pay \$ N/A for N/A of coverage.

This premium is calculated as follows:

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

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

☐ **SERVICE CONTRACT:** With your purchase of the Vehicle, you agree to purchase a Service Contract to cover N/A

\_\_\_\_\_. This Service Contract will be in effect for N/A

**ASSIGNMENT:** This Contract and Security Agreement is assigned to AMERICREDIT FINANCIAL SERVICES  
 the Assignee, phone \_\_\_\_\_. This assignment is made ☐ under the terms of a separate agreement. ☐ under the terms of the ASSIGNMENT BY SELLER on page 2. ☐ This assignment is made with recourse.  
 Seller: By GERALD JONES VOLUME SUBAG Date 9/29/2007

GEORGIA RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT  
 EX-100 © 1982, 1995 Bankers Systems, Inc., St. Cloud, MN Form RSSIMVLF-GA 12/15/2005

Vehicle Price (incl. sales tax of \$ 292.00) \$ 12,831.00  
 Service Contract, Paid to: \_\_\_\_\_ \$ N/A  
 Amount to Finance line e. (if e. is negative) \$ 12,831.00  
**Cash Price** \$ \_\_\_\_\_  
 Manufacturer's Rebate \$ N/A  
 Cash Down Payment \$ N/A  
 Deferred Down Payment \$ N/A  
 a. Total Cash/Rebate Down \$ N/A  
 b. Trade-In Allowance \$ N/A  
 c. Less: Amount owing \$ N/A  
 Paid to: N/A  
 d. Net Trade-In (b. minus c.) \$ N/A  
 e. Net Cash/Trade-In (a. plus d.) \$ N/A  
**Down Payment (e.; disclose as \$0 if negative)** \$ 0.00  
**Unpaid Balance of Cash Price** \$ 12,831.00  
 Paid to Public Officials - Filing Fees \$ 13.00  
 Insurance Premiums\* \$ N/A  
 Additional Finance Charge(s), Paid to Seller  
 To: Doc Fee \$ 289.50  
 To: REGS GAP \$ 500.00  
 To: N/A \$ N/A  
 To: N/A \$ N/A  
 To: N/A \$ 307.50  
**Total Other Charges/Amounts Pd. to Others** \$ N/A  
 Less: Prepaid Finance Charges \$ 13,638.50  
**Amount Financed** \$ \_\_\_\_\_

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

### NOTICE TO BUYER

Do not sign this agreement before you read it or if it contains any blank spaces. You are entitled to an exact copy of the contract you sign.

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

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

Buyer: \_\_\_\_\_ Date 9/29/2007  
 Signature: \_\_\_\_\_ Date 9/29/2007  
 Seller: By \_\_\_\_\_ (page 1 of 2)

MOTOR VEHICLE - NOT FOR MANUFACTURED HOMES



**Gerald Jones Volvo Subaru**

4022 Washington Rd.

Martinez, GA 30907

706-228-7600 • Fax 706-228-7612

Toll Free 877-344-5544

**VOLVO****SUBARU****SERVICE  
INVOICE**

VIN <b>27972 1G1AL54F157</b>				DATE IN <b>02/18/08</b>	
YEAR <b>2005</b>	MAKE <b>CHEVROLET</b>	MODEL <b>COBALT LS</b>	COLOR <b>WHITE</b>	TIME IN <b>02:11</b>	
MILES IN <b>42014</b>	MILES OUT <b>42015</b>	FIRST USE <b>00/00/00</b>	LISC.	CLOSED <b>02/18/08</b>	
SERVICE CONTRACT				RES. <b>H:</b>	WRITER <b>2098 TRICIA</b>

(1) CUSTOMER STATES SHIFTER WILL NOT GO OUT OF  
 DRIVE OR NEUTREL  
 REPLACED SHIFTER KNOB  
 CUSTOMER PAYS 50 % USED CARS PAYS 50%  
 (12-7732 GARY-) F

Labor	T12	94.95
22719080 (HANDLE)	1	122.28
Total Labor		94.95
Total Parts		122.28
Total Repair (Customer)		217.23

Cash: 237.18

X

CUSTOMER SIGNATURE

W/C

H/S

CUSTOMER

~~Next Service MAX 108 Inge Oil Filter~~

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

**TERMS**  
 No Returns On Electrical Or  
 Special Order Items. A 10%  
 Restocking Charge Will Be  
 Applied On All Merchandise  
 Returned For Credit. No  
 Returns After 30 Days Or  
 Without This Invoice.

Labor	94.95
Parts	122.28
Sublet	.00
	11.39
Oil/Grease	.00
Sub Total	228.62
Tax	8.56
Total (Cash)	237.18

Page 1 of 1 Job 27972 Reprint (1)

**27972 Customer Copy**

**Gerald Jones Volvo Subaru**

4022 Washington Rd.

Martinez, GA 30907

706-228-7600 • Fax 706-228-7612

Toll Free 877-344-5544

**VOLVO****SUBARU****SERVICE  
INVOICE**

VIN <b>29696 1G1AL54F157</b>				DATE IN <b>06/02/08</b>	
YEAR <b>2005</b>	MAKE <b>CHEVROLET</b>	MODEL <b>CORALT LS</b>	COLOR <b>WHITE</b>	TIME IN <b>05:42</b>	
MILES IN <b>46215</b>	MILES OUT <b>46217</b>	FIRST USE <b>00/00/00</b>	LISC.	CLOSED <b>06/04/08</b>	
SERVICE CONTRACT			RES. <b>H</b>	SUS. <b>W:</b>	WRITER <b>2098 TRICIA</b>

(1) CUSTOMER STATES KEY WILL NOT COME OUT OF IGNT  
 PARTS WARRENTY-REPLACED GEAR KNOB  
 (12-7732 GARY-) F

Labor T12 .00  
 Total Repair (Customer ) .00

X

CUSTOMER SIGNATURE

W/C

INT.

CUSTOMER

~~Next Service Sep 08 Tube Oil Filter~~

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the Manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

**TERMS**  
 No Returns On Electrical Or  
 Special Order Items. A 10%  
 Restocking Charge Will Be  
 Applied On All Merchandise  
 Returned For Credit. No  
 Returns After 30 Days Or  
 Without This Invoice.

Labor .00  
 Parts .00  
 Sublet .00  
 Oil/Grease .00  
 Sub Total .00  
 Tax .00  
 Total .00

Page 1 of 1 Job 29696 Reprint (1)

**29696 Customer Copy**

57599117

362315



\*INVOICE\*

2031 Gordon Hwy., Augusta, GA 30909  
(706) 733-9411

PAGE 1

GROVETOWN, GA

HOME: BUS:

SERVICE ADVISOR: 104 CRAIG E BROWNING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	05	CHEVROLET COBALT	1G1ALS4F157		47995/47995	TR611	
DEL DATE	PHOD DATE	WARR EXE	PROMISED	PD NO	RATE	PAYMENT	INV DATE
23APR05	IS		WAIT 22JUL08		0.00	CASH	22JUL08
HIS OPENED		READY		OPTIONS:			
10:00 22JUL08		11:10 22JUL08					
LINE OPCODE TECH TYPE HOURS							
A CUST STATES P/S INOP ADVISE							
DT DIAGNOSTIC TIME - REPAIR DECLINED - NEEDS							
POWER STEERING COLUMN							
65 CPC 1.00							85.00 85.00

JUL 22 2008

CK# 350

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

## STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	85.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	85.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	85.00

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

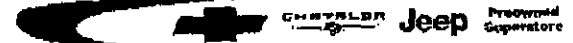
CUSTOMER SIGNATURE

CUSTOMER COPY

**MILTON RUBEN**

734807

79898



\*INVOICE\*

3514 Washington Road  
 Augusta, Georgia 30907  
 PHONE (706) 868-0588  
 FAX (706) 860-1404  
 www.miltonruben.com

PAGE 1

GROVETOWN, GA

HOME BUS:

SERVICE ADVISOR: 2 JACK KICKLIGHTER

COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
		05	CHEVROLET AVEO	1G1AL54F157		36399/36399	T4318
DEL DATE	PROD DATE	WARR EXP	PROMISED	PC NO	RATE	PAYMENT	INV DATE
01JAN05 IS							
01JAN05 DD			WAIT 04OCT07			CASH	04OCT07
H/O OPENED		READY	OPTIONS: DLR:NSD				

08:09 04OCT07 09:20 04OCT07

LINE OPCODE TECH TYPE HOURS

A CUST REQUEST RESET OIL LIFE

NWP NO WORK PERFORMED

63 CC 0.00  
 36399 NC COMPLETED

B CUST REQUEST PROGRAM REMOTE

KEY PROGRAM KEY TRANSMITTER(S)

63 CC 0.50

1 22733523 TRANSMITT

36399 LOST REMOTE 0.5HR REPLACED AND PROGRAMMED REMOTE

\*\*\*\*\*  
 ATTENTION: SERVICE DEPARTMENT CUSTOMERS  
 SHOP CHARGES ARE PARTS NOT BILLED IN THE PART  
 SECTION OF THE INVOICE. THEY INCLUDE NUTS,  
 BOLTS, CLEANERS, SOLVENTS, FLUIDS, COMPOUNDS  
 ADDITIVES, LUBRICANTS AND SEALANTS

STATEMENT OF DISCLAIMER		DESCRIPTION	TOTALS
 WARRANTY ON ALL NEW PARTS ARE 12 MONTHS OR 12,000 MILES UNLESS OTHERWISE NOTED.		LABOR AMOUNT	42.50
		PARTS AMOUNT	47.37
		ENVIRONMENTAL CHARGE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	89.87
		LESS INSURANCE	0.00
		SALES TAX	3.32
		PLEASE PAY THIS AMOUNT	93.19
CUSTOMER SIGNATURE			

CUSTOMER COPY

Revised 1/23/08

**Privileged and Confidential Information**

**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Maggie Davis

State: GA

Customer Name: [REDACTED]

Service Request: 71-646841410 GM Legal File No.: {Number}

Vehicle ID No.: 1G1AL54F157 [REDACTED] In Service Date: 04/23/2005

Year, Make ☐ Model: 2005 Chevrolet Cobalt

Vehicle is: Used BAC Code: Non GM

Vehicle Purchased Used on: 9/29/07 at  
odometer 34690

Lien holder: Other

DVM requests Purchase Price of  
involvement?: No Vehicle: \$ 11538

Was TAC contacted for this vehicle (Y/N)? : N

**VEHICLE REPAIR HISTORY**

☐ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
07/22/08	362315	1	47995	Customer paid for diagnostic time C/S power steering in-op Repair: declined repairs

☐ Transmission

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
02/18/08	27972	1	42014	None GM dealer C/S shifter will not go out of drive or neutral Repair: replaced shifter knob customer pays 50 <input type="checkbox"/> used car pays 50 <input type="checkbox"/>
02/18/08	86370	1	42013	C/S shifter will not go in reverse or park Repair: shifter and handle binding customer declined repairs
06/04/08	29696	1	46215	None GM dealer C/S key will not come out of ignition Repair: parts warranty replaced gear knob
06/10/08	92715	1	42015	C/S shift handle sticking Repair: replace shifter control knob

☐ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/04/07	79898	1	36399	Customer paid Customer request program remote Repair: lost remote replaced and programmed remote
10/04/07	79930	<input type="checkbox"/>	36430	C/S L/R tail lamp out Repair: LFT brake bulb blown replace bulb

## THE STATE LEMON LAW READS:

Days out of service: **30 Cumulative Calendar days during any period of two years or 24k miles (which ever comes first) and at least the first 15 of those days must fall within the lemon law rights period.**

Repairs: Must meet one of the four criteria listed in law (see law)

Time period: **12 months/12k miles (Lemon Law rights period) and 2 years/24k miles**

Does Lemon Law state nonconformity must continue to exist? **YES**

If applicable, safety-related repairs: **One repair attempt on steering/braking**

Safety-related time period: **12 months / 12k miles (Lemon Law rights period)**

The lemon law establishes a lemon law rights period, which is the period ending one year after the date of the original delivery of a new motor vehicle to a consumer OR the first 12,000 miles of operation after delivery of a new motor vehicle to a consumer, whichever occurs first.

Final Opportunity to Repair:

Manufacturer must contact consumer within 7 days after receipt of consumer's first certified notice; repair within 14 days after delivery of vehicle to repair facility.

**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:

Date ☐ Offer/Result:

Concern:

Date ☐ Offer/Result:

Concern:

Date ☐ Offer/Result:

## RECOMMENDATION

CRS recommends denial of NISM.

## RATIONALE

Vehicle purchased used at 34690 miles and does not appear to meet requirements for Lemon Law relief or any warrant any offer of settlement for Magnusson Moss warranty act.

## REASON FOR REMOVAL

**CRS FINAL OFFER:**

**DATE:**

<b>OFFER TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
---

**PLAINTIFF'S FINAL  
DEMAND:**

**DATE:**

<b>AMOUNT TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
--

**TEAM MANAGER APPROVING:**

**Date:**

COMPONENT	DESCRIPTION
<b>Axle</b>	Includes all components related to the axle, differential, driveline, □ rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel □key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic □manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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





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

**VIA FAX ONLY**

August 12, 2008

Scott Fortas, Esq.  
Alex Simanovsky & Associates, LLC  
2300 Henderson Mill Road, Suite 300  
Atlanta, GA 30345

RE: [REDACTED]  
Service Request: 71-646841410  
2005 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AL54F157 [REDACTED]  
Customer Relationship Specialist: Maggie Davis

Dear Mr. Fortas:

This is to advise that General Motors is in receipt of the above referenced case dated August 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  
☐ Other: {Other}

☐ Finance agreement  
☐ 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



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



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



## RELEASE OF LIEN INFORMATION

I \_\_\_\_\_,  
(Client's Name) (Client's Social Security Number)

hereby authorize \_\_\_\_\_  
(Lien holder Name)

\_\_\_\_\_  
(Lien holder Address) (Lien holder Phone Number)

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

with \_\_\_\_\_  
(Lien holder Name)

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

Date \_\_\_\_\_.

## VEHICLE INFORMATION

The current vehicle mileage is \_\_\_\_\_ Date mileage read: \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

LG0006  
V08012008



Document No. 100-1000000  
Version 1.0 01/10/2008



Document No. 100-1000000  
Version 1.0 01/10/2008



101996

9 2 7 1 5

ACCOUNTING

**MILTON RUBEN**  
 3514 Washington Road  
 Augusta, Georgia 30907  
 PHONE (706) 868-0588  
 FAX (706) 860-1404  
 www.miltonruben.com

AUGUSTA, GA

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 5 WELDON ROBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	05	CHEVROLET AVEO	1G1AL54F157		42015/42015	T50	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 IS			18:00 10JUN08			CASH	11JUN08
01JAN05 DD							

R.O. OPENED READY OPTIONS: DLR: NSD

11:15 10JUN08 08:13 11JUN08

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	60	SHIFT HANDEL									
CAUSE: STICKING											
C2990 KNOB, CONTROL AND/OR SHIFT ONE AND/OR ALL											
REPLACE											
	5	WW		0.00	0.00	0	0			0.00	0.00
	771	WW		0.00	0.00	0	0			0.00	0.00
				0.00	0.00	0	0	**		0.00	0.00
1	22719080	HANDLE				7109	9953	0	124.73	99.53	99.53

A CODE 60 :SHIFT HANDEL

CAUSE: STICKING

C2990 KNOB, CONTROL AND/OR SHIFT ONE AND/OR ALL  
REPLACE

	5	WW		0.00	0.00	0	0			0.00	0.00
	771	WW		0.00	0.00	0	0			0.00	0.00
				0.00	0.00	0	0	**		0.00	0.00

1 22719080 HANDLE

FC: 1H

PART#: 22719080

COUNT: 1

CLAIM TYPE: B

AUTH CODE:

OA

7109 9953 TPARTS

0 0 TLABOR

ATTENTION: SERVICE DEPARTMENT CUSTOMERS  
 SHOP CHARGES ARE PARTS NOT BILLED IN THE PART  
 SECTION OF THE INVOICE. THEY INCLUDE NUTS,  
 BOLTS, CLEANERS, SOLVENTS, FLUIDS, COMPOUNDS  
 ADDITIVES, LUBRICANTS AND SEALANTS

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	0	0		5 48000	9953	7109	
26300	9953	*****					

COST, SALE, &amp; COMP TOTALS 7109 9953 0

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	ENVIRONMENTAL CHARGE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00
CUSTOMER SIGNATURE		

FILE2 COPY

734807

7 9 9 3 0

**MILTON RUBEN**

3514 Washington Road  
 Augusta, Georgia 30907  
 PHONE (706) 868-0588  
 FAX (706) 860-1404  
 www.miltonruben.com

\*ACCOUNTING\*

PAGE 1

GROVETOWN, GA

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 2 JACK KICKLIGHTER

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/ OUT		TAG				
		05	CHEVROLET AVEO		1G1AL54F157				36430/36430		T4330				
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT		INV. DATE	
01JAN05 IS															
01JAN05 DD						WAIT 04OCT07									
R.O. OPENED				READY		OPTIONS:		DLR: NSD				CASH		04OCT07	
12:03 04OCT07				12:30 04OCT07											

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CUST STATES L/R TAILLAMP OUT

BULB REPLACE BULB

61 CC 0.13 0.50

1 9441839 BULB LP

1175 3902

143 393 0 3.93

39.02 39.02

3.93 3.93

VERSION 1 (EMP# 61, 04OCT07 12:21): 36430 LF BRK BULB BLOWN .5 R&amp; BASS

SPEAKER REPLACE BRK BULB (LF)

CUSTOMER PAY SHOP CHARGE FOR REPA

0 585

5.85

ATTENTION: SERVICE DEPARTMENT CUSTOMERS  
 SHOP CHARGES ARE PARTS NOT BILLED IN THE PART  
 SECTION OF THE INVOICE. THEY INCLUDE NUTS,  
 BOLTS, CLEANERS, SOLVENTS, FLUIDS, COMPOUNDS  
 ADDITIVES, LUBRICANTS AND SEALANTS

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-04-07	12:13	12:21	0.13	W	61	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	3902	1175		[REDACTED]	393	143	
[REDACTED]	585	0	DEFAULT	[REDACTED]	69	0	
[REDACTED]	4949	*****					

COST, SALE, &amp; COMP TOTALS 1318 4880 0

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	39.02
	PARTS AMOUNT	3.93
	ENVIRONMENTAL CHARGE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	5.85
	TOTAL CHARGES	48.80
	LESS INSURANCE	0.00
	SALES TAX	0.69
	PLEASE PAY THIS AMOUNT	49.49
CUSTOMER SIGNATURE		

FILE2 COPY

20.d

XVd LERJET JH HP LASERJET FAX

02:41PM 80/12/08

734807

7 9 8 9 8

\*ACCOUNTING\*

**MILTON RUBEN**  
 3514 Washington Road  
 Augusta, Georgia 30907  
 PHONE (706) 868-0588  
 FAX (706) 860-1404  
 www.miltonruben.com

GROVETOWN, GA  
 HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 2 JACK KICKLIGHTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	05	CHEVROLET AVEO	1G1AL54F157		36399/36399	T4318	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 IS							
01JAN05 DD			WAIT 04OCT07			CASH	04OCT07
R.O. OPENED		READY	OPTIONS: DLR: NSD				

08:09 04OCT07 09:20 04OCT07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUST REQUEST RESET OIL LIFE										
	NWP NO WORK PERFORMED										
	63 CC 0.00 0.00			0	0					0.00	0.00

VERSION 1 (EMP# 63, 04OCT07 09:09): 36399 NC COMPLETED

B CUST REQUEST PROGRAM REMOTE

KEY PROGRAM KEY TRANSMITTER(S)

63	CC	0.02	0.50	1500	4250		42.50	42.50
----	----	------	------	------	------	--	-------	-------

1	22733523	TRANSMITT	3600	4737	0	63.16	47.37	47.37
---	----------	-----------	------	------	---	-------	-------	-------

VERSION 1 (EMP# 63, 04OCT07 09:10): 36399 LOST REMOTE 0.5HR REPLACED AND PROGRAMMED REMOTE

ATTENTION: SERVICE DEPARTMENT CUSTOMERS  
 SHOP CHARGES ARE PARTS NOT BILLED IN THE PART  
 SECTION OF THE INVOICE. THEY INCLUDE NUTS,  
 BOLTS, CLEANERS, SOLVENTS, FLUIDS, COMPOUNDS  
 ADDITIVES, LUBRICANTS AND SEALANTS

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-04-07	09:09	09:09	0.00	W	63	A	
	09:09	09:10	0.02	W	63	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	4250	1500		[REDACTED]	4737	3600	
	332	0			9319	*****	

COST, SALE, &amp; COMP TOTALS 5100 8987 0

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	42.50
	PARTS AMOUNT	47.37
	ENVIRONMENTAL CHARGE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	89.87
	LESS INSURANCE	0.00
	SALES TAX	3.32
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	93.19

FILE2 COPY

734807

8 5 8 6 4

**\*ACCOUNTING\***

**MILTON RUBEN**  
3514 Washington Road  
**Augusta, Georgia 30907**  
PHONE (706) 868-0588  
FAX (706) 860-1404  
[www.miltonruben.com](http://www.miltonruben.com)

GROVETOWN, GA

HOME : [REDACTED] BUS :

PAGE 1

SERVICE ADVISOR: 6 RICHARD OSBORNE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	05	CHEVROLET AVEO	1G1AL54F157		41711/41711	T2361	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 IS							
01JAN05 DD			WAIT 08FEB08			CASH	08FEB08

R.O. OPENED	READY	OPTIONS: DLR: NSD
-------------	-------	-------------------

11:34 08FEB08	12:26 08FEB08
---------------	---------------

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A LUBRICATION, OIL AND FILTER CHANGE, LUBE CHASSIS, TOP OFF FLUIDS, INSPECT BELTS, HOSES, TIRES, COOLANT & AIR FILTER											
LOF LUBRICATION, OIL AND FILTER CHANGE, LUBE CHASSIS, TOP OFF FLUIDS, INSPECT BELTS, HOSES, TIRES, COOLANT & AIR FILTER											
	13	CC	0.17	0.40	560	654				6.54	6.54
	5	12345621	OIL10W30B			875	1125	0	2.25	2.25	11.25
	1	12605566	FILTER			448	595	0	8.96	5.95	5.95

VERSION 1 (EMP# 13,08FEB08 12:18): 41711 LOF .4 LOF

B GM MULTI POINT INSPECTION

MPI GM MULTI POINT INSPECTION

13	CC	0.00	0.00	0	0	0.00	0.00
VERSION 1 (EMP# 13,08FEB08 12:18): 41711 PER REQUEST 0.00 MPI DONE							
CUSTOMER PAY SHOP CHARGE FOR REPA				0	199		1.99

ATTENTION: SERVICE DEPARTMENT CUSTOMERS

SHOP CHARGES ARE PARTS NOT BILLED IN THE PART

SECTION OF THE INVOICE. THEY INCLUDE NUTS.

BOLTS, CLEANERS, SOLVENTS, FLUIDS, COMPOUNDS

## ADDITIVES, LUBRICANTS AND SEALANTS

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-08-08	12:08	12:18	0.17	W	13	A	
	12:18	12:18	0.00	W	13	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	654	560			1720	1323	
	199	0	DEFAULT		134	0	
	2707	*****					

COST, SALE, & COMP TOTALS	1883	2573	0
---------------------------	------	------	---

		STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
		The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	6.54
			PARTS AMOUNT	17.20
			ENVIRONMENTAL CHARGE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	1.99
			TOTAL CHARGES	25.73
			LESS INSURANCE	0.00
			SALES TAX	1.34
		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	27.07

FILE2 COPY

734807

86370

**MILTON RUBEN**

3514 Washington Road

Augusta, Georgia 30907

PHONE (706) 868-0588

FAX (706) 860-1404

www.miltonruben.com

\*ACCOUNTING\*

PAGE 1

SERVICE ADVISOR: 2 JACK KICKLIGHTER

GROVETOWN, GA

HOME: [REDACTED] BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	05	CHEVROLET AVEO	1G1AL54F157		42013/42013	T4627	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 IS							
01JAN05 DD			WAIT 18FEB08			CASH	18FEB08

12:24 18FEB08 13:17 18FEB08

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CUST STATES SHIFTER WILL NOT GO IN REVERSE OR PARK

DIAG DIAGNOSTIC SERVICE TO LOCATE CUSTOMER

CONCERN

17 CC 0.00 1.00 2000 8500 85.00 85.00

VERSION 1 (EMP# 17, 18FEB08 13:12): 42013 SHIFTER AND HANDLE BINDING 1.0

DIAG CUST DECLINED REPAIRS

B EXPRESS WASH (EMPL/INT) : WASH &amp; DRY EXTERIOR, CLEAN TIRES,

WHEELWELLS, COAT TIRES, VACUUM INTERIOR, CLEAN WINDOWS, MIRROR,

DASH

WASHI EXPRESS WASH (EMPL/INT) : WASH &amp; DRY

EXTERIOR, CLEAN TIRES, WHEELWELLS, COAT

TIRES, VACUUM INTERIOR, CLEAN WINDOWS,

MIRROR, DASH

17 CC 0.00 1.00 0 0 0.00 0.00

C GM MULTI POINT INSPECTION

MPI GM MULTI POINT INSPECTION

17 CC 0.00 0.00 0 0 0.00 0.00

ATTENTION: SERVICE DEPARTMENT CUSTOMERS

SHOP CHARGES ARE PARTS NOT BILLED IN THE PART

SECTION OF THE INVOICE. THEY INCLUDE NUTS,

BOLTS, CLEANERS, SOLVENTS, FLUIDS, COMPOUNDS

ADDITIVES, LUBRICANTS AND SEALANTS

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	8500	2000		22500	8500	*****	

COST, SALE, &amp; COMP TOTALS 2000 8500 0

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	85.00
	PARTS AMOUNT	0.00
	ENVIRONMENTAL CHARGE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	85.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	85.00
	CUSTOMER SIGNATURE	

FAIT  
FEB 18 2008  
BY: [Signature]

FILE2 COPY



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

August 21, 2008

[REDACTED]  
Rosemount, MN [REDACTED]

Service Request: 71-647505777

Customer Relationship Specialist: Lynn Foster

Dear [REDACTED]:

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Chevrolet Cobalt, Vehicle Identification Number 1G1AL52F357[REDACTED], is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on August 21, 2008 and ending on August 21, 2010, and begins with 23, 179 and ends with 47,179 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Business Resource Center

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmmlink.com](http://www.mygmmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

File Edit View Favorites Tools Help

Back Address Go

Links Customize Links Free Hotmail GM Access GM Dealer GM Lead GM Training GM Web Windows Windows Marketplace Windows Media

Vehicle Category:	GM Used	Plan Customer:	Individual
Division:	Chevrolet	Customer Type:	Owner
VIN:	1G1AL52F357		
		Rosemount, Minnesota, United States	
		Evening Phone:	
		Primary Language:	English
		Secondary Language:	

---

**Sales Information**

Dealer Code:	32888
Action:	Add Protection Plan
Odometer:	23179
Delivery Date:	08/21/2008

---

**Plan Lienholder**

Lienholder Type:	Other
	Chevrolet
	P.O.Box 33170
	Detroit, Michigan - 48232

---

**Protection Plans**

Plan Purchase Date:	08/21/2008
In Service Date:	08/21/2008

Plan Type:	Smart Care Retail
Term:	24
Mileage Limit:	24000
Deductible:	0
Rental Type:	None
Plan Price:	\$ 0.00
Tax:	\$ 0.00

Discussions Discussions not available on https://www.autopartners.net/

Done Internet

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

OrderWORKBENCH

Close Window

Transaction Details

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

VIN: 1G1AL52F357

Status: Pending

Dealer Code: 32888

User ID: 1w3jfm

Transaction Date: 08/21/2008

User Role: Central Office Administrator

Transaction Type: GM Protection Plan

Timestamp Date: 2008-08-22-13.02.34.222000

Transaction Messages:

1097 - GMPP sent to MIC

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Done

Internet

[REDACTED]  
Rosemount, MN [REDACTED]

August 6, 2008

Mr. Edward J Pepper, Jr.  
General Motors  
PO Box 33170  
Detroit, MI 48232-5170  
Fax: 866.962.2868

RE: Service Request #71-647505777  
VIN #1G1AL52F357 [REDACTED]

This is a formal written notice that if the problems that are reoccurring with our Chevrolet Cobalt are not properly repaired under this service request we will take the next steps necessary to pursue a GM buyback under the Minnesota Lemon Law.

We have been in contact with Tracy Norman, a GM representative, and are waiting a call from Grossman Chevrolet to set up an appointment to have the car examined and another repair attempt by a regional field engineer.

We have had this car into Grossman Chevrolet seven times since November 30, 2006, with the same problem. Six of these seven times there have been error codes relating to the power steering control module. As this car is being driven by our teenage daughter the concerns of the safety of this car are growing stronger.

This letter will also be mailed via certified mail.

Sincerely,

[REDACTED]  
[REDACTED] home  
[REDACTED] cell

**LEJEUNE**  
BOLT COMPANY

*Berg*

3500 West Highway 13  
Burnsville, MN 55337-1795

**CERTIFIED MAIL™**

7004 1350 0004 2791 6599

UNITED STATES POSTAGE  
★ ★ ★  
137  
3267 \$ 05.90<sup>0</sup> PB8733293  
4276 BURNSVILLE MN AUG 06 08  
55337

AUG 11 2008

General Motors  
Mr. Edward J. Pepper, Jr.

P.O. Box 33170

Detroit, MI 48232-5170

[REDACTED]  
Rosemount, MN [REDACTED]

August 6, 2008

Mr. Edward J Pepper, Jr.  
General Motors  
PO Box 33170  
Detroit, MI 48232-5170  
Fax: 866.962.2868

RE: Service Request #71-647505777  
VIN #1G1AL52F357 [REDACTED]

This is a formal written notice that if the problems that are reoccurring with our Chevrolet Cobalt are not properly repaired under this service request we will take the next steps necessary to pursue a GM buyback under the Minnesota Lemon Law.

We have been in contact with Tracy Norman, a GM representative, and are waiting a call from Grossman Chevrolet to set up an appointment to have the car examined and another repair attempt by a regional field engineer.

We have had this car into Grossman Chevrolet seven times since November 30, 2006, with the same problem. Six of these seven times there have been error codes relating to the power steering control module. As this car is being driven by our teenage daughter the concerns of the safety of this car are growing stronger.

This letter will also be mailed via certified mail.

Sincerely,

[REDACTED]  
[REDACTED]  
home  
cell

October 30, 2008

David Gorberg, Esq.  
David J Gorberg □ Associates  
1234 Market St Ste 2040  
Philadelphia, PA 15387

RE: [REDACTED] v. General Motors Corporation  
Service Request: 71-648803890  
2007 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AL55F777 [REDACTED]  
Customer Relationship Specialist: Benjamin Patterson

Dear Mr. Gorberg:

Enclosed please find a check in the amount of \$4,900.00 made payable to [REDACTED]  
and David J. Gorberg and Associates, P.C. to settle the above-referenced case.

A 60 month/60,000 mile (whichever comes first) Steering Component Letter will be sent directly to  
Sharon Tabor after processing.

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

LG0008  
V07092007

North American Operations

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



CHECK No. [REDACTED]

50-83  
213

DATE  
11/05/08

\*\*\*\*\*4,900 DOLLARS

\*\*\*\*\*00 CENTS

AMOUNT  
\*\*\*\*\*4,900.00

PAY  
TO THE  
ORDER  
OF

PHILADELPHIA PA

North American Operations  
General Motors Corporation  
Disbursement Account

*[Signature]*  
SIGNATURE

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

AUDIT



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR  
UNUS NO. BB 000000096

1

CHECK NO. [REDACTED]

VENDOR NAME

PAYMENT  
DATE 11/05/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1AL55F777	11/03/08 71-648803890.1-B6CHJT	VM 1-B6CHJT	00.0000	4,900.00	00	4,900.00
TOTAL				4,900.00	.00	4,900.00

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

M3

AP210X

June 16, 2011

[REDACTED]  
Christiana, PA [REDACTED]

Service Request: 71-648803890

Dear [REDACTED],

We sincerely regret that you experienced a concern with your 2007 Chevrolet Cobalt, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$4,900.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at [Chevrolet.com](http://Chevrolet.com) or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center



2007 COBALT 4-DOOR LT SEDAN  
29U SPORT RED TINT COAT /L4G  
14C GRAY  
ORDER NO. KXFN7S/TRE STOCK NO.  
VIN 1G1 AL55 F7 77

GENERAL MOTORS CORPORATION  
& SUBSIDIARIES  
RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 1AD05934244

\*\*\*\*\*13\*15308S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AL69 COBALT 4-DOOR LT SEDAN	14295.00	13508.78	INVOICE 04/30/07
AP3 REMOTE VEHICLE START	190.00	167.20	SHIPPED 04/28/07
FE9 FEDERAL EMISSIONS	N/C	N/C	EXP I/T 05/07/07
L61 ENGINE, 2.2L DOHC 4V ECOTEC	N/C	N/C	INT COM 05/07/07
MX0 TRANSMISSION, 4 SPD AUTOMATIC	850.00	748.00	PRC EFF 04/28/07
R6P PREMIUM PAINT	295.00	259.60	KEYS G2921 G2921
			WFP-S QTR OPT-1
			BANK: GMAC - 020
			CHG-TO 15-308
			SHIP WT: 2785
			HP: 18.4
			GMS: 14979.68
			SUPPLR: 15647.02
			MRM: 16245.00
			MEMO 631.50

TOTAL MODEL & OPTIONS	15630.00	14683.58	ACT 231	14829.68
DESTINATION CHARGE	615.00	615.00	H/B 261	468.90

TOTAL	16245.00	15298.58	PAY 310	15298.58
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		14615.25		

\*\*\*\*\*  
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.

JEFFREY D'AMBROSIO CHEVROLET, OLDSMO	REMIT TO GMAC NO. 020
	VIN 1G1AL55F777
	\$ 15298.58 INV 1AD05934244
	DUE 05/07/07 DEALER 15-308

VIN: 1G1AL55F7 77 [REDACTED] SELLG SCE: 13 MDL YR: 07 ORD NO: KXFN7S

ODATE: 04/07/07 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 15308  
DDATE: 05/28/07 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 05/28/07 ORDER BY:

CANC:

CANC DOE:

TRADE:

DLVY TO: [REDACTED]

TRD DOE:

SRVC IN:

CHRISTIANA

PA [REDACTED]

SRVC OUT:

CANC SRVC IN:

BFSO ORD DT:

BFSO CUST:

PRICE ASSUR DT:

PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
BMS	01	13 15308	00032445509	05/30/07	1,000.00	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLR

INC MEMO NO: 00032445509

AUTH PUR CD:

MISC DATE: 05/28/07

MISC: MEMORIAL DAY BONUS

POLICY PYMT CMNT:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CNE	01	13 15308	00032439189	05/29/07	1,000.00	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLR

INC MEMO NO: 00032439189

AUTH PUR CD:

MISC DATE: 05/28/07

MISC: CONSUMER REBATE

POLICY PYMT CMNT:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 15308	00032439189	05/29/07	25.12	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLVY

INC MEMO NO: 00032439189

AUTH PUR CD:

MISC DATE:

MISC:

POLICY PYMT CMNT:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
PDN	01	13 15308	00032439189	05/29/07	500.00	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLR

INC MEMO NO: 00032439189

AUTH PUR CD:

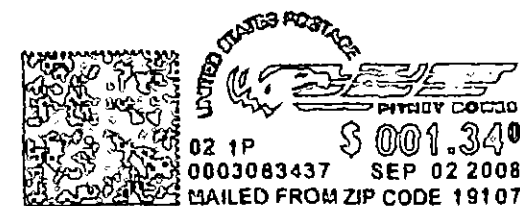
MISC DATE: 05/28/07

MISC: CONQUEST REBATE

POLICY PYMT CMNT:

ACTV TYPE: 6

LAW OFFICES  
**DAVID J. GORBERG & ASSOCIATES, P.C.**  
SUITE 2040  
1234 MARKET STREET  
PHILADELPHIA, PA 19107



**First Class Mail**

SEP 04 2008

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

LAW OFFICES  
DAVID J. GORBERG & ASSOCIATES, P.C.

1234 MARKET STREET  
SUITE 2040  
PHILADELPHIA, PA 19107-3789

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

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

www.MyLemon.com

NEW JERSEY OFFICE

100 CENTURY PARKWAY  
SUITE 305  
MT. LAUREL, NJ 08054  
(856) 797-0703  
FAX (856) 983-6123

PITTSBURGH OFFICE

2325 GRANT BLDG.  
330 GRANT STREET  
PITTSBURGH, PA 15219  
(412) 894-9970  
FAX (412) 894-9983

August 28, 2008

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

RE: Our Client: [REDACTED]  
Vehicle: 2007 Chevrolet Cobalt  
Vin #: 1G1AL55F777 [REDACTED]

Dear Legal Department:

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

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

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

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

3xs steering and other problems.

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

Very truly yours,

DAVID J. GORBERG

DJG/jm

Jeff  
D'Ambrosio  
Chevrolet



CHEVROLET • GMC  
2158 Baltimore Pike  
OXFORD, PA 19363  
(610) 932-9190

35390  
RECEIPT NO.

RECEIVED OF

*Santhosh Kumar Periyasamy* DATE *07-14-08*

DETAIL	ACCOUNT	NOTE	HOW PAID
AMOUNT DUE			CASH
AMOUNT PAID			CHECK
			CREDIT CARD
ACE			MONEY ORDER

07-528  
*San C*  
BY *San C* Thank You

PG 18 (3/99)

Keynote and Keynote

GO ONLINE more resources.com, 1-800-574-0996, fax 1-800-571-9055

Detach Here

1 OF 1

S

Detach Here

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: APR 30, 2009 VALID: 04/08/08

PLATE:

TITLE:

VIN: 1G1AL55F777

YR/MAKE: 2007 CHEVROLET

TYPE: SDN

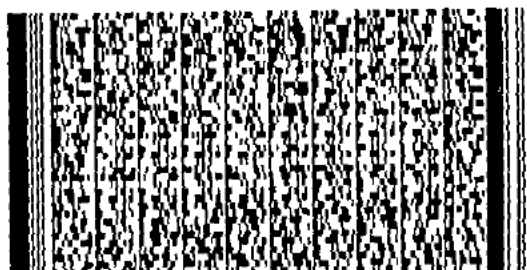
WID: 08099 3902 190665-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: LANCASTER

CHRISTIANA PA

SIGNATURE

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



# Repair Order 301628

R507 Version MPK2.60.86

Appointment: 120543

Customer	Vehicle
<p>[Redacted]</p> <p>Christiana, PA [Redacted]</p> <p>Work: [Redacted]</p> <p>Home: [Redacted]</p> <p>Cell: [Redacted]</p>	<p>2007 Chevrolet Cobalt 4-Door Lt Sedan</p> <p>Color [Redacted]</p> <p>VIN 1G1AL55F777 [Redacted]</p> <p>Mileage In: 16172 Out: 16172</p> <p>Tag Number 089 Plate No. [Redacted]</p> <p>In-Service 05/28/07</p> <p>Engine [Redacted]</p> <p>Coverage [Redacted]</p> <p>Build Date [Redacted]</p> <p>Comments SERVICE CONTRACT MAINTENANCE PLAN</p>

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
	CS	Douglas L Bennett	133		WR	\$0.00
		Belt-Gen & A/C Cmpr	24466973	1	WR	\$0.00
	J0667	Douglas L Bennett	133		WR	\$0.00
		Failure 2C:				
Task Discount:						0.00
Task Total:						0.00
Shop Supplies						
		Shop Supplies	A46900	1	CP	\$1.00

The Factory Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller hereby expressly disclaims all warranties, either express or implied, including any implied

Repairs properly completed and checked by:

Labor:	\$60.00
Parts:	\$5.88
Miscellaneous:	\$1.00
Deductible:	\$0.00

Customer: 11304	Vehicle:
<p>Christian: [REDACTED]</p> <p>Work: [REDACTED]</p> <p>Home: [REDACTED]</p> <p>Cell: [REDACTED]</p>	<p>2007 Chevrolet Cobalt 4-Door Lt Sedan</p> <p>Color [REDACTED]</p> <p>VIN 1G1AL55F77 [REDACTED]</p> <p>Mileage In: 16172 Out: 16172</p> <p>Tag Number 089 Plate No. [REDACTED]</p> <p>In-Service 05/28/07</p> <p>Engine [REDACTED]</p> <p>Coverage [REDACTED]</p> <p>Build Date [REDACTED]</p> <p>Comments SERVICE CONTRACT MAINTENANCE PLAN</p>

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
<b>4 SI-PA PENNSYLVANIA STATE INSPECTION</b>						
	Complaint	PENNSYLVANIA STATE INSPECTION				
	Correction	ISSUED STATE INSPECTION STICKER				
SI-PA		Douglas L Bennett	133		ISI	\$0.00
					Task Discount:	0.00
					Task Total:	0.00
<b>5 SE-PA PENNSYLVANIA EMISSIONS TEST</b>						
	Complaint	PENNSYLVANIA EMISSIONS TEST				
	Correction	ISSUED EMISSIONS STICKER				
SE-PA		Douglas L Bennett	133		CP	\$30.00
					Task Discount:	0.00
					Task Total:	30.00
<b>6 CS BELT SQUEAL WHEN WET</b>						
	Complaint	BELT SQUEAL WHEN WET				
	Cause	GLAZED				
	Correction	REPLACED DRIVE BELT				
		FC-NV-2C				
		J0667 .80				

[REDACTED] Christiana, PA [REDACTED] Work: [REDACTED] Home: [REDACTED] Cell: [REDACTED]	Color VIN 1G1AL55F777 [REDACTED] Mileage In: 16172 Out: 16172 Tag Number 089 Plate No. In-Service 05/28/07 Engine Coverage Build Date Comments SERVICE CONTRACT MAINTENANCE PLAN
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Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
<b>1 LOF LUBE OIL AND FILTER CHANGE</b>						
	Complaint	LUBE, OIL AND FILTER CHANGE				
	Correction	CHANGED ENGINE OIL & FILTER, LUBED CHASSIS COMPONENTS, TOPPED OFF ALL FLUIDS AND ADJUSTED TIRE PRESSURES				
LOF		Douglas L Bennett	133		1CT	\$0.00
		Filter-Oil	12605566	1	1CT	\$0.00
		Oil	OIL	5	1CT	\$0.00
Task Discount:						0.00
Task Total:						0.00
<b>3 CS REAR BRAKE ADJUSTMENT</b>						
	Complaint	REAR BRAKE ADJUSTMENT				
	Correction	CLEANED AND ADJUSTED REAR BRAKES				
CS		Douglas L Bennett	133		CP	\$30.00
		Cleaner,Brk Parts 15oz Aerosol Low Voc	88862650	1	CP	\$5.88
Task Discount:						0.00
Task Total:						35.88



Customer: [REDACTED] Christiana, PA Work: [REDACTED] Home: [REDACTED] Cell: [REDACTED]	Vehicle: 2007 Chevrolet Cobalt 4-Door Lt Sedan Color VIN: 1G1AL55F77[REDACTED] Mileage In: 21671 Out: 21671 Tag Number 227 Plate No. In-Service 05/28/07 Engine Coverage Build Date Comments: SERVICE CONTRACT MAINTENANCE PLAN
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Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
<b>4 Z7901 COURTESY TRANSPORTATION - ONE DAY RENTAL</b>						
	Complaint	COURTESY TRANSPORTATION - ONE DAY RENTAL				
	Correction	PROVIDED 1 DAY RENTAL PO#				
	Z7901	Sublet Tech	999		WR	\$0.00
Task Discount:						0.00
Task Total:						0.00
<b>5 LOF LUBE, OIL AND FILTER CHANGE</b>						
	Complaint	LUBE, OIL AND FILTER CHANGE				
	Correction	CHANGED ENGINE OIL & FILTER, LUBED CHASSIS COMPONENTS, TOPPED OFF ALL FLUIDS AND ADJUSTED TIRE PRESSURES				
	LOF	Unassigned	UA		1CT	\$0.00
		Filter-Oil	12605566	1	1CT	\$0.00
		Oil	OIL	5	1CT	\$0.00
Task Discount:						0.00
Task Total:						0.00

<p>The Factory Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p> <p>\$25.00 net day storage fee for vehicles left longer</p>	Repairs properly completed and checked by:	Labor:	\$0.00
		Parts:	\$0.00
		Miscellaneous:	\$0.00
		Deductible:	\$0.00
		Subtotal:	\$0.00
		Sales Tax:	\$0.00
		Total:	\$0.00

Christiana, PA Work: Home: Cell:	Color VIN 1G1AL55F777 Mileage In: 21671 Out: 21671 Tag Number 227 Plate No. In-Service 05/28/07 Engine Coverage Build Date Comments SERVICE CONTRACT MAINTENANCE PLAN
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Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
	CS	Joseph A Klim, III	403		WR	\$0.00
		Gear Kit-Strg	15816429	1	WR	\$0.00
	E9740	Joseph A Klim, III	403		WR	\$0.00
		Failure 4X:				
Task Discount:						0.00
Task Total:						0.00

### 3 CS CUSTOMER STATES EXHAUST/AIR TYPE OF NOISE CO

**Complaint** CUSTOMER STATES EXHAUST/AIR TYPE OF NOISE COMING FROM ENGINE COMPARTMENT ON START-UP - INTERMITTENT CONCERN

**Correction** COULD NOT DUPLICATE CUSTOMERS REPORTED CONCERN AT THIS TIME TIME - WILL RECHECK WHEN VEHICLE RETURNS TO HAVE PARTS INSTALLED

CS	Joseph A Klim, III	403	ISP	\$0.00
Task Discount:				0.00
Task Total:				0.00

Christiana, PA Work: [REDACTED] Home: [REDACTED] Cell: [REDACTED]	Color VIN 1G1AL55F777 [REDACTED] Mileage In: 21671 Out: 21671 Tag Number 227 Plate No. In-Service 05/28/07 Engine Coverage Build Date Comments SERVICE CONTRACT MAINTENANCE PLAN
--	---

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
1 CS CUSTOMER STATES THERE IS A PULSATION / RATTLE						
	Complaint	CUSTOMER STATES, "THERE IS A PULSATION / RATTLE WHEN BRAKING"				
	Cause	ROTORS WARPED				
	Correction	TECH RESURFACED FRONT ROTORS				
		H0122 1.80				
		FC OR 3M				
CS		Joseph A Klim, III	403		WR	\$0.00
		INTERMITTENT CONCERN - MORE SO WHEN WARMED UP ON WHEN ON DECLINE (HILL)				
H0122		Joseph A Klim, III	403		WR	\$0.00
		Failure 3M:				
Task Discount:						0.00
Task Total:						0.00

2 CS CUSTOMER STATES CAN HEAR RATTLING NOISE FROM						
	Complaint	CUSTOMER STATES CAN HEAR RATTLING NOISE FROM DASH AREA - INTERMITTENT CONCERN - WILL RATTLE ON START-UP - SOUNDS LIKE IT'S ON THE DRIVER SIDE NEAR DASH AREA				
	Cause	RACK BAD				
	Correction	TECH REPLACED STEERING RACK				
		E9740 1.70				
		FC NO 4X				

Customer 11304	
<div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> Christiana, PA Work: <div style="background-color: black; width: 80px; height: 20px; display: inline-block;"></div> Home: <div style="background-color: black; width: 80px; height: 20px; display: inline-block;"></div> Cell: <div style="background-color: black; width: 80px; height: 20px; display: inline-block;"></div>	<b>2007 Chevrolet Cobalt 4-Door Lt Sedan</b> Color VIN 1G1AL55F777 <div style="background-color: black; width: 40px; height: 20px; display: inline-block;"></div> Mileage In: 1 Out: 1 Tag Number J183 Plate No. In-Service 05/28/07 Engine Coverage Build Date Comments SERVICE CONTRACT MAINTENANCE PLAN

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
		Column Kit,Strg	19200751	1	WR	\$0.00
						Task Discount: 0.00
						Task Total: 0.00

The Factory Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Repairs properly completed and checked by:

Labor:	\$0.00
Parts:	\$0.00
Miscellaneous:	\$0.00
Subtotal:	\$0.00
Sales Tax:	\$0.00
Total:	\$0.00

Customer 11304	Vehicle
<div style="background-color: black; width: 100px; height: 30px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 30px; margin-bottom: 5px;"></div> Christiana, PA Work: <div style="background-color: black; width: 100px; height: 30px; display: inline-block;"></div> Home: <div style="background-color: black; width: 100px; height: 30px; display: inline-block;"></div> Cell: <div style="background-color: black; width: 100px; height: 30px; display: inline-block;"></div>	2007 Chevrolet Cobalt 4-Door Lt Sedan Color VIN 1G1AL55F777 <div style="background-color: black; width: 50px; height: 15px; display: inline-block;"></div> Mileage In: 1 Out: 1 Tag Number J183 Plate No. In-Service 05/28/07 Engine Coverage Build Date Comments SERVICE CONTRACT MAINTENANCE PLAN

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
1	CS	CUSTOMER STATES PASSENGER SIDE WINDOW STICK				
	Complaint	CUSTOMER STATES PASSENGER SIDE WINDOW STICKING GOING UP OR DOWN - STICKS ABOUT H ALFWAY				
	Correction	REPLACED RIGHT FRONT DOOR WINDOW RUNNER				
	CS	Joseph A Klim, III	403		WR	\$0.00
		TECHNICIAN 403 - TEST DRIVE WITH TECHNICIAN				
		Weatherstrip Asm-Frt S/D Wdo	15814119	1	WR	\$0.00
					Task Discount:	0.00
					Task Total:	0.00
2	CS	CUSTOMER STATES RATTLE NOISE COMING FROM DASH				
	Complaint	CUSTOMER STATES RATTLE NOISE COMING FROM DASH AREA - CAN HEAR ON BUMPY ROAD - SOUNDS LIKE SOMETHING IS LOOSE - CUSTOMER THINKS THAT NOISE IS MORE PRONOUNCED WHEN AT SLOWER SPEEDS - THE LONGER YOU DRIVE, THE LESS FREQUENT THE NOISE BECOME S				
	Correction	REPLACED INTERMEDIATE STEERING SHAFT - REORDERED STEERING COLUMN KIT				
	CS	Joseph A Klim, III	403		WR	\$0.00
		Shaft Kit-Inter Strg	15800140	1	WR	\$0.00

WARRANTY COPY

[REDACTED]

CUST# 11304  
KEY TAG: 808

RO# W281855 PG 1  
START 8/27/07 09:41  
BILLED 8/27/07 11:17  
PO#  
WRITER MJC  
APPROVAL MJC /MJC

CHRISTIANA PA [REDACTED]

PHONE: HOME [REDACTED]  
WORK [REDACTED]

OWNER 11304 UNIT# 77 [REDACTED] 2007 CHEVROLET COBALT LT CURR MIL 4,917.0  
DELIVERED: 5/28/07 TRANSMISSION: 5 SPD MAN  
VIN: 1G1AL55F777 [REDACTED] ENGINE: 2.2 4 CYL  
2ND KEY: SERIES:  
CYLINDERS: CID:  
GVWR: COLOR:  
WARRANTY EFF: 5/28/07 EXT: Y UNIT: GMPP MG 60/50 \$0DED EXP: 5/28/12  
ENG: 2HR\$35RENTAL \$50TOW EXP:  
DRV: EXP: 50,010 MILES EXP:  
SERVICE CONTRACT MAINTENANCE PLAN - SEE FILES

LIST UNIT PRC T/C EXT PRICE  
(W) 1. CONCERN: CUSTOMER REPORTS HESITATION WHEN ATTEMPTING TO ACCELERATE  
ON COLD START-UP - NO WARNING LIGHTS  
CORRECTION: TECH COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.

LABOR: 04

(W) 2. CONCERN: CUSTOMER REPORTS PAINT CHIP ON DRIVER SIDE FENDER  
CORRECTION: TECH NOTED THAT PAINT CHIP FORM FROM SOMETHING STRICKING THE  
VEHICLE

LABOR: 04

(W) 3. CONCERN: CUSTOMER REPORTS INK PEN MARK ON CEILING  
CORRECTION: NO CHARGE

LABOR: 04

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

CUST# 11304

RO# W279025

PG 2

FC-BV-2P

B AUTH: OK RELATED REPAIR

\$26.63

LABOR: B5410 SUBLET B

04

OTHER: WATER DOCTOR

04

(W) 4. CONCERN: CUSTOMER REPORTS ODOR FROM CARPET  
CAUSE: CONDENSATION/MOISTURE  
CORRECTION: REMOVED CARPET, DRYOUT AND REINSTALL  
FC-OP-1W  
B AUTH: OK RELATED REPAIR  
\$50.13

LABOR: C4208 SUBLET B

04

OTHER: WATER DOCTOR

04

(W) 5. CONCERN: RENTAL VEHICLE  
CORRECTION: PROVIDED 1 DAY RENTAL  
3GND A23D86S [REDACTED]

LABOR: Z7901

04

OTHER: RENTAL

04

TOTAL LABOR .00

TOTAL PARTS .00

REPAIR ORDER TOTAL .00

**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**

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

## CUSTOMER COPY

CHRISTIANA PA

PHONE: HOME  
WORKCUST# 11304  
KEY TAG: 889  
WARR VEN GMRO# W279025 PG 1  
START 6/04/07 08:07  
BILLED 6/05/07 11:35  
PO#  
WRITER JGF  
APPROVAL JGF /JGF

OWNER 11304 UNIT# 77 2007 CHEVROLET COBALT LT CURR MIL 357.0  
DELIVERED: 5/28/07 TRANSMISSION: 5 SPD MAN  
VIN: 1G1AL55F777 ENGINE: 2.2 4 CYL  
2ND KEY: SERIES:  
CYLINDERS: CID:  
GVWR: COLOR:

LIST UNIT PRC T/C EXT PRICE  
(W) 1. CONCERN: CUSTOMER REPORTS WHEN DRIVING IN THIS MORNING, HIT THE  
BRAKES AND WATER RAN OUT FROM UNDER DASH, UNDER LEFT FOOT,  
HAPPENED A FEW TIMES  
CAUSE: INSUFFICIENT SEALANT  
CORRECTION: WATER TESTED VEHICLE SEVERAL TIMES, RESEALED WINDSHIELD  
FC-BV-2P  
\$46.61

LABOR: C0020 SUBLET 04  
OTHER: WATER DOCTOR 04

(W) 2. CONCERN: CUSTOMER REPORTS WATER LEAKING UNDER DRIVER SIDE DASH  
CAUSE: INSUFFICIENT SEALANT  
CORRECTION: RESEALED COWL AREA  
FC-BV-2P  
B AUTH: OK RELATED REPAIR  
\$26.63

LABOR: C0010 SUBLET B 04  
OTHER: WATER DOCTOR 04

(W) 3. CONCERN: CUSTOMER REPORTS WATER LEAKING UNDER DRIVER SIDE DASH  
CAUSE: INSUFFICIENT SEALANT  
CORRECTION: RESEALED BODY SEAM

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I hereby authorize the repair work to be done along with the necessary materials. You and  
your employees may operate the vehicle for the purposes of testing, inspection and delivery  
at my risk. An express mechanic's lien is acknowledged on 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 due to lack of antifreeze or



Customer: 11304	Vehic	Jennifer Frazier Service Advisor	(610) 932-4108 Toll Free (800) 252-5080 Ext. 15 Fax (610) 932-4108
[Redacted] Christiana, PA [Redacted] Work: [Redacted] Home: [Redacted] Cell: [Redacted]	2007 Chevrolet Cobalt 4-D Color VIN 1G1AL55F777 [Redacted] Mileage In: 21411 Out: 21411 Tag Number Plate No. In-Service 05/28/07 Engine Coverage Build Date Comments SERVICE CONTRACT MAINTENANCE PLAN	your Complete Satisfaction is our goal. If for any reason you cannot give us a "Completely Satisfied" please contact Brian Friel before mailing this survey. Jeff O'Ambrosio Chevrolet 610-932-9090	

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
CS CUSTOMER STATES WHINING NOISE WHEN TURNING						
	Complaint	CUSTOMER STATES WHINING NOISE WHEN TURNING STEERING WHEEL				
	Cause	LOOSE				
	Correction	DIAGNOSED, REPLACED POWER STEERING GEAR				
		FC-NZ-2W				
		E9740 1.70				
		B AUTH: OK RELATED OPERATION (DIFFERENT CUSTOMER CONCERN AND AREA OF REPAIR)				
CS		Joseph A Klim, III	403		WR	\$0.00
		Gear Kit-Strg	15816429	1	WR	\$0.00
E9740		REPLACED POWER STEERING GEAR	403		WR	\$0.00
		Failure 2W: LOOSE				
Task Discount:						0.00
Task Total:						0.00

The Factory Warranty constitutes all of the warranties with respect to the sale of this item. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for a any liability in connection with the sale of this	Repairs properly completed and checked by:		Labor:	\$0.00
			Parts:	\$0.00
			Miscellaneous:	\$0.00
			Subtotal:	\$0.00
			Sales Tax:	\$0.00
			Total:	\$0.00

Customer: 11304	Vehicle:
[Redacted] Christiana, PA Work: [Redacted] Home: [Redacted] Cell: [Redacted]	2007 Chevrolet Cobalt 4-Door Lt Sedan Color VIN 1G1AL55F777 [Redacted] Mileage In: 24285 Out: 24285 Tag Number [Redacted] Plate No. In-Service 05/28/07 Engine Coverage Build Date Comments SERVICE CONTRACT MAINTENANCE PLAN

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
		Column Kit,Strg	19200751	1	WR	\$0.00
Task Discount:						0.00
Task Total:						0.00

3 Z7901 COURTESY TRANSPORTATION - ONE DAY RENTAL						
Complaint	COURTESY TRANSPORTATION - ONE DAY RENTAL					
Correction	PROVIDED 1 DAY RENTAL PO#					
Z7901	Unassigned		UA		CP	\$0.00
Task Discount:						0.00
Task Total:						0.00

The Factory Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	Repairs properly completed and checked by:	Labor:	\$0.00
		Parts:	\$0.00
		Miscellaneous:	\$0.00
		Subtotal:	\$0.00
		Sales Tax:	\$0.00
		Total:	\$0.00

<b>Customer:</b> 11304	<b>Vehicle:</b>
[REDACTED] Christiana, PA [REDACTED] Work [REDACTED] Home [REDACTED] Cell: [REDACTED]	2007 Chevrolet Cobalt 4-Door Lt Sedan Color [REDACTED] VIN 1G1AL55F777 [REDACTED] Mileage In: 24285 Out: 24285 Tag Number [REDACTED] Plate No. [REDACTED] In-Service 05/28/07 Engine [REDACTED] Coverage [REDACTED] Build Date [REDACTED] Comments SERVICE CONTRACT MAINTENANCE PLAN

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
1	CS	CUSTOMER STATES PASSENGER SIDE WINDOW STICKING				
	Complaint	CUSTOMER STATES PASSENGER SIDE WINDOW STICKING GOING UP OR DOWN - STICKS ABOUT HALF WAY				
	Correction	REPLACED RIGHT FRONT DOOR WINDOW RUNNER				
CS		Joseph A Klim, III	403		WR	\$0.00
		TECHNICIAN 403 - TEST DRIVE WITH TECHNICIAN				
		Weatherstrip Asm-Frt S/D Wdo	15814119	1	WR	\$0.00
					Task Discount:	0.00
					Task Total:	0.00
2	CS	CUSTOMER STATES RATTLE NOISE COMING FROM DASH AREA				
	Complaint	CUSTOMER STATES RATTLE NOISE COMING FROM DASH AREA - CAN HEAR ON BUMPY ROAD - SOUNDS LIKE SOMETHING IS LOOSE - CUSTOMER THINKS THAT NOISE IS MORE PRONOUNCED WHEN AT SLOWER SPEEDS - THE LONGER YOU DRIVE, THE LESS FREQUENT THE NOISE BECOMES				
	Correction	REPLACED STEERING COLUMN KIT				
CS		Joseph A Klim, III	403		WR	\$0.00
		Shaft Kit-Inter Strg	15800140	1	WR	\$0.00

VIA FAX ONLY

September 18, 2008

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

RE: [REDACTED]  
Service Request: 71-648803890  
2007 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AL55F777 [REDACTED]  
Customer Relationship Specialist: Benjamin Patterson

Dear Mr. Gorberg:

We regret that your client(s) are dissatisfied with their 2007 Chevrolet Cobalt and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$4,900 inclusive.

A 60 month/ 60,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles. Coverage includes: Steering

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044  
V01032008

Attach.

x 28,078

[Redacted Signature]

Client's Signature

Client's Signature

x Oct 27, 2008  
Date

x Oct 27, 2008  
Date



# RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$4,900 inclusive and 60 month/60,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the {purchase or lease}, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Chevrolet Cobalt bearing Vehicle Identification Number 1G1AL55F777 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 28,078 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: Oct 27 2008

Claimant's Signature

Deemable Share Re  
Address

Christiana Pa  
City, State, Zip Code

Claimant's Signature

Address

Christiana Pa  
City, State, Zip Code

STATE OF Pa

COUNTY OF Phila

Sworn to (or affirmed) and subscribed before me this 27th day of October, 2008, by [REDACTED]

Signature of Notary Public

Notarial Seal  
Janine Cedrone, Notary Public  
City Of Philadelphia, Philadelphia County  
My Commission Expires Dec. 16, 2010

Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification ✓

Type of identification

Armed license

My commission expires:

12/16/10

CC: File

LG0024  
V6302006



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

**VIA FAX ONLY**

September 11, 2008

Brian Friel  
Jeffery D Ambrosio Chevrolet, Oldsmobile, and GMC Truck  
2158 Baltimore Pike  
Oxford, PA. 19363-4011

RE: [REDACTED]  
Service Request: 71-648803890  
2007 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AL55F777 [REDACTED]  
Legal Research Specialist: Cynthia Reyes

Dear Mr. Friel:

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, the Actual Cash Value statement of any trade, and application of title.**
- **Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.**

Please fax them to 1-866-363-8695. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 Ext. 11153 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation





**Privileged and Confidential Information****CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Cynthia Reyes State: PA

Customer Name: [REDACTED] Service Request: 71-648803890 GM Legal File No.: N/A

Vehicle ID No.: 1G1AL55F777 [REDACTED] In Service Date: 5/28/2007 Vehicle is: New at 10 miles BAC Code: 113855

Year, Make ☐ Model: 2007 Chevrolet CobaltLien holder: GMAC ☐ Other ☐: No lien

Was TAC contacted for this vehicle (Y/N)? : N

DVM requests  
involvement?: No response  
Purchase Price of  
Vehicle: \$ 15,329.26**VEHICLE REPAIR HISTORY**☐ **Brakes**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/24/08	306057	4	21,671	C/S There is a pulsation/rattle when braking. / Rotors warped. <input type="checkbox"/> Resurfaced front rotors.  1 day rental.

☒ **Engine/Fuel/Exhaust**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/27/07	281855	1	4,917	C/S Hesitation when attempting to accelerate on cold start-up. / No warning lights. <input type="checkbox"/> <b>Tech could not duplicate customer concern at this time.</b>  1 day rental.
11/13/07	284543	1	8,531	C/S Vehicle runs rough. <input type="checkbox"/> <b>Tech could not duplicate customer concern at this time.</b>  C/S Vehicle has poor fuel mileage. / Scanned computer, no codes found. <input type="checkbox"/> All systems seem to be functioning properly. <b>Tech could not duplicate customer concern at this time.</b>  C/S Vehicle drags going up hill. <input type="checkbox"/> <b>Tech could not duplicate customer concern at this time.</b>
6/24/08	306057	<input type="checkbox"/>	21,671	C/S exhaust air type of noise coming from engine compartment on start up. Intermittent concern. / <b>Could not duplicate customer's reported concern at this time. Will recheck when vehicle returns to have parts installed.</b>

## ☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
5/19/08	304674	1	20,462	C/S Rattle noise coming from front end of vehicle can be heard when just driving down the road. / Insufficient lube. <input type="checkbox"/> Replaced intermediate steering shaft.
6/03/08	305249	1	21,411	C/S Whining noise when turning steering wheel. / Loose. <input type="checkbox"/> Replaced power steering gear.
6/24/08	306057	<input type="checkbox"/>	21,671	C/S Can hear rattling noise from dash area. Intermittent concern. Will rattle on start- up, sounds like it's on the driver side near dash area. / Rack bad. <input type="checkbox"/> Replaced steering rack. Failed part replaced 8/3/08 at 21,411 miles on RO305249. Service management approval.
7/15/08	306894	2*	24,285	C/S Rattle noise coming from dash area, can hear on bumpy road sounds like something is loose. Customer thinks that noise is more pronounced when at slower speeds. The longer you drive, the less frequent the noise becomes. / Weak. <input type="checkbox"/> Replaced column steering kit.  1 day rental. * (Per Svc. Mgr. Brian Friel RO was left open for parts. Customer left ad came back).
8/26/08	308361	1	26,308	Line <input type="checkbox"/> 1. C/S Tilt steering is hard to move up and down. Tilt lever does not go flush with the steering wheel. / This is a replacement column, tilt mechanism too tight. Improve assembly at factory. There is a gap between column and dash (need cylinder). Poor release. <input type="checkbox"/> Replaced steering column kit. Failed part replaced 7/15/08 at 24,285 miles on repair order 306894.  C/S Grinding noise when turning steering wheel to left or right. <input type="checkbox"/> Related to line <input type="checkbox"/> 1.

## ☐ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/04/07	279025	2	357	C/S When driving in this morning hit the brakes and water ran out from under left foot, happened a few times. / Insufficient sealant. Water tested vehicle several times. <input type="checkbox"/> Resealed windshield. Sublet Water Doctor.  C/S Water leaking under driver side dash. / Insufficient sealant. <input type="checkbox"/> Resealed cowl area.  C/S Water leaking under driver side dash. / Insufficient sealant. <input type="checkbox"/> Resealed body seam. Sublet Water Doctor.
8/27/07	281855	<input type="checkbox"/>	4,917	C/S Ink pen mark on ceiling. <input type="checkbox"/> No charge.  C/S Odor from carpet. / Condensation/moisture. <input type="checkbox"/> Removed carpet, dry out and reinstall.

☐ Glass

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
7/15/08	306894	<input type="checkbox"/>	24,285	C/S Passenger side window sticking going up or down. Sticks about halfway. <input type="checkbox"/> Replaced right front door window runner.

☐ Paint

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/27/07	281855	<input type="checkbox"/>	4,917	C/S Paint chip on driver side fender. <input type="checkbox"/> Tech noted paint chip from something striking the vehicle.

☐ Suspension

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
5/19/08	304674	<input type="checkbox"/>	20,462	C/S Rattle noise in front suspension. / Found worn steering rack clattering. <input type="checkbox"/> Replaced steering rack.

☐ Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/12/08	307873	1	25,673	C/S Driver side front tire was flat. Customer added air to tire. / Tire leaking at sidewall. <input type="checkbox"/> Replaced tire.
8/26/08	308361	<input type="checkbox"/>	26,308	C/S Driver side tire looks like it's wearing excessively. / Checked tire wear. Has new tire on left front, can't tell any unusual wear. <input type="checkbox"/> Characteristic of this brand.

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
11/27/07	284966	<input type="checkbox"/>	4,199	LOF.  Tire rotation
8/27/07	281854	<input type="checkbox"/>	4,917	LOF.
3/03/08	301628	<input type="checkbox"/>	16,172	LOF.  Pennsylvania Sate Inspection.  Pennsylvania Emissions Test.  Rear brake adjustment. <input type="checkbox"/> Cleaned and adjusted rear brakes.  Belt squeal when wet. / Glazed. <input type="checkbox"/> Replaced drive belt.
6/24/08	306057	<input type="checkbox"/>	21,671	LOF.

## THE STATE LEMON LAW READS:

Days out of service: **30 calendar days**

Repairs: **3**

Time period: **12/12**

Does Lemon Law state nonconformity must continue to exist? **Y**

If applicable, safety-related repairs

Safety-related time period

Number of repair attempts in the presumption period:	<b>2</b>
Total days out of service during the presumption period:	<b>3</b>
Total days out of service during customer's ownership:	<b>13</b>

### PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

DVM David Woods did not respond to e-mail or voice mail. CRS re-sent the DVM notification on 9/12/08, the original was sent on 9/05/08. TL Debra Solimine has been notified.

### PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Service manager Brian Friel states, "Every time they call they call to make more problems. Then I hear her husband in the background saying "sooner or later we're going to get them to buy it back."

CRS adv: "So you mean they are creating concerns to be checked out?"

Brian states, "Yeah probably, that's my opinion. Most of concerns we can't duplicate. She has told me herself that she doesn't want the vehicle anymore and she is going to get it bought back whatever it takes."

### PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: No other information.

## RECOMMENDATION

CRS recommends cash offer of \$4,900 and a 60/60 CCL for steering

## RATIONALE

Vehicle had only two minor repairs during the presumption. Vehicle had multiple repairs for steering outside the presumption.

## REASON FOR REMOVAL

**CRS FINAL OFFER:**

**DATE:** 10/30/08

<b>OFFER TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$4,900 and</b> <b>a 60/60 CCL for Steering</b>
---

**PLAINTIFF'S FINAL  
DEMAND:**

**DATE:**

<b>AMOUNT TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
--

**TEAM MANAGER APPROVING:**

**Date:**

COMPONENT	DESCRIPTION
<b>Axle</b>	Includes all components related to the axle, differential, driveline, □ rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel □key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic □manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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

**Jeff D'Ambrosio Chevrolet GMC**

2158 Baltimore Pike  
Oxford, Pa 19363

Phone: 610-932-9090 ext 58  
Toll Free: 800-252-5080 ext 58  
Email: [tonyi@zoominternet.net](mailto:tonyi@zoominternet.net)

---

*Fax Transmittal Form*To *CYNTHIA REYES*

From

Name:

Tony laquinto

Phone number:

Phone: 610-932-9090 ext 58

Fax number: *866 363 8695*

Toll Free: 800-252-5080 ext 58

Email: [tonyi@zoominternet.net](mailto:tonyi@zoominternet.net)☐ Urgent

Date sent:

☐ For Review

Time sent:

☐ Please Comment

Number of pages including cover page:

☐ Please Reply

---

Message:



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

VIA FAX ONLY

September 11, 2008

Tony Iaquinto  
Jeffery D Ambrosio Chevrolet, Oldsmobile, and GMC Truck  
2158 Baltimore Pike  
Oxford, PA. 19363-4011

RE: [REDACTED]

Service Request: 71-648803890  
2007 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AL55F777 [REDACTED]  
Legal Research Specialist: Cynthia Reyes

Dear Mr. Iaquinto:

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 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, the Actual Cash Value statement of any trade, and application of title.

Please fax them to 1-866-363-8695. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 Ext. 11153 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation





Jeff D Ambrosio Chevrolet  
2150 Baltimore Pike  
Oxford PA 19363  
610-932-9698

Customer Email

PLEASE ENTER MY ORDER FOR THE FOLLOWING <input checked="" type="checkbox"/> NEW or <input type="checkbox"/> USED <input type="checkbox"/> DEMO <input checked="" type="checkbox"/> CAR <input type="checkbox"/> TRUCK <input type="checkbox"/> PRIOR USE				DATE 05-28-2007	
YR MAKE MODEL TYPE 2007 Chevrolet COBALT LT SDN				STREET	
COLOR SPORT RE		TRIM	MILEAGE 10	CITY CHRISTIANA PA STATE ZIP	
VIN 1G1AL55F777				PIC RES	
STOCK NO. 07528		SALESMAN Covington	TO BE DELIVERED ON OR ABOUT 05/28/2007	AGE 48 DATE OF BIRTH	
DESCRIPTION OF TRADE IN					
YR MAKE MODEL TYPE COLOR TRIM MILEAGE VIN TITLE NO. PLATE NO. EXP. DATE OWNER LOAN# LENDER PHONE ADDRESS SPOKE WITH AMOUNT N/A GOOD TILL VERIFIED BY COLLISION COVERAGE NAME OF AGENT DIRECT PHONE 800-523-1700 ADDRESS POLICY NUMBER COLLISION DEDUCTIBLE INSURANCE CO. AIG CENTRAL SPOKE WITH EFFECTIVE DATE 03-21-2007 EXP. DATE 09-21-2007 VERIFIED BY DAVE WARRANTY INFORMATION <input checked="" type="checkbox"/> FACTORY WARRANTY - The manufacturer's warranty constitutes all of the warranty as it relates to the sale of this item. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller, its agent, employee, and any other person is not liable for any liability in connection with the sale of this item. <input type="checkbox"/> USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us. <input type="checkbox"/> AS IS - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRS OR CORRECTING ANY DEFECT THAT PRESENTLY EXISTS. PURCHASER'S SIGNATURE					
USED CAR BUYERS GUIDE: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA. If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of \$ PURCHASER'S SIGNATURE X					
Buyer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises, with any retail installment sale contract, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this Agreement. Buyer, by signing this Agreement, acknowledges that he has read its terms and has received a true copy of this Agreement. This Agreement is not binding upon either Dealer or Buyer until signed by an authorized Dealer representative. YOU, THE BUYER, MAY CANCEL THIS AGREEMENT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THE AGREEMENT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER. <input checked="" type="checkbox"/> BUYER ACKNOWLEDGES THAT IF THIS BOX IS CHECKED, THIS AGREEMENT CONTAINS AN ARBITRATION CLAUSE. BUYER HAS READ ALL PAGES OF THIS AGREEMENT AND AGREES TO ALL TERMS AND CONDITIONS IN THIS AGREEMENT. BUYER SIGNS X DATE 05-28-2007 MANAGER'S APPROVAL (Must Be Accepted By An Authorized Representative of the Dealer) CO-BUYER SIGNS X DATE 05-28-2007					
PRICE OF VEHICLE 15329.28 Rebate 2500.00 Credit Life Insurance N/A Accident & Health Insurance N/A Trade Inequity N/A GAP N/A N/A N/A N/A First Serv. Appt. Scheduled for 08-26-07				MAJOR GUARD & DED EXTENDED WARRANTY TYPE MONTHS 60 MILES 50000 520.00 Cash Price of Vehicle & Accessories 13349.28 Sales Tax 800.96 REGISTRATION 36.00 TITLE 22.50 TRANSFER N/A ENCUMBRANCE N/A 58.50 Documentary Fee 55.00 Messenger Fee N/A Notary Fee N/A PA Tire Tax 5.00 N/A OnLine 14.15 14.15 Total Price 14282.89 Trade-In N/A Less Payoff * N/A Net Trade In N/A Deposit N/A Cash on Delivery N/A Net Trade + Deposit + Cash on Delivery = Total Down Payment N/A Unpaid Balance of Total Price 14282.89	

# GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT


**GMC HUMMER**

*(excludes Saturn)*
**CUSTOMER NAME:**
**VIN:** 1 / 0 / 1 / A / L / 5 / 5 / F / 7 / 7 / 7 /

## 1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
CONSUMER REBATE	\$1,000.00	CNE
GM MEMORIAL DAY BOND	\$1,000.00	BMS
CONQUEST REBATE	\$ 500.00	PDN
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received		\$2,500.00

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

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

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

- a. **Vehicle Incentive Acknowledgment.** I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 05/28/07. I acknowledge receipt of incentive(s) as described in Item 1 and release GM Division from any future claim or obligation for incentive(s) on this unit.

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

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

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

Purchaser/Lessee Signature:

Date: 05/28/07

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

 Authorized Dealer Signature:  
Dealership Name:

Jeff Dambrosio Chevrolet

 Date: 05/28/07  
Dealer Code: 15308

**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.

No. 1782891

www.dmv.state.pa.us

MV - 1 (5-05)						I. TAX / FEES		
A	MAKE OF VEHICLE	VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED, TAPE REVERSE TO REVERSE OF THIS COPY		BODY TYPE (SDN, TK, BUS, ETC.)	MODEL YEAR	PURCHASE PRICE (See note on reverse)		
	Chevrolet	1G1AL55F777		SDN	2007	3349.29		
	GROSS VEHICLE WT. RATING	FUEL TYPE: <input checked="" type="checkbox"/> GASOLINE <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> PROPANE <input type="checkbox"/> HYBRID <input type="checkbox"/> OTHER	VIN/MECHANIC #		AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTOR ON MECHANIC (PRINT NAME)		LESS TRADE-IN	N/A
B	LAST NAME (OR FULL BUSINESS NAME)		FIRST NAME	MIDDLE INITIAL	DATE ACQUIRED/ PURCHASED	6% (56) SALES TAX * (See note on reverse)		
					05/28/2007	888.96		
	CO-PURCHASER				DEALER ID NUMBER (IF APPLICABLE)	LESS TAX CREDIT	N/A	
C	STREET		CITY		STATE	ZIP	COUNTY CODE	
	CHRISTIANA PA						3 6	
	NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/> . Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.).						1A. Exemption Reason Code (must be a number from 1 to 26 or 0)	
D	NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK <input type="checkbox"/> . IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-41.						1B. EXEMPTION NO.	
	REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS <input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY <input type="checkbox"/>						1C. (PTA) NO.	
	WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.						2. TITLE FEE	22.50
E	1ST LIEN DATE: <input checked="" type="checkbox"/> IF NO LIEN, CHECK HERE		2ND LIEN DATE: <input checked="" type="checkbox"/> IF NO LIEN, CHECK HERE		3. LIEN FEE		N/A	
	1ST LIENHOLDER		2ND LIENHOLDER		4. REGISTRATION OR PROCESSING FEE		35.88	
	STREET		STREET		5. DUPLICATE REG. FEE		N/A	
F	CITY		CITY		6. TRANSFER FEE		N/A	
	STATE		STATE		7. INCREASE FEE		N/A	
	ZIP		ZIP		8. REPLACEMENT FEE		N/A	
G	FINANCIAL INSTITUTION NUMBER		FINANCIAL INSTITUTION NUMBER		9. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount		859.46	
	IF THIS IS AN ELT, CHECK HERE <input type="checkbox"/> NOTE: FIN IS REQUIRED		IF THIS IS AN ELT, CHECK HERE <input type="checkbox"/> NOTE: FIN IS REQUIRED					
	MAKE OF VEHICLE		VIN		MODEL YEAR			
H	BODY TYPE (SDN, BUS, TK, ETC.)		CONDITION OF VEHICLE <input type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR					
	PASSENGER TAXI/LIMOUSINE		SCHOOL BUS		MASS TRANSIT			
	MOTORCYCLE		MOTOR DRIVEN CYCLE		MOPED			
I	MOTOR HOME		CHASSIS MFR.		BODY MAKE:			
	TRAILER & VEHICLES BELOW		NUMBER OF AXLES:		REQ. REGISTERED GROSS WT. (INCLUDING LOAD)			
	TRUCK		REQ. REGISTERED GROSS COMBINATION WT.		GROSS COMBINATION WT. RATING			
J	ORIGINAL PLATE <input checked="" type="checkbox"/> Check One		<input type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE		<input type="checkbox"/> TRANSFER & RENEWAL OF PLATE			
	<input type="checkbox"/> PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED)		<input type="checkbox"/> TRANSFER & REPLACEMENT OF PLATE		<input type="checkbox"/> TRANSFER OF PLATE & REPLACEMENT OF STICKER			
	<input checked="" type="checkbox"/> EXCHANGE PLATE TO BE ISSUED BY BUREAU		PLATE NO.		REASON FOR REPLACEMENT			
K	<input checked="" type="checkbox"/> TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE)		EXPIRES		<input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL)			
	GLZ6587		Month Year		NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.			
	858691		TRANSFERRED FROM TITLE NO.		V.N.			
L	INSURANCE COMPANY NAME		NAIC NO.		POLICY NO. (OR ATTACH BINDER)			
	AIG CENTRAL				POLICY EFFECTIVE DATE			
	ISSUING AGENT INFORMATION		I CERTIFY THAT ON MONTH 05 DAY 28 YEAR 07 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		ISSUING AGENT (PRINT NAME)			
M	SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT)		SIGN HERE		AGENT NO.			
					858691JE			
	RELATIONSHIP TO APPLICANT				TELEPHONE NO.			
N	ISSUING AGENT INFORMATION		I CERTIFY THAT ON MONTH 05 DAY 28 YEAR 07 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		ISSUING AGENT SIGNATURE			
					Jeff D Ambrosio Chevrolet			
					610-922-9898			
O	I HAVE ACKNOWLEDGED THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.							
	SUBSCRIBED AND SWORN TO BEFORE ME		NO. 5 DAY 28 YEAR 07					
	SIGNATURE OF PERSON		SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER		MESSENGER NUMBER:			
P	SEAL		JEFF D AMBROSIO CHEVROLET		85-8691 JE			

07.528

**CERTIFICATE OF ORIGIN FOR A VEHICLE**

2500



DATE

04/30/07

VEHICLE IDENTIFICATION NO.

1G1AL55F777

BODY TYPE

4 DOOR

H.P. (S.A.E.)

18.4

G.V.W.R.

3771

YEAR

2007

NO. CYLS.

04

RBLPD019

INVOICE NO.

1AD05934244

MAKE

CHEVROLET

SHIPPING WEIGHT

2785

SERIES OR MODEL

1AL69

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the invoice number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

15308 KXFN7S

JEFFREY D'AMBROSIO CHEVROLET, OLDSMO  
2158 BALTIMORE PIKE  
OXFORD PA 19363-4011

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

\*\*\*\*\*

\* THIS VEHICLE \*

\* HAS A \*

\* FEDERAL \*

\* EMISSION \*

\* SYSTEM \*

\*\*\*\*\*

G49388733

GENERAL MOTORS CORPORATION  
& SUBSIDIARIES

BY:

*Richard C. Dambrosio*

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

DETROIT

MI

48243-1114

CITY - STATE

<p>Each undersigned seller warrants to the best of his knowledge, information and belief under penalty of the law that the vehicle is now and has not been registered in any or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and correct title to the vehicle.</p> <p>VEHICLE DESCRIBED ON THE PAGE OF THIS CERTIFICATE</p>	
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1	<p>NAME OF PURCHASER: [REDACTED] CHRISTIANA PA [REDACTED]</p> <p>ADDRESS: [REDACTED]</p> <p>I certify to the best of my knowledge that the odometer reading is <u>10</u> No Tens</p> <p>DEALER: Jeff D'Ambrosio Chevrolet BY: [Signature] Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this <u>28</u> day of <u>SEP</u> 20<u>07</u></p> <p>State of <u>PA</u> County of <u>Chester</u> Jeff D'Ambrosio Notary Public</p>
	<p>NAME OF PURCHASER(S): [REDACTED]</p> <p>ADDRESS: [REDACTED]</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tens</p> <p>DEALER: [REDACTED] NAME OF DEALERSHIP: [REDACTED] DEALER'S LICENSE NUMBER: [REDACTED] BY: [REDACTED]</p> <p>State of _____ County of _____</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2	<p>NAME OF PURCHASER(S): [REDACTED]</p> <p>ADDRESS: [REDACTED]</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tens</p> <p>DEALER: [REDACTED] NAME OF DEALERSHIP: [REDACTED] DEALER'S LICENSE NUMBER: [REDACTED] BY: [REDACTED]</p> <p>State of _____ County of _____</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>
	<p>NAME OF PURCHASER(S): [REDACTED]</p> <p>ADDRESS: [REDACTED]</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tens</p> <p>DEALER: [REDACTED] NAME OF DEALERSHIP: [REDACTED] DEALER'S LICENSE NUMBER: [REDACTED] BY: [REDACTED]</p> <p>State of _____ County of _____</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3	<p>NAME OF PURCHASER(S): [REDACTED]</p> <p>ADDRESS: [REDACTED]</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tens</p> <p>DEALER: [REDACTED] NAME OF DEALERSHIP: [REDACTED] DEALER'S LICENSE NUMBER: [REDACTED] BY: [REDACTED]</p> <p>State of _____ County of _____</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>
	<p>NAME OF PURCHASER(S): [REDACTED]</p> <p>ADDRESS: [REDACTED]</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tens</p> <p>DEALER: [REDACTED] NAME OF DEALERSHIP: [REDACTED] DEALER'S LICENSE NUMBER: [REDACTED] BY: [REDACTED]</p> <p>State of _____ County of _____</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4	<p>NAME OF PURCHASER(S): [REDACTED]</p> <p>ADDRESS: [REDACTED]</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tens</p> <p>DEALER: [REDACTED] NAME OF DEALERSHIP: [REDACTED] DEALER'S LICENSE NUMBER: [REDACTED] BY: [REDACTED]</p> <p>State of _____ County of _____</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>
	<p>NAME OF PURCHASER(S): [REDACTED]</p> <p>ADDRESS: [REDACTED]</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tens</p> <p>DEALER: [REDACTED] NAME OF DEALERSHIP: [REDACTED] DEALER'S LICENSE NUMBER: [REDACTED] BY: [REDACTED]</p> <p>State of _____ County of _____</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>
ODOMETER DISCLOSURE FOR RETAIL SALE	<p>Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and/or imprisonment.</p> <p>I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading <u>10</u> No Tens <input type="checkbox"/> The mileage stated is in excess of its mechanical limits <input type="checkbox"/> True odometer reading is not the actual mileage.</p> <p>Signature of Seller: [Signature] Date of Statement: <u>5-28-07</u> State: <u>PA</u></p> <p>Printed Name of Seller: [REDACTED] Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this <u>28</u> day of <u>SEP</u> 20<u>07</u></p> <p>Signature of Purchaser: [Signature] State of <u>PA</u> County of <u>Chester</u> Jeff D'Ambrosio Notary Public</p> <p>Printed Name of Purchaser: [REDACTED]</p> <p>Company Name: [REDACTED]</p> <p>Address of Purchaser: [REDACTED] CHRISTIANA PA [REDACTED]</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>
	<p>Signature of Purchaser: [Signature]</p> <p>Printed Name of Purchaser: [REDACTED]</p> <p>Company Name: [REDACTED]</p> <p>Address of Purchaser: [REDACTED] CHRISTIANA PA [REDACTED]</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>
LITIGATION	<p>Is filed in favor of: <u>NONE</u></p> <p>whose address is: _____</p> <p>Is filed in favor of: _____</p> <p>whose address is: _____</p>
	<p>Is filed in favor of: _____</p> <p>whose address is: _____</p>

Benjamin  
Patterson/Austin/GM1  
10/30/2008 03:52 PM

To david.woods@gm.com  
cc  
bcc  
Subject Field Resolution Email

David Woods-DVM:

This email is to follow up on Service Request 71-648803890 for customer [REDACTED]. The customer's vehicle is a 2007 Chevrolet Cobalt with 28,078 miles. The customer has been working with Jeff D'Ambrosio Chevrolet in Oxford, PA 19363.

After negotiations with the plaintiff's counsel, the final offer of \$4,900 and a 60/60 CCL for steering 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#866-629-2544  
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



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

**VIA FAX ONLY**

September 5, 2008

Brian Friel  
Jeffery D Ambrosio Chevrolet, Oldsmobile, and GMC Truck  
2158 Baltimore Pike  
Oxford, PA. 19363-4011

RE: [REDACTED]  
Service Request: 71-648803890  
2007 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AL55F777 [REDACTED]  
Legal Research Specialist: Cynthia Reyes

Dear Mr. Friel:

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, the Actual Cash Value statement of any trade, and application of title.**
- **Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.**

Please fax them to 1-866-363-8695. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 Ext. 11153 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation





GM SERVICE REQUEST & CUSTOMER SERVICE  
CHASSISMAN PERFORMANCE DIVISION  
Box 13170  
Detroit, MI 48270-8170

**VIA FAX ONLY**

September 18, 2008

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

RE: [REDACTED]  
Service Request: 71-648803890  
2007 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AL55F777 [REDACTED]  
Customer Relationship Specialist: Benjamin Patterson

Dear Mr. Gorberg:

We regret that your client(s) are dissatisfied with their 2007 Chevrolet Cobalt and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$2,900 inclusive.

A 60 month/ 60,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles. Coverage includes:Steering

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good



for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://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  
V01033008

Attach.

---

Odometer

---

Client's Signature

---

Date

---

Client's Signature

---

Date

## RELEASE OF CLAIM

We [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$2,900 inclusive and 60 month/60,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the {purchase or lease}, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Chevrolet Cobalt bearing Vehicle Identification Number 1G1AL55F777 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is \_\_\_\_\_ on the date of the signing of this release.

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

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

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

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by \_\_\_\_\_

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

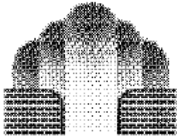
Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File

LG0024  
V6302006



Cynthia Reyes/Austin/GM1  
09/05/2008 03:13 PM

To david.woods@gm.com  
cc  
bcc  
Subject DVM notification

**DVM Region 40 David Woods:**

Hi, my name is Cynthia Reyes. This email is to follow up on my voicemail regarding Service Request 71-648803890 for customer [REDACTED]. The customer's vehicle is a 2007, Chevrolet Cobalt with 21,671 miles as of 6/24/08. VIN#1G1AL55F777 [REDACTED]. The customer has been working with Jeffery D Ambrosio Chevrolet in Oxford, PA. 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,

Cynthia Reyes  
cynthia\_reyes@gmexpert.com  
866-790-5600 ext. 11153



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

**VIA FAX ONLY**

September 11, 2008

Tony Iaquinto  
Jeffery D Ambrosio Chevrolet, Oldsmobile, and GMC Truck  
2158 Baltimore Pike  
Oxford, PA. 19363-4011

RE: [REDACTED]  
Service Request: 71-648803890  
2007 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AL55F777 [REDACTED]  
Legal Research Specialist: Cynthia Reyes

Dear Mr. Iaquinto:

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 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, the Actual Cash Value statement of any trade, and application of title.**

Please fax them to 1-866-363-8695. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 Ext. 11153 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation





Jeff D'Ambrosio Chevrolet GMC  
2158 Baltimore Pike  
Oxford, PA 19363  
610.932.9090  
http://www.jeffschevy.com

## Repair Order 301628

Service Advisor: Jennifer Frazier  
Started: 03/03/08 12:43 PM  
Completed: 03/03/08 4:01 PM  
Priority: 1 **WAITING**  
Appointment: 120543

R509 Version MPK2.66.29

Customer 11304	Vehicle	Service History			
Christianiana, PA	2007 Chevrolet Cobalt 4-Door Lt Sedan	308361	09/08/08	26308	CUSTOMER STATE
Work:	Color	308361	09/08/08	26308	CUSTOMER STATE
Home:	VIN 1G1AL55F777	308361	09/08/08	26308	CUSTOMER STATE
	Mileage In: 16172 Out: 16172	306894	08/29/08	24285	CUSTOMER STATE
	Tag Number 089 Plate No.	306894	08/29/08	24285	CUSTOMER STATE
	In-Service 05/28/07	306894	08/29/08	24285	COURTESY TRANS
	Engine	307873	08/12/08	25673	CUSTOMER STATE
	Coverage	307873	08/12/08	25673	Shop Supplies
	Build Date	306057	06/27/08	21671	CUSTOMER STATE
	Comments SERVICE CONTRACT MAINTENANCE PLAN	306057	06/27/08	21671	CUSTOMER STATE

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
1 LOF	LUBE, OIL AND FILTER CHANGE					
Complaint	LUBE, OIL AND FILTER CHANGE					
Correction	CHANGED ENGINE OIL & FILTER, LUBED CHASSIS COMPONENTS, TOPPED OFF ALL FLUIDS AND ADJUSTED TIRE PRESSURES					
	Technician: Douglas L Bennett		0.5	1CT	19.58	9.79
	Filter-Oil	12605568	1	1CT	7.46	7.46
	Oil	OIL	5	1CT	1.55	7.75
Task Discount:						\$0.00
Task Total:						\$25.00
3 CS	REAR BRAKE ADJUSTMENT					
Complaint	REAR BRAKE ADJUSTMENT					
Correction	CLEANED AND ADJUSTED REAR BRAKES					
	Technician: Douglas L Bennett		0.5	CP	60.00	30.00
	Cleaner,Brk Parts 15oz Aerosol Low Voc	88862650	1	CP	5.88	5.88
Task Discount:						\$0.00
Task Total:						\$35.88



Jeff D'Ambrosio Chevrolet GMC

2158 Baltimore Pike

Oxford, PA 19363

610.932.9090

http://www.jeffschevy.com

Repair Order 301628

Service Advisor: Jennifer Frazier

Started: 03/03/08 12:43 PM

Completed: 03/03/08 4:01 PM

Priority: 1 **WAITING**

Appointment: 120543

R509 Version MPK2.66.29

Customer 11304	Vehicle	Service History			
[Redacted] Christiana, PA Work: [Redacted] Home: [Redacted]	2007 Chevrolet Cobalt 4-Door Lt Sedan	308361	09/08/08	26308	CUSTOMER STATE
	Color	308361	09/08/08	26308	CUSTOMER STATE
	VIN 1G1AL55F77[Redacted]	308361	09/08/08	26308	CUSTOMER STATE
	Mileage In: 16172 Out: 16172	306894	08/29/08	24285	CUSTOMER STATE
	Tag Number 089 Plate No.	306894	08/29/08	24285	CUSTOMER STATE
	In-Service 05/28/07	306894	08/29/08	24285	COURTESY TRANS
	Engine	307873	08/12/08	25673	CUSTOMER STATE
	Coverage	307873	08/12/08	25673	Shop Supplies
	Build Date	306057	06/27/08	21671	CUSTOMER STATE
	Comments SERVICE CONTRACT MAINTENANCE PLAN	306057	06/27/08	21671	CUSTOMER STATE

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
4 SI-PA	PENNSYLVANIA STATE INSPECTION					
Complaint	PENNSYLVANIA STATE INSPECTION					
Correction	ISSUED STATE INSPECTION STICKER					
	Technician: Douglas L Bennett		0.5	ISI	39.90	19.95
				Task Discount:		\$0.00
				Task Total:		\$19.95
5 SE-PA	PENNSYLVANIA EMISSIONS TEST					
Complaint	PENNSYLVANIA EMISSIONS TEST					
Correction	ISSUED EMISSIONS STICKER					
	Technician: Douglas L Bennett		0.5	CP	60.00	30.00
				Task Discount:		\$0.00
				Task Total:		\$30.00
6 CS	BELT SQUEAL WHEN WET					
Complaint	BELT SQUEAL WHEN WET					
Cause	GLAZED					
Correction	REPLACED DRIVE BELT					
	FC-NV-2C					
	J0667 .80					





Jeff D'Ambrosio Chevrolet GMC  
 2158 Baltimore Pike  
 Oxford, PA 19363  
 610.932.9090  
<http://www.jeffschevy.com>

## Repair Order 301628

Service Advisor: Jennifer Frazier  
 Started: 03/03/08 12:43 PM  
 Completed: 03/03/08 4:01 PM  
 Priority: 1 **WAITING**  
 Appointment: 120543

R509 Version MPK2.66.29

Customer 11304	Vehicle	Service History			
[Redacted] Christiana, PA Work: [Redacted] Home: [Redacted]	2007 Chevrolet Cobalt 4-Door Lt Sedan	308361	09/08/08	26308	CUSTOMER STATE
	Color	308361	09/08/08	26308	CUSTOMER STATE
	VIN 1G1AL55F777 [Redacted]	308361	09/08/08	26308	CUSTOMER STATE
	Mileage In: 16172 Out: 16172	306894	08/29/08	24285	CUSTOMER STATE
	Tag Number 089 Plate No.	306894	08/29/08	24285	CUSTOMER STATE
	In-Service 05/28/07	306894	08/29/08	24285	COURTESY TRANS
	Engine	307873	08/12/08	25673	CUSTOMER STATE
	Coverage	307873	08/12/08	25673	Shop Supplies
	Build Date	306057	06/27/08	21671	CUSTOMER STATE
	Comments SERVICE CONTRACT MAINTENANCE PLAN	306057	06/27/08	21671	CUSTOMER STATE

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
	Technician: Douglas L Bennett			WR	68.63	0.00
	Belt-Gen & A/C Cmpr	24466973	1	WR	15.44	15.44
	Technician: Douglas L Bennett		0.8	WR	68.63	54.90
	Failure 2C:					
Task Discount:						\$0.00
Task Total:						\$70.34
Shop Supplies						
	Shop Supplies		1	CP	1.00	1.00

		Labor:	\$144.64
		Parts:	\$36.53
		Misc:	\$1.00
		Discounts:	\$0.00
		Subtotal:	\$182.17
		Sales Tax:	\$4.01
		<b>Total:</b>	<b>\$186.18</b>

TIRE 4/32  
Brakes F 8/3  
R 5/3

133  
LOF

Plat ✓ belt spread w/ net  
Belt

301628

\* Dues For SI/EL stickers 5/08  
Tag 4/08

6<sup>00</sup> Plat CTA Rear Brakes Reassembled 15K

EI EM 82791697  
SI AI 83480333  
4/08

STRAIGHT TIME (HOURS)	FLAT RATE	RONO TIME	OFF	ON
28		2	201628	10042
			10042	EMP NO 133



Jeff D'Ambrosio Chevrolet GMC  
2158 Baltimore Pike  
Oxford, PA 19363  
610.932.9090  
<http://www.jeffschevy.com>

## Repair Order 304674

Service Advisor: Jennifer Frazier  
Started: 05/19/08 7:41 AM  
Completed: 05/19/08 2:08 PM  
Priority: 1 **WAITING**  
Appointment: 123671

R509 Version MPK2.66.29

Customer 11304	Vehicle	Service History			
[REDACTED] Christiana, PA [REDACTED] Work: [REDACTED] Home: [REDACTED]	2007 Chevrolet Cobalt 4-Door Lt Sedan	308361	09/08/08	26308	CUSTOMER STATE
	Color	308361	09/08/08	26308	CUSTOMER STATE
	VIN 1G1AL55F77[REDACTED]	308361	09/08/08	26308	CUSTOMER STATE
	Mileage In: 1 Out: 1	308894	08/29/08	24285	CUSTOMER STATE
	Tag Number 623 Plate No.	308894	08/29/08	24285	CUSTOMER STATE
	In-Service 05/28/07	308894	08/29/08	24285	COURTESY TRANS
	Engine	307873	08/12/08	25673	CUSTOMER STATE
	Coverage	307873	08/12/08	25673	Shop Supplies
	Build Date	306057	06/27/08	21671	CUSTOMER STATE
	Comments SERVICE CONTRACT MAINTENANCE PLAN	306057	06/27/08	21671	CUSTOMER STATE

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
1 CS	CUSTOMER STATES RATTLE NOISE COMING FROM FRONT END OF VEHICLE - CAN BE HEARD					
Complaint	CUSTOMER STATES RATTLE NOISE COMING FROM FRONT END OF VEHICLE - CAN BE HEARD WHEN JUST DRIVING DOWN THE ROAD					
Cause	INSUFFICIENT LUBRICATION					
Correction	REPLACED INTERMEDIATE STEERING SHAFT FC-NQ-2N E7700 .60					
Technician: Joseph A Klim, III				WR	68.63	0.00
Shaft Kit-Inter Strg		15800140	1	WR	113.18	113.18
Technician: Joseph A Klim, III			0.6	WR	68.63	41.18
Failure 2N:						
Task 2 moved to appointment 123917						
Task Discount:						\$0.00
Task Total:						\$154.36

Labor:		\$41.18
Parts:		\$113.18
Misc:		\$0.00
Discounts:		\$0.00
Subtotal:		\$154.36
Sales Tax:		\$0.00
Total:		\$154.36


Cust. States Rattle noise in Front of Vehicle.  
 Found inadequate lubrication on Int. Steering shaft  
 Replace Intermediate Steering shaft

P/A 1- Intermediate Steering shaft.

Cust. States Rattle noise in Front Suspension  
 Found Worn Steering Rack Cladding  
 Replace Steering Rack

P/A 1- Steering Rack  
 Alignment

304674

DATE RET'D 5/14/08  
 INITIALS   
 RO#



Jeff D'Ambrosio Chevrolet GMC  
2158 Baltimore Pike  
Oxford, PA 19363  
610.932.9090  
<http://www.jeffschevy.com>

## Repair Order 305249

Service Advisor: Jennifer Frazier  
Started: 06/03/08 7:28 AM  
Completed: 06/03/08 2:59 PM  
Priority: 5  
Appointment: 123917

R509 Version MPK2.66.29

Customer 11304	Vehicle	Service History			
<div> <div></div> <div>Christiana, PA</div> <div>Work:</div> <div>Home:</div> </div>	2007 Chevrolet Cobalt 4-Door Lt Sedan	308361	09/08/08	26308	CUSTOMER STATE
	Color	308361	09/08/08	26308	CUSTOMER STATE
	VIN 1G1AL55F777	308361	09/08/08	26308	CUSTOMER STATE
	Mileage In: 21411 Out: 21411	306894	08/29/08	24285	CUSTOMER STATE
	Tag Number Plate No.	306894	08/29/08	24285	CUSTOMER STATE
	In-Service 05/28/07	306894	08/29/08	24285	COURTESY TRANS
	Engine	307873	08/12/08	25673	CUSTOMER STATE
	Coverage	307873	08/12/08	25673	Shop Supplies
	Build Date	306057	06/27/08	21671	CUSTOMER STATE
	Comments SERVICE CONTRACT MAINTENANCE PLAN	306057	06/27/08	21671	CUSTOMER STATE

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
1 CS	CUSTOMER STATES WHINING NOISE WHEN TURNING STEERING WHEEL					
Complaint	CUSTOMER STATES WHINING NOISE WHEN TURNING STEERING WHEEL					
Cause	LOOSE					
Correction	DIAGNOSED, REPLACED POWER STEERING GEAR					
	FC-NZ-2W					
	E9740 1.70					
	B AUTH: OK RELATED OPERATION (DIFFERENT CUSTOMER CONCERN AND AREA OF REPAIR)					
Technician: Joseph A Klim, III				WR	68.63	0.00
Gear Kit-Strg		15816429	1	WR	278.70	278.70
Technician: REPLACED POWER STEERING GEAR			1.7	WR	68.63	116.67
	Failure 2W: LOOSE					
Task Discount:						\$0.00
Task Total:						\$395.37

Labor:	\$116.67
Parts:	\$278.70
Misc:	\$0.00
Discounts:	\$0.00
Subtotal:	\$395.37
Sales Tax:	\$0.00
Total:	\$395.37

305249

Cust. Stats noise in Steering  
Found Steering Gear to be worn  
Replace Steering Gear

DATE RET'D 6/3/08

INITIALS



RO#

Service Advisor: Jennifer Frazier  
Started: 06/24/08 7:46 AM  
Completed: 06/27/08 2:54 PM  
Priority: 5  
Appointment: 124762

R509 Version MPK2.66.29

Customer 11304		Vehicle	Service History		
[REDACTED]		2007 Chevrolet Cobalt 4-Door Lt Sedan	308361	09/08/08	26308 CUSTOMER STATE
[REDACTED]		Color	308361	09/08/08	26308 CUSTOMER STATE
Christiana, PA [REDACTED]	VIN	1G1AL55F777 [REDACTED]	308361	09/08/08	26308 CUSTOMER STATE
Work: [REDACTED]	Mileage	In: 21671 Out: 21671	306894	08/29/08	24285 CUSTOMER STATE
Home: [REDACTED]	Tag Number	227 Plate No.	306894	08/29/08	24285 CUSTOMER STATE
	In-Service	05/28/07	306894	08/29/08	24285 COURTESY TRANS
	Engine		307873	08/12/08	25673 CUSTOMER STATE
	Coverage		307873	08/12/08	25673 Shop Supplies
	Build Date		305249	06/03/08	21411 CUSTOMER STATE
	Comments	SERVICE CONTRACT MAINTENANCE PLAN	304674	05/19/08	1 CUSTOMER STATE

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
1 CS	CUSTOMER STATES, "THERE IS A PULSATION / RATTLE WHEN BRAKING"					
	Complaint	CUSTOMER STATES, "THERE IS A PULSATION / RATTLE WHEN BRAKING"				
	Cause	ROTORS WARPED				
	Correction	TECH RESURFACED FRONT ROTORS				
		H0122 1.80				
		FC OR 3M				
	Technician:	Joseph A Klim, III		WR	68.63	0.00
		INTERMITTENT CONCERN - MORE SO WHEN WARMED UP ON WHEN ON DECLINE (HILL)				
	Technician:	Joseph A Klim, III	1.8	WR	68.63	123.53
		Failure 3M:				
				Task Discount:		\$0.00
				Task Total:		\$123.53
2 CS	CUSTOMER STATES CAN HEAR RATTLING NOISE FROM DASH AREA - INTERMITTENT CONCERN					
	Complaint	CUSTOMER STATES CAN HEAR RATTLING NOISE FROM DASH AREA - INTERMITTENT CONCERN -				
		WILL RATTLE ON START-UP - SOUNDS LIKE IT'S ON THE DRIVER SIDE NEAR DASH AREA				
	Cause	RACK BAD				
	Correction	TECH REPLACED STEERING RACK E9740 1.70 FC NQ 4X B AUTH: FAILED PART REPLACED				
		6.3.08 AT 21,411 MILES ON RO305249 G AUTH: SERVICE MANAGEMENT APPROVAL				



Jeff D'Ambrosio Chevrolet GMC  
2158 Baltimore Pike  
Oxford, PA 19363  
610.932.9090  
http://www.jeffschevy.com

## Repair Order 306057

Service Advisor: Jennifer Frazier  
Started: 06/24/08 7:46 AM  
Completed: 06/27/08 2:54 PM  
Priority: 5  
Appointment: 124762

R506 Version MPK2.66.29

Customer 11304	Vehicle	Service History			
<b>Christiana, PA</b> <b>Work:</b> <b>Home:</b>	<b>2007 Chevrolet Cobalt 4-Door Lt Sedan</b>	308361	09/08/08	26308	CUSTOMER STATE
	Color	308361	09/08/08	26308	CUSTOMER STATE
	VIN 1G1AL65F777	308361	09/08/08	26308	CUSTOMER STATE
	Mileage In: 21671 Out: 21671	306894	08/29/08	24285	CUSTOMER STATE
	Tag Number 227 Plate No.	306894	08/29/08	24285	CUSTOMER STATE
	In-Service 05/28/07	306894	08/29/08	24285	COURTESY TRANS
	Engine	307873	08/12/08	25673	CUSTOMER STATE
	Coverage	307873	08/12/08	25673	Shop Supplies
	Build Date	305249	06/03/08	21411	CUSTOMER STATE
	Comments SERVICE CONTRACT MAINTENANCE PLAN	304674	05/19/08	1	CUSTOMER STATE

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
	Technician: Joseph A Klim, III			WR	68.63	0.00
	Gear Kit-Strg	15816429	1	WR	278.70	278.70
	Technician: Joseph A Klim, III		1.7	WR	68.63	116.67
	Failure 4X:					

Task Discount: \$0.00

Task Total: \$395.37

### 3 CS CUSTOMER STATES EXHAUST/AIR TYPE OF NOISE COMING FROM ENGINE COMPARTMENT ON

**Complaint** CUSTOMER STATES EXHAUST/AIR TYPE OF NOISE COMING FROM ENGINE COMPARTMENT ON START-UP - INTERMITTENT CONCERN

**Correction** COULD NOT DUPLICATE CUSTOMERS REPORTED CONCERN AT THIS TIME TIME - WILL RECHECK WHEN VEHICLE RETURNS TO HAVE PARTS INSTALLED

Technician: Joseph A Klim, III

ISP 60.00 0.00

Task Discount: \$0.00

Task Total: \$0.00





Jeff D'Ambrosio Chevrolet GMC  
2158 Baltimore Pike  
Oxford, PA 19363  
610.932.9090  
http://www.jeffschevy.com

## Repair Order 306057

Service Advisor: Jennifer Frazier  
Started: 06/24/08 7:46 AM  
Completed: 06/27/08 2:54 PM  
Priority: 5  
Appointment: 124762

R509 Version MPK2.66.29

Customer 11304	Vehicle	Service History			
<b>Christiana, PA</b> <b>Work:</b> <b>Home:</b>	<b>2007 Chevrolet Cobalt 4-Door Lt Sedan</b>	308361	09/08/08	26308	CUSTOMER STATE
	Color	308361	09/08/08	26308	CUSTOMER STATE
	VIN 1G1AL55F77	308361	09/08/08	26308	CUSTOMER STATE
	Mileage In: 21671 Out: 21671	306894	08/29/08	24285	CUSTOMER STATE
	Tag Number 227 Plate No.	306894	08/29/08	24285	CUSTOMER STATE
	In-Service 05/28/07	306894	08/29/08	24285	COURTESY TRANS
	Engine	307873	08/12/08	25673	CUSTOMER STATE
	Coverage	307873	08/12/08	25673	Shop Supplies
	Build Date	305249	06/03/08	21411	CUSTOMER STATE
	Comments SERVICE CONTRACT MAINTENANCE PLAN	304674	05/19/08	1	CUSTOMER STATE

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
4 Z7901	COURTESY TRANSPORTATION - ONE DAY RENTAL					
Complaint	COURTESY TRANSPORTATION - ONE DAY RENTAL					
Cause	CUSTOMER SATISFACTION					
Correction	2CNDL13F286 [REDACTED] G AUTH: SERVICE MANAGEMENT APPROVAL					
	Z7901					
	Technician: Sublet Tech				WR	68.63 0.00

5 LOF	<b>LUBE, OIL AND FILTER CHANGE</b>					
Complaint	LUBE, OIL AND FILTER CHANGE					
Correction	CHANGED ENGINE OIL & FILTER, LUBED CHASSIS COMPONENTS, TOPPED OFF ALL FLUIDS AND ADJUSTED TIRE PRESSURES					
	Technician: Thomas C Brown				0.5	1CT 19.58 9.79
	Filter-Oil	12605566	1	1CT	7.46	7.46
	Oil	OIL	5	1CT	1.55	7.75
Task Discount:						\$0.00
Task Total:						\$25.00

		Labor:	\$249.99
		Parts:	\$293.91
		Misc:	\$0.00
		Discounts:	\$0.00
		Subtotal:	\$543.90
		Sales Tax:	\$0.00
		Total:	\$543.90

306057

300057

Cust. Stats noise in Dash area  
found Prematurely worn steering rack  
Replace Steering Rack

Cust. Stats Brakes Pulsate when warmed up  
found heat warped Front Brake Rotor  
Machine Front Brake Rotors

Cust. Stats Exhaust Air type noise  
Could not duplicate

- 1- Steering rack
- 2- Machine Front Brake rotors

.943 - .937 / .896 Discard .870

DATE RET'D 6.24.98

INITIALS RJS

RO# 306057



Jeff D'Ambrosio Chevrolet GMC  
2158 Baltimore Pike  
Oxford, PA 19363  
610.932.9090  
http://www.jeffschevy.com

Repair Order 279025

Started: 06/04/07  
Completed: 06/06/07  
Priority: 0

R509 Version MPK2.66.29

Customer 11304	Vehicle	Service History			
[Redacted] Christiana, Work [Redacted] Home: [Redacted]	2007 CHEVROLET COBALT LT	308361	09/08/08	26308	CUSTOMER STATE
	Color	308361	09/08/08	26308	CUSTOMER STATE
	VIN 1G1AL55F77[Redacted]	308361	09/08/08	26308	CUSTOMER STATE
	Mileage In: 357 Out: 0	306894	08/29/08	24285	CUSTOMER STATE
	Tag Number Plate No.	306894	08/29/08	24285	CUSTOMER STATE
	In-Service	306894	08/29/08	24285	COURTESY TRANS
	Engine	307873	08/12/08	25873	CUSTOMER STATE
	Coverage	307873	08/12/08	25873	Shop Supplies
	Build Date	306057	06/27/08	21671	CUSTOMER STATE
	Comments SERVICE CONTRACT MAINTENANCE PLAN	306057	06/27/08	21671	CUSTOMER STATE

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
1	Customer Reports When Driving In This Morning, Hit The					
Complaint	Customer Reports When Driving In This Morning, Hit The Brakes And Water Ran Out From Under Dash, Under Left Foot, Happened A Few Times					
Cause	Insufficient Sealant					
Correction	Water Tested Vehicle Several Times, Resealed Windshield					
	Fc-Bv-2p					
	\$46.61					
	Technician: Labor Line for Task 1 on RO 279025				66.58	0.00
				Task Discount:		\$0.00
				Task Total:		\$0.00

2	Customer Reports Water Leaking Under Driver Side Dash					
Complaint	Customer Reports Water Leaking Under Driver Side Dash					
Cause	Insufficient Sealant					
Correction	Resealed Cowl Area					
	Fc-Bv-2p					
	B Auth: Ok Related Repair					
	\$26.63					



Jeff D'Ambrosio Chevrolet GMC  
2158 Baltimore Pike  
Oxford, PA 19363  
610.932.9090  
http://www.jeffschevy.com

Repair Order 279025

Started: 06/04/07  
Completed: 06/06/07  
Priority: 0

R509 Version MPK2.66.29

Customer 11304	Vehicle	Service History			
<b>Christiana,</b> <b>Work:</b> <b>Home:</b>	<b>2007 CHEVROLET COBALT LT</b>	308361	09/08/08	26308	CUSTOMER STATE
	Color	308361	09/08/08	26308	CUSTOMER STATE
	VIN 1G1AL55F777	308361	09/08/08	26308	CUSTOMER STATE
	Mileage In: 357 Out: 0	306894	08/29/08	24285	CUSTOMER STATE
	Tag Number	306894	08/29/08	24285	CUSTOMER STATE
	Plate No.	306894	08/29/08	24285	COURTESY TRANS
	In-Service	307873	08/12/08	25673	CUSTOMER STATE
	Engine	307873	08/12/08	25673	Shop Supplies
	Coverage	306057	06/27/08	21671	CUSTOMER STATE
	Build Date	306057	06/27/08	21671	CUSTOMER STATE
	Comments				
	SERVICE CONTRACT MAINTENANCE PLAN				

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
	Technician: Labor Line for Task 2 on RO 279025				66.58	0.00
					<b>Task Discount:</b>	<b>\$0.00</b>
					<b>Task Total:</b>	<b>\$0.00</b>

### Customer Reports Water Leaking Under Driver Side Dash

3  
**Complaint** Customer Reports Water Leaking Under Driver Side Dash  
**Cause** Insufficient Sealant  
**Correction** Resealed Body Seam  
 Fc-Bv-2p  
 B Auth: Ok Related Repair  
 \$26.63

Technician: Labor Line for Task 3 on RO 279025

66.58 0.00  
**Task Discount:** \$0.00  
**Task Total:** \$0.00

### Customer Reports Odor From Carpet

4  
**Complaint** Customer Reports Odor From Carpet  
**Cause** Condensation/Moisture  
**Correction** Removed Carpet, Dryout And Reinstall  
 Fc-Op-1w  
 B Auth: Ok Related Repair  
 \$50.13



Jeff D'Ambrosio Chevrolet GMC  
2158 Baltimore Pike  
Oxford, PA 19363  
610.932.9090  
http://www.jeffschevy.com

Repair Order 279025

Started: 06/04/07  
Completed: 06/06/07  
Priority: 0

R509 Version MPK2.66.29

Customer 11304	Vehicle	Service History			
[Redacted] Christiana, Work: [Redacted] Home: [Redacted]	2007 CHEVROLET COBALT LT	308361	09/08/08	26308	CUSTOMER STATE
	Color	308361	09/08/08	26308	CUSTOMER STATE
	VIN 1G1AL55F777 [Redacted]	308361	09/08/08	26308	CUSTOMER STATE
	Mileage In: 357 Out: 0	306894	08/29/08	24285	CUSTOMER STATE
	Tag Number	306894	08/29/08	24285	CUSTOMER STATE
	Plate No.	306894	08/29/08	24285	COURTESY TRANS
	In-Service	307873	08/12/08	25673	CUSTOMER STATE
	Engine	307873	08/12/08	25673	Shop Supplies
	Coverage	306057	06/27/08	21671	CUSTOMER STATE
	Build Date	306057	06/27/08	21671	CUSTOMER STATE
Comments SERVICE CONTRACT MAINTENANCE PLAN					

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
						66.58	0.00
		Technician: Labor Line for Task 4 on RO 279025					
					Task Discount:		\$0.00
					Task Total:		\$0.00

5	Rental Vehicle			
Complaint	Rental Vehicle			
Correction	Provided 1 Day Rental			
	3gnda23d86s662197			
Technician:	Labor Line for Task 5 on RO 279025		66.58	0.00
		Task Discount:		\$0.00
		Task Total:		\$0.00

		Labor:	\$0.00
		Parts:	\$0.00
		Misc:	\$0.00
		Discounts:	\$0.00
		Subtotal:	\$0.00
		Sales Tax:	\$0.00
		Total:	\$0.00



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Since 1976

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### REMIT PAYMENT TO:

OTL & SONS, INC.  
2117 FARM ROAD  
WILMINGTON, DE 19804-1510  
CREDIT CARD: 990-4433  
1-800-45-2-3456

DEALER Jeff's Automotive Care, LLC GMC DATE 6-5 20 07

ADDRESS 10101 N. 1st St. #100

YEAR	MAKE	MODEL	PURCHASE ORDER	WORK ORDER #	REPAIRED BY	
07	GMC	Acadia	26678	279025	Max/Chris	
<b>CORRECT LEAKS AT</b>					<b>PRODUCTION DATE</b>	
<input type="checkbox"/> L/S <input type="checkbox"/> R/S COWL TOP/SIDE <input type="checkbox"/> L/S <input type="checkbox"/> R/S P/CHAMBER <input type="checkbox"/> AIR VENT <input type="checkbox"/> ECC MODULE <input type="checkbox"/> POWER BRAKE <input type="checkbox"/> GROMMETS <input type="checkbox"/> L/S <input type="checkbox"/> R/S DASH / FIREWALL <input type="checkbox"/> L/S <input type="checkbox"/> R/S WIRE HARNESS <input type="checkbox"/> L/S <input type="checkbox"/> R/S FLOOR SEAMS <input type="checkbox"/> L/S <input type="checkbox"/> R/S ROCKER SEAMS <input type="checkbox"/> HEATER BOX <input type="checkbox"/> H VAC <input type="checkbox"/> A/C DRAIN <input type="checkbox"/> L/S <input type="checkbox"/> R/S FRONT DOOR <input type="checkbox"/> ADJUST DOOR GLASS <input type="checkbox"/> L/S <input type="checkbox"/> R/S REAR DOOR <input type="checkbox"/> SLIDING DOOR <input type="checkbox"/> BARN DOORS <input type="checkbox"/> L/S <input type="checkbox"/> R/S VAN REAR DOORS <input type="checkbox"/> L/S <input type="checkbox"/> R/S TAILGATE <input type="checkbox"/> L/S <input type="checkbox"/> R/S HATCH <input type="checkbox"/> L/S <input type="checkbox"/> R/S SPLASH SHIELD <input checked="" type="checkbox"/> L/S <input type="checkbox"/> R/S A/B/C/D/E POST <input type="checkbox"/> L/S <input type="checkbox"/> R/S DOOR W/STRIP <input checked="" type="checkbox"/> WATER TESTED <u>3X</u> <input type="checkbox"/> NOT MANUFACTURERS WARRANTY <input type="checkbox"/> KEEP DRY FOR 24 HRS. <input type="checkbox"/> R/R DETNER/UNDERPAD <input type="checkbox"/> CARPETS WET <input type="checkbox"/> DRY CARPETS <input type="checkbox"/> REMOVE ODOR FROM UNIT					<input checked="" type="checkbox"/> L/S <input type="checkbox"/> R/S W/SHIELD TOP/SIDE/BOTTOM <input checked="" type="checkbox"/> L/S <input type="checkbox"/> R/S LOWER HEADER <input type="checkbox"/> L/S <input type="checkbox"/> R/S 1/4 GLASS <input type="checkbox"/> L/S <input type="checkbox"/> R/S B/LITE / REAR GLASS TOP/SIDE/BOTTOM <input type="checkbox"/> CARGO LITE <input type="checkbox"/> 3 <sup>rd</sup> STOP LITE <input type="checkbox"/> SUN ROOF drain tubes/w/strip <input type="checkbox"/> MOON ROOF adjust/glass to frame <input checked="" type="checkbox"/> L/S <input type="checkbox"/> R/S DITCH RAIL SEAMS <input type="checkbox"/> L/S <input type="checkbox"/> R/S DRIP RAIL SEAMS <input checked="" type="checkbox"/> L/S <input type="checkbox"/> R/S ROOF SEAMS <input type="checkbox"/> L/S <input type="checkbox"/> R/S T-TOPS <input type="checkbox"/> CONVERTIBLE TOP FRONT SIDE <input type="checkbox"/> L/S <input type="checkbox"/> R/S VAN CONVERSION TOP <input type="checkbox"/> L/S <input type="checkbox"/> R/S DECK AREA <input type="checkbox"/> L/S <input type="checkbox"/> R/S UPPER BACK PANEL <input type="checkbox"/> L/S <input type="checkbox"/> R/S LOWER BACK PANEL <input type="checkbox"/> L/S <input type="checkbox"/> R/S DECK TROUGH SEAMS <input type="checkbox"/> DECK W/ STRIP <input type="checkbox"/> L/S <input type="checkbox"/> R/S WAVELL <input type="checkbox"/> L/S <input type="checkbox"/> R/S TAIL LITE <input type="checkbox"/> WIND NOISE <input type="checkbox"/> ROADTESTED <input type="checkbox"/> HWY _____ MILES <input type="checkbox"/> LIQUID METAL USED <input checked="" type="checkbox"/> RE/RE INTERIOR TRIM <input type="checkbox"/> NOT GUARANTEED THROUGH CARWASH	<b>REPAIRS MADE</b>
TRIM DAMAGE					GLASS DAMAGE	
PAINT DAMAGE					DIAGNOSTIC FEE	
COMMENTS/CC					ODOR TRTMT	
Water leak at					CLEAN UP	
Vs Appt					DETNER/UNDERPAD	
RELEASED OF DAMAGES					SEALING MATERIAL	
Thank You					LABOR	
NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE					TAX	
					TOTAL	

White - Service Yellow - Accounting Pink - Operator Gold - Head Office

Reynolds and Reynolds R030224 Q (004)

279025

Leak test For water  
cushield leaking  
L1 offer by APillar  
Sublet to water doctor

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. BIP. NO.	OPER. NO.	TIME	OFF	ON
Hold		073	0771025		8 52	7 54





Jeff D'Ambrosio Chevrolet GMC  
2158 Baltimore Pike  
Oxford, PA 19363  
610.932.9090  
http://www.jeffschevy.com

Repair Order 281854

Started: 08/27/07  
Completed: 08/29/07  
Priority: 0

R509 Version MPK2.66.29

Customer 11304		Vehicle		Service History	
Work: Home:	[REDACTED]	2007 CHEVROLET COBALT LT		308361	09/08/08 26308 CUSTOMER STATE
		Color		308361	09/08/08 26308 CUSTOMER STATE
		VIN	1G1AL55F777 [REDACTED]	308361	09/08/08 26308 CUSTOMER STATE
		Mileage	In: 4917 Out: 0	306894	06/29/08 24285 CUSTOMER STATE
		Tag Number	Plate No.	306894	08/29/08 24285 CUSTOMER STATE
		In-Service		306894	08/29/08 24285 COURTESY TRANS
		Engine		307873	08/12/08 25673 CUSTOMER STATE
		Coverage		307873	08/12/08 25673 Shop Supplies
		Build Date		306057	06/27/08 21671 CUSTOMER STATE
		Comments	SERVICE CONTRACT MAINTENANCE PLAN	306057	06/27/08 21671 CUSTOMER STATE

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
1	Lube, Oil, And Filter Change					
Complaint	Lube, Oil, And Filter Change					
	Reset Oil Reminder Light					
Correction	Changed Engine Oil & Filter, Lubed Chassis Components,					
	Topped Off All Fluids, Adjusted Tire Pressure					
	Technician: Labor Line for Task 1 on RO 281854		0.5		19.58	9.79
	Technician: Labor Line for Task 1 on RO 281854		0.5		11.00	5.50
Task Discount:						\$0.00
Task Total:						\$15.29

#### FILTER

FILTER	12605565	1	7.46	7.46
FLUID	ATF	5	3.40	17.00

Labor:		\$15.29
Parts:		\$24.46
Misc:		\$0.00
Discounts:		\$0.00
Subtotal:		\$39.75
Sales Tax:		\$0.00
Total:		\$39.75

12346745 part 10.93

281854

L CF



Jeff D'Ambrosio Chevrolet GMC  
2158 Baltimore Pike  
Oxford, PA 19363  
610.932.9090  
http://www.jeffschevy.com

Repair Order 284543

Started: 11/13/07 2:58 PM  
Completed: 11/19/07  
Priority: 0

R509 Version MPK2.66.29

Customer 11304		Vehicle		Service History	
<div style="background-color: black; width: 100px; height: 100px; margin: 0 auto;"></div> Work: <div style="background-color: black; width: 100px; height: 20px; display: inline-block;"></div> Home: <div style="background-color: black; width: 100px; height: 20px; display: inline-block;"></div>		2007 CHEVROLET COBALT LT		308361	09/08/08 26308 CUSTOMER STATE
		Color		308361	09/08/08 26308 CUSTOMER STATE
		VIN	1G1AL55F777	308361	09/08/08 26308 CUSTOMER STATE
		Mileage	In: 8531 Out: 0	306894	08/29/08 24285 CUSTOMER STATE
		Tag Number	Plate No.	306894	08/29/08 24285 CUSTOMER STATE
		In-Service		306894	08/29/08 24285 COURTESY TRANS
		Engine		307873	08/12/08 25673 CUSTOMER STATE
		Coverage		307873	08/12/08 25673 Shop Supplies
		Build Date		306057	06/27/08 21671 CUSTOMER STATE
		Comments	SERVICE CONTRACT MAINTENANCE PLAN	306057	06/27/08 21671 CUSTOMER STATE

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
1	<b>Cust States That Vehicle Runs Rough</b>					
Complaint	Cust States That Vehicle Runs Rough					
Correction	Tech Could Not Duplicate Customer Concern At This Time					
	Technician: Labor Line for Task 1 on RO 284543					66.58 0.00
	Task Discount:					\$0.00
	Task Total:					\$0.00
2	<b>Cust States That Vehicle Has Poor Fuel Milage</b>					
Complaint	Cust States That Vehicle Has Poor Fuel Milage					
Correction	Tech Could Not Duplicate Customer Concern At This Time.					
	Technician: Labor Line for Task 2 on RO 284543					66.58 0.00
	Task Discount:					\$0.00
	Task Total:					\$0.00
3	<b>Cust States That Vehicel Drags Going Up Hill</b>					
Complaint	Cust States That Vehicel Drags Going Up Hill					
Correction	Tech Could Not Duplicate Customer Concern At This Time.					
	Technician: Labor Line for Task 3 on RO 284543					66.58 0.00
	Task Discount:					\$0.00
	Task Total:					\$0.00

		Labor:	\$0.00
		Parts:	\$0.00
		Misc:	\$0.00
		Discounts:	\$0.00
		Subtotal:	\$0.00
		Sales Tax:	\$0.00
		Total:	\$0.00

284543

1. Vehicle Runs Rough  
- could not Duplicate

2. Vehicle has Poor Fuel Mileage  
- scanned computer - No codes Found  
- all systems seem to be functioning properly

3. vehicle Drags going up hill  
- could not Duplicate



Jeff D'Ambrosio Chevrolet GMC  
2158 Baltimore Pike  
Oxford, PA 19363  
610.932.9090  
http://www.jeffschevy.com

Repair Order 284966

Started: 11/27/07  
Completed: 12/05/07  
Priority: 0

R509 Version MPK2.66.29

Customer 11304		Vehicle		Service History	
Work: Home:	[REDACTED]	2007 CHEVROLET COBALT LT		308361	09/08/08 26308 CUSTOMER STATE
		Color		308361	09/08/08 26308 CUSTOMER STATE
		VIN 1G1AL55F777 [REDACTED]		308361	09/08/08 26308 CUSTOMER STATE
		Mileage In: 4199 Out: 0		306894	08/29/08 24285 CUSTOMER STATE
		Tag Number Plate No.		306894	08/29/08 24285 CUSTOMER STATE
		In-Service		306894	08/29/08 24285 COURTESY TRANS
		Engine		307873	08/12/08 25673 CUSTOMER STATE
		Coverage		307873	08/12/08 25673 Shop Supplies
		Build Date		308057	06/27/08 21671 CUSTOMER STATE
		Comments SERVICE CONTRACT MAINTENANCE PLAN		308057	06/27/08 21671 CUSTOMER STATE

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
1	Lube, Oil, And Filter Change					
	Complaint	Lube, Oil, And Filter Change Reset Oil Reminder Light				
	Correction	Changed Engine Oil & Filter, Lubed Chassis Components, Topped Off All Fluids, Adjusted Tire Pressure				
	Technician: Labor Line for Task 1 on RO 284966		0.5		19.58	9.79
	Technician: Labor Line for Task 1 on RO 284966		0.5		11.00	5.50
	Task Discount:					\$0.00
	Task Total:					\$15.29
2	Tire Rotation					
	Complaint	Tire Rotation				
	Correction	Rotated Tires				
	Technician: Labor Line for Task 2 on RO 284966		0.5		30.00	15.00
	Technician: Labor Line for Task 2 on RO 284966		0.5		11.00	5.50
	Task Discount:					\$0.00
	Task Total:					\$20.50

Customer 11304		Vehicle		Service History			
<div></div> <div>Work: <div></div></div> <div>Home: <div></div></div>		2007 CHEVROLET COBALT LT		308361	09/08/08	26308	CUSTOMER STATE
		Color		308361	09/08/08	26308	CUSTOMER STATE
		VIN 1G1AL55F77 <div></div>		308361	09/08/08	26308	CUSTOMER STATE
		Mileage In: 4199 Out: 0		306894	08/29/08	24285	CUSTOMER STATE
		Tag Number Plate No.		306894	08/29/08	24285	CUSTOMER STATE
		In-Service		306894	08/29/08	24285	COURTESY TRANS
		Engine		307873	08/12/08	25673	CUSTOMER STATE
		Coverage		307873	08/12/08	25673	Shop Supplies
Build Date			306057	06/27/08	21671	CUSTOMER STATE	
Comments		SERVICE CONTRACT MAINTENANCE PLAN		306057	06/27/08	21671	CUSTOMER STATE

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
	FILTER					
	FILTER	12605566	1		7.46	7.46
	FLUID	ATF	5		3.40	17.00

		Labor:	\$35.79
		Parts:	\$24.46
		Misc:	\$0.00
		Discounts:	\$0.00
		Subtotal:	\$60.25
		Sales Tax:	\$0.00
		<b>Total:</b>	<b>\$60.25</b>

284966

LOF

TRET

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
	1 1/2	2849662		9:27
		OPER. NO.		
		EMP. NO.		ON 9:10



Jeff D'Ambrosio Chevrolet GMC  
2158 Baltimore Pike  
Oxford, PA 19363  
610.932.9090  
http://www.jeffschevy.com

Repair Order 306894

Service Advisor: Jennifer Frazier  
Started: 07/15/08 7:45 AM  
Completed: 08/29/08 9:39 AM  
Priority: 5  
Appointment: 126164

R509 Version MPK2.66.29

Customer 11304	Vehicle	Service History			
[Redacted] Christiana, PA [Redacted] Work: [Redacted] Home: [Redacted]	2007 Chevrolet Cobalt 4-Door Lt Sedan	308361	09/08/08	26308	CUSTOMER STATE
	Color	308361	09/08/08	26308	CUSTOMER STATE
	VIN 1G1AL55F777 [Redacted]	308361	09/08/08	26308	CUSTOMER STATE
	Mileage In: 24285 Out: 24285	307873	08/12/08	25673	CUSTOMER STATE
	Tag Number J183 Plate No.	307873	08/12/08	25673	Shop Supplies
	In-Service 05/28/07	306057	06/27/08	21671	CUSTOMER STATE
	Engine	306057	06/27/08	21671	CUSTOMER STATE
	Coverage	306057	06/27/08	21671	CUSTOMER STATE
	Build Date	306057	06/27/08	21671	COURTESY TRANS
	Comments SERVICE CONTRACT MAINTENANCE PLAN	306057	06/27/08	21671	LUBE, OIL AND FIL

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
1 CS	CUSTOMER STATES PASSENGER SIDE WINDOW STICKING GOING UP OR DOWN - STICKS ABOUT					
Complaint	CUSTOMER STATES PASSENGER SIDE WINDOW STICKING GOING UP OR DOWN - STICKS ABOUT H					
	ALFWAY					
Cause	WARPED/WRINKLED/WAVY					
Correction	REPLACED RIGHT FRONT DOOR WINDOW RUNNER					
	C1042 .70					
	FC-VK-4N					
	Technician: Joseph A Klim, III			WR	88.63	0.00
	Weatherstrip Asm-Frt S/D Wdo	15814119	1	WR	49.22	49.22
	Technician: Joseph A Klim, III		0.7	WR	68.63	48.04
	Failure 4N:					
Task Discount:						\$0.00
Task Total:						\$97.26

2 CS	CUSTOMER STATES RATTLE NOISE COMING FROM DASH AREA - CAN HEAR ON BUMPY ROAD -					
Complaint	CUSTOMER STATES RATTLE NOISE COMING FROM DASH AREA - CAN HEAR ON BUMPY ROAD -					
	SOUNDS LIKE SOMETHING IS LOOSE - CUSTOMER THINKS THAT NOISE IS MORE PRONOUNCED					
	WHEN AT SLOWER SPEEDS - THE LONGER YOU DRIVE, THE LESS FREQUENT THE NOISE BECOME					
	S					
Cause	WEAK					
Correction	REPLACED STEERING COLUMN KIT					
	E7680 1.10					
	FC-NQ-4Q					
	B AUTH: OK RELATED OPERATION (DIFFERENT CUSTOMER CONCERN)					





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## Repair Order 306894

Service Advisor: Jennifer Frazier

Started: 07/15/08 7:45 AM

Completed: 08/29/08 9:39 AM

Priority: 5

Appointment: 126164

R509 Version MPK2.66.29

Customer 11304	Vehicle	Service History			
Christiana, PA Work: Home:	2007 Chevrolet Cobalt 4-Door Lt Sedan	308361	09/08/08	26308	CUSTOMER STATE
	Color	308361	09/08/08	26308	CUSTOMER STATE
	VIN 1G1AL55F777	308361	09/08/08	26308	CUSTOMER STATE
	Mileage In: 24285 Out: 24285	307873	08/12/08	25673	CUSTOMER STATE
	Tag Number J183 Plate No.	307873	08/12/08	25673	Shop Supplies
	In-Service 05/28/07	306057	06/27/08	21671	CUSTOMER STATE
	Engine	306057	06/27/08	21671	CUSTOMER STATE
	Coverage	306057	06/27/08	21671	CUSTOMER STATE
	Build Date	306057	06/27/08	21671	COURTESY TRANS
	Comments SERVICE CONTRACT MAINTENANCE PLAN	306057	06/27/08	21671	LUBE, OIL AND FIL

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
	Technician: Joseph A Klim, III			WR	68.63	0.00
	Column Kit, Strg	19200751	1	WR	438.10	438.10
	Technician: Joseph A Klim, III		1.1	WR	68.63	75.49
	Failure 4Q:					

Task Discount: \$0.00

Task Total: \$513.59

3 Z7901

## COURTESY TRANSPORTATION - ONE DAY RENTAL

Complaint COURTESY TRANSPORTATION - ONE DAY RENTAL

Cause CUSTOMER SATISFACTION

Correction 3GNDA23D66S

Technician: Sublet Tech

Rental Income - Cars

WR 68.63 0.00

WR 37.00 37.00

Task Discount: \$0.00

Task Total: \$37.00

Labor:	\$123.53
Parts:	\$487.32
Misc:	\$37.00
Discounts:	\$0.00
Subtotal:	\$647.85
Sales Tax:	\$0.00
Total:	\$647.85

306894

Cost. Stats Rattle noise in dash  
 found insufficient lubrication in Intermediate Steering shaft  
 Replace Intermediate Steering shaft

Cost. Stats R/F Window gets stuck halfway up  
 found slight bend in window runner  
 Replace R/F door window runner

1- Intermediate Steering shaft  
 1- R/F door Window Runner

All Times at 30 PSI

Cost. Stats noise in Dash  
 found Steering Column to be Prematurely worn  
 Replace Steering Column.

RO#

INITIALS

DATE RETD. 8/5/16



Jeff D'Ambrosio Chevrolet GMC  
2158 Baltimore Pike  
Oxford, PA 19363  
610.932.9090  
<http://www.jeffschevy.com>

## Repair Order 307873

Service Advisor: Jennifer Frazier  
Started: 08/12/08 7:45 AM  
Completed: 08/12/08 4:27 PM  
Priority: 5  
Appointment: 127608

R506 Version MPK2.66.29

Customer: 11304	Vehicle	Service History			
<b>Christiana, PA</b> <b>Work:</b> <b>Home:</b>	<b>2007 Chevrolet Cobalt 4-Door Lt Sedan</b>	308361	09/08/08	26308	CUSTOMER STATE
	Color	308361	09/08/08	26308	CUSTOMER STATE
	VIN 1G1AL55F777	308361	09/08/08	26308	CUSTOMER STATE
	Mileage In: 25673 Out: 25673	306694	08/29/08	24285	CUSTOMER STATE
	Tag Number 918 Plate No.	308894	08/29/08	24285	CUSTOMER STATE
	In-Service 05/28/07	308894	08/29/08	24285	COURTESY TRANS
	Engine	306057	06/27/08	21671	CUSTOMER STATE
	Coverage	306057	06/27/08	21671	CUSTOMER STATE
	Build Date	306057	06/27/08	21671	CUSTOMER STATE
	Comments SERVICE CONTRACT MAINTENANCE PLAN	306057	06/27/08	21671	COURTESY TRANS

Task Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
1 CS	<b>CUSTOMER STATES DRIVER SIDE FRONT TIRE WAS FLAT - CUSTOMER ADDED AIR TO TIRE</b>					
Complaint	CUSTOMER STATES DRIVER SIDE FRONT TIRE WAS FLAT - CUSTOMER ADDED AIR TO TIRE					
Correction	TIRE LEAKING AT SIDEWALL - REPLACED TIRE					
	Technician: Joseph A Klim, III		0.4	CP	32.37	12.95
	195/60R15 CONTINENTAL TOUR CONTACT, PO 6856		1	CP	89.00	89.00
	Stem, Tire V/v	00274288	1	CP	2.00	2.00
	TIRE REMOVAL		1	CP	3.00	3.00
	TIRE TAX		1	CP	1.00	1.00
<b>Task Discount:</b>						<b>\$0.00</b>
<b>Task Total:</b>						<b>\$107.95</b>
<b>Shop Supplies</b>						
	Shop Supplies		1	CP	1.00	1.00

Labor:	\$12.95
Parts:	\$2.00
Misc:	\$94.00
Discounts:	\$0.00
Subtotal:	\$108.95
Sales Tax:	\$6.54
<b>Total:</b>	<b>\$115.49</b>

307873

P195/60R15 87S M+S  
Continental TouringContact AS

↳ Tires L/F looks like wood in sidewall

195/60R15  
Continental Touring 95.50

<sup>new</sup>  
(only showing 1 1/5)

(107.95)

01/08/2008 15:25

2156657656

DOMINIQUE GRENIER

PAGE 01/01

Form **W-9**  
(Rev. January 2003)  
Department of the Treasury  
Internal Revenue Service

# Request for Taxpayer Identification Number and Certification

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

Print or type  
See specific instructions on page 2.

Name  
David J. Gorberg + Associates, P.C.

Business name, if different from above

Check appropriate box: ☐ Individual/  
Sole proprietor ☒ Corporation ☐ Partnership ☐ Other

Exempt from backup withholding ☐

Address (number, street, and apt. or suite no.)  
1234 Market St. Suite 2040

City, state, and ZIP code  
Phila. Pa. 19107

List account number(s) here (optional)

Requester's name and address (optional)

74-3097103

## Part I Taxpayer Identification Number (TIN)

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

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

Social security number

--	--	--	--	--	--	--	--	--	--

or

Employer identification number

--	--	--	--	--	--	--	--	--	--

## Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. person (including a U.S. resident alien).

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See instructions.)

Sign  
Here

Signature of  
U.S. person

Date

## Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

**U.S. person.** Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee.

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

**Foreign person.** If you are a foreign person, use the appropriate Form W-8 (see Pub. 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

**Nonresident alien who becomes a resident alien.** Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement that specifies the following five items:

- The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
- The treaty article addressing the income.
- The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
- The type and amount of income that qualifies for the exemption from tax.
- Sufficient facts to justify the exemption from tax under the terms of the treaty article.

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

**Issued by:**  
***Chevrolet***

**Certificate No. 1G1AK55F167** [REDACTED]

**Issue Date: June 17, 2011**

**Issued exclusively for:**

[REDACTED]  
Fairburn, GA [REDACTED]

**Valid through: August 6, 2009**

**Amount: One Thousand Five Hundred Dollars and Zero Cents**  
**\*\*\*\*\$1,500.00\*\*\*\***

June 17, 2011

[REDACTED]  
Fairburn, GA [REDACTED]

Service Request: 71-650857350  
Customer Relationship Specialist: Alex Webster

Dear [REDACTED]:

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 2006 Chevrolet Cobalt. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1AK55F167 [REDACTED] enclosed is the Owner Loyalty Certificate for the amount of \$1,500.00. This certificate is valid through August 6, 2009, towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 2006 Chevrolet Cobalt and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call Chevrolet Marketing Support at 800-222-1020. You may also begin your shopping by logging on to the GM Vehicle Showroom at [www.gm.com](http://www.gm.com) to view our products.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Chevrolet Customer Assistance Center

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

GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

File Edit View Favorites Tools Help

Back Address Go

Links Customize Links Free Hotmail GM Access GM Dealer GM Lead GM Training GM Web Windows Windows Marketplace Windows Media

Vehicle Category:	GM, Used	Plan Customer:	Individual
Division:	Chevrolet	Customer Type:	Owner
VIN:	1G1AL15F687 [REDACTED]		
		College Park, Georgia, United States	[REDACTED]
		Evening Phone:	
		Primary Language:	English
		Secondary Language:	

---

**Sales Information**

Dealer Code:	32888
Action:	Add Protection Plan
Odometer:	50000
Delivery Date:	08/26/2008

---

**Plan Lienholder**

Lienholder Type:	Other
	Chevrolet
	P.O.Box 33170
	Detroit, Michigan - 48232

---

**Protection Plans**

Plan Purchase Date:	08/26/2008
In Service Date:	08/26/2008

Plan Type:	Smart Care Retail
Term:	12
Mileage Limit:	12000
Deductible:	0
Rental Type:	None
Plan Price:	\$ 0.00
Tax:	\$ 0.00

Discussions Discussions not available on https://www.autopartners.net/

Done Internet



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

OrderWORKBENCH

Close Window

Transaction Details

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

VIN: 1G1AL15F667

Status: Pending

Dealer Code: 32888

User ID: 1w3jfm

Transaction Date: 08/26/2008

User Role: Central Office Administrator

Transaction Type: GM Protection Plan

Timestamp Date: 2008-08-28-11.00.37.105000

Transaction Messages:

1097 - GMPP sent to MIC

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Done

Internet

June 17, 2011

[REDACTED]  
College Park, GA [REDACTED]

Service Request: 71-653120247

Customer Relationship Specialist: Alex Webster

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2006 Chevrolet Cobalt, Vehicle Identification Number 1G1AL15F667 [REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 08/26/2008 and ending on 08/26/2009, and begins with 50,000 and ends with 62,000 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmmlink.com](http://www.mygmmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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

---

**confidential**  
**fax**

To: **Zeke Riggs at Chevrolet**  
Fax Number: 8669622868

From: [REDACTED]  
Fax Number: [REDACTED]  
Business Phone: [REDACTED]  
Home Phone: [REDACTED]

Pages: 12  
Date/Time: 9/2/2008 9:30:57 AM  
Subject: Case File 71-655065008

---

Attn: Zeke Riggs

[REDACTED]  
Myrtle Beach, SC

Tele. [REDACTED]

Sept. 1, 2008

To Whom It May Concern at Chevrolet:

Subject: Case File 71-655065008

I have been buying Chevrolets for over 40 years and been an active participant in the GM Rewards program since its inception. Presently, I have 2 Chevrolets that I purchased new (2007 Cobalt and 2007 Malibu) and a leased 2005 Cobalt which we keep in Myrtle Beach for our daughter to drive.

The 2005 Cobalt has been plagued with electrical and power steering problems ever since I've had it. I was negotiating with the sales department at Myrtle Beach Chevrolet to get out of my lease (via the Pull Ahead Program) and into a new Cobalt. However, recent bad experiences with the Myrtle Beach Chevrolet Service Department have soured me on getting a Chevrolet at this time. They said on the service ticket (below) that my problems were "possible related to past accident cust had with the car".

My daughter was in a minor accident on August 3rd, when there was a loss of steering control and the car hit a curb. Two rims were bent and a tire had to be replaced. We have had several episodes where the electronics have gone haywire in the car, with the symptoms documented on the service ticket dated 04/02/07 and subsequent service tickets. I find it disingenuous that the Service Department would try to say that a problem they had worked on several times before and failed to fix is now attributable to a recent accident. I find it much more likely that a power steering failure may have contributed to the accident. I would like to know what the logs say as to when failures have occurred.

Here is a timeline of my power steering/electronic failures, with associated service invoices below:

07/15/06- Ignition switch was defective and replaced at Myrtle Beach

07/17/06-Key could not be remove from the ignition switch that was just installed  
Shifter Assembly was replaced

04/02/07-The first occurrence of the problem that persists. The power steering failure message flashes on and off, with intermittent loss of power steering/power brake capability, surges in idle and power and erratic changes in symptoms on the display. Usually if the car is turned off and allowed to set a while, the only symptom that appears is the "Check Engine" light. This too eventually disappears. Myrtle Beach "recalibrated the PCM".

04/26/07-The symptoms reappeared and the Power Steering Column was replaced by Myrtle Beach.

05/01/07-The symptoms reappeared and Myrtle Beach attributed the problem to loose BCM connectors.

07/09/07-The problem persisted when I drove it to Washington to work. I took it in to Country Chevrolet in Warrenton, VA. They replaced/retested a 60-AMP fuse and found that the BCM was programmed for the wrong wheel size, which was causing vibrations and failures in the power steering. I would assume that having the wrong wheel size programmed for over 22,000 miles could cause wear and tear on the power steering assembly. The car drove well until recently but we often had occurrences where the instrument panel display would flicker in intensity.

08/11/08-Complete failure again, same symptoms with power steering/power brake

---

**confidential**  
**fax**

To: **Zeke Riggs at Chevrolet**  
Fax Number: 8669622868

From: [REDACTED]  
Fax Number: [REDACTED]  
Business Phone: [REDACTED]  
Home Phone: [REDACTED]

Pages: 12  
Date/Time: 9/2/2008 9:04:17 AM  
Subject: Case File 71-655065008

---

Attn: Zeke Riggs

[REDACTED]  
Myrtle Beach, SC

Tele. [REDACTED]

Sept. 1, 2008

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08/11/08-Complete failure again, same symptoms with power steering/power brake outage and engine surges. I was in Washington; my daughter took the car into Myrtle Beach. She was told if she would purchase a \$300, 30,000 mile service package, the included Computer Diagnostic System Check would identify the problem. She bought the package. As it turns out, as per the service invoice, there is a TSB that regarding our problem that says to just clear the codes and give it back to the customer to see if it happens again "perform no work". I don't know if all the service was done and computer diagnostics were run. I do know that an oil change was supposed to be included and my computer presently says 53% of oil use is left, when it should be saying 100%.

8/15/08-The car failed again while I was driving, almost had an accident. Called Myrtle Beach Chevrolet (Friday) and was told that I would have to wait until Monday before anyone could look at it.

8/18/08- I took it in early in the morning and notified Chevrolet headquarters as to the problems I continue to have, opened File 71655065008. Chevrolet checked with the Myrtle Beach Service Department throughout the week and kept being told that "diagnostics" were being run. At one point I was told by Casey Bice at Chevrolet HQ that it had been narrowed down to one of two modules, with the Body Control Module being a prime suspect.

8/21/08-I was called in the evening by Josh Hodges at Myrtle Beach Chevrolet and told to come get the car. I asked what had been done and he said they had done the same as before, what TSB called for, clearing the codes. The only difference is that they test drove the car 4 times. I was without the use of the car for a week, so they could re-boot the computer and test drive the car for a total of 17 miles, I checked the mileage when we picked it up.



8/31/08-I was at the beach with my wife and grandson and was stung by a jelly fish. The car failed two times while I was driving to get treatment. I had to pull off the road, out of traffic, turn off the car and re-start it. This usually clears the problem until the next occurrence. In addition to the power steering and power brake failures, I have now noticed that the gas gauge fluctuates regarding how much gas is in the car, when I have below a third of a tank.

In conclusion:

1. Are there any log entries for Aug 3, the date of the accident?
2. Is Myrtle Beach Chevrolet correct in its contention that Chevrolet's TSB says for this problem that they are to clear the codes, "perform no work" and give the car back to the customer when they are experiencing power steering and brake failures?
3. What is Chevrolet going to do to correct this situation? If the car can't be fixed, please cancel my lease. This car is dangerous.

SEE RELATED SERVICE INVOICES BELOW:



MYRTLE BEACH CHEVROLET  
1735 HWY 501  
MYRTLE BEACH SC 29577  
843-448-3105

### Sale

ID: 00163004 Ref # 0005  
08-12-08 12:06:56  
Branch: 045

VISA

Appr Code: 005639A Inv#: 000531  
Total: \$ 659.52

Customer Copy  
THANK YOU!

1735 HWY 501 • PO BOX 425

MYRTLE BEACH, SC 29577

(843) 448-3105 (800) 688-3105

24 HOUR EMERGENCY

SERVICE: (843) 946-9829

Go

Mr. G

APPROVAL	APPROVED	DATE	MYRTLE DATE
JOSH B. HODGES	2103	185	08/11/08
LABOR DATE	DATE	MESSAGE	DATE
		33,359	PEWTER/
VEHICLE MAKE/MODEL	05/CHEVROLET/COBALT/4 DOOR SEDAN		06/16/05
VEHICLE ID NO	1G1AK52F857		08/08/08
PT C NO			

LABOR & PARTS  
J# 1 15CV2 WHEELS AND TIRES TECH(S): 619 24.95  
CUST STATES TO REPLACE BOTH DRIVER SIDE RIMS. PARTS HAS THEM IN STOCK  
FOUND THAT THE NEW TIRE THAT THEY HAD INSTALLED ELS WHEAR IS CUT ON SIDE WALL WHEAR RIM SEALS TO BEAD CUSTOMER STATES IF IT HOLDS AIR LEVE IT ALONE. TIRE IS NOT SAFE. CAR IS NOT SAFE TO DRIVE WITH THIS TIRE.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	2	9595086	WHEEL 5.803 0	96.43	96.43	192.86
JOB # 1	2	274288	STEM 5.875 0	2.00	2.00	4.00
JOB # 1 TOTAL PARTS						196.86
JOB # 1 TOTAL LABOR & PARTS						221.81

J# 2 03CV2 ELECTRICAL TECH(S): 619 0.00  
CUST STATES THAT POWER STEERING WAS OUT AND CAR HAD NO POWER CK AND ADVISE  
FOUND NO PROBLEM WITH POWER STEERING AFTER CLEARING CODES NONE CAME BACK. CHECK FOR TSB'S AND IT SAY AFTER CLEARING CODES DRIVE TO SEE IF THEY COME BACK IF NOT PERFORM E NO WORK.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

J# 3 13CV2-30K 30000 M INTERVAL SVC TECH(S): 619 186.95  
30,000 MILE SERVICE \$ 299.95  
LUBRICATE & INSPECT FRONT SUSPENSION, DRIVE LINE, STEERING, INSPECT DRIVE BELTS, HOSES, CABLES, LIGHTS, HORNS, INSPECT TIRES & TOP OFF ALL FLUID LEVELS. ADJUST TIRE PRESSURE CHANGE ENGINE OIL & OIL FILTER. REPLACE AIR FILTER & PCV VALVE. INSPECT FRONT & REAR BRAKES. CLEAN & ADJUST REAR. ROTATE TIRES. INSPECT CV JOINTS & BOOTS. REPLACE FUEL FILTER. INSPECT ALL SPARK PLUG WIRES AND CONNECTORS. COMPUTER DIAGNOSTIC SYSTEM CHECK. INSTALL NEW SPARK PLUGS (ADD \$40.00 PLATINUM PLUG MODELS. OR BLAZER) REPLACE ENGINE COOLANT(DRAIN & FILL) SERVICE TRANSMISSION & REPLACE FLUID (ADD \$40.00 FOR BLAZER & 4WD MODELS)  
SERVICE COMPLETED THANK YOU

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	PK457		15.78	15.78	15.78
JOB # 3	1	LUBE	GREASE	****	****	****
JOB # 3	1	12605566	FILTER 1.836 2	****	****	****
JOB # 3	5	10W30	MOBIL OIL	****	****	****
JOB # 3	1	PK24221762	TRNS SERVICE	50.20	50.20	50.20
JOB # 3	7	ATF	DEXTRON 1 8.800	****	****	****
JOB # 3	1	24221762	FLTR KIT 4.197 2	****	****	****
JOB # 3	1	21999324	ELEMENT 3.410 2	18.95	18.95	18.95
JOB # 3	1	22734980	FILTER 3.890 2	39.95	39.95	39.95
JOB # 3	1	12346290	COOLANT 8.800 0	27.73	16.95	16.95

You may not  
from Genes  
next few visit  
you are  
"Complete  
coming  
Service and  
MYRTLE BEACH


Aug 15 0.00  
Now  
Check  
Engine  
Power  
Steering

4/26/07

WARRANTY  
ANY WARRANTIES  
HEREBY ARE VOID  
UNLESS THE SELLER  
HAS EXPRESSLY  
STATED OTHERWISE  
IN WRITING  
MYRTLE BEACH CHEVROLET  
AUTHORIZES ANY OF  
ITS EMPLOYEES TO  
ACCEPT RETURNS

ALL GENERAL  
AND LABOR  
FOR 12 MONTH  
WHICHEVER  
DEALER IS NOT  
OR DAMAGE TO  
LEFT IN VEHICLE  
OR ANY OTHER  
CONTROL OR PO  
BY THE UNAVAIL  
DELAYS IN PART  
SUPPLYING DETAIL

THAT  
FOR YOU

CUSTOMER NO. <b>61700</b>		ADVISOR <b>JOSH B HODGES</b>		TAG NO. <b>2103 213</b>	INVOICE DATE <b>08/21/08</b>	INVOICE <b>CVC</b>
 <b>MYRTLE BEACH, SC</b>		LABOR RATE	LICENSE NO.	MILEAGE <b>33,475</b>	COLOR <b>PEWTER/</b>	STOCK
		YEAR / MAKE / MODEL <b>05/CHEVROLET/COBALT/4 DOOR SEDAN</b>			DELIVERY DATE <b>06/16/05</b>	DELIVER
		VEHICLE ID NO.			SELLING DEALER NO.	PRODUCT

---

**confidential**  
**fax**

To: **Zeke Riggs at Chevrolet**  
Fax Number: 8669622868

From: [REDACTED]  
Fax Number:  
Business Phone:  
Home Phone: [REDACTED]

Pages: 12  
Date/Time: 9/2/2008 9:04:17 AM  
Subject: Case File 71-655065008

---

Attn: Zeke Riggs

[REDACTED]  
Myrtle Beach, SC

Tele. [REDACTED]

Sept. 1, 2008

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Subject: Case File 71-655065008

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The 2005 Cobalt has been plagued with electrical and power steering problems ever since I've had it. I was negotiating with the sales department at Myrtle Beach Chevrolet to get out of my lease (via the Pull Ahead Program) and into a new Cobalt. However, recent bad experiences with the Myrtle Beach Chevrolet Service Department have soured me on getting a Chevrolet at this time. They said on the service ticket (below) that my problems were "possible related to past accident cust had with the car".

My daughter was in a minor accident on August 3rd, when there was a loss of steering control and the car hit a curb. Two rims were bent and a tire had to be replaced. We have had several episodes where the electronics have gone haywire in the car, with the symptoms documented on the service ticket dated 04/02/07 and subsequent service tickets. I find it disingenuous that the Service Department would try to say that a problem they had worked on several times before and failed to fix is now attributable to a recent accident. I find it much more likely that a power steering failure may have contributed to the accident. I would like to know what the logs say as to when failures have occurred.

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In conclusion:

1. Are there any log entries for Aug 3, the date of the accident?
2. Is Myrtle Beach Chevrolet correct in its contention that Chevrolet's TSB says for this problem that they are to clear the codes, "perform no work" and give the car back to the customer when they are experiencing power steering and brake failures?
3. What is Chevrolet going to do to correct this situation? If the car can't be fixed, please cancel my lease. This car is dangerous.

SEE RELATED SERVICE INVOICES BELOW:



MYRTLE BEACH CHEVROLET  
1735 HWY 501  
MYRTLE BEACH SC 29577  
843-448-3105

**Sale**

ID: 00163004 Ref: 0005  
08-12-08 12-06-56  
Batch: 0045

VISA

1735 HWY 501 • PO BOX 425  
MYRTLE BEACH, SC 29577  
(843) 448-3105 (800) 688-3105  
24 HOUR EMERGENCY  
SERVICE: (843) 448-9829

Go!

W.G.

Appr Code: 005694 Inv#: 000531  
etal: \$ 659.52

Customer Copy  
THANK YOU!

SALES/REP	DATE REC	INVOICE DATE
JOSH B HODGES	2103 185	08/11/08
LABOR RATE	LOCATION	MESSAGE
		33,359 PEWTER/
YEAR, MAKE, MODEL	DELIVERY DATE	
05/CHEVROLET/COBALT/4 DOOR SEDAN	06/16/05	
VEHICLE ID NO	GEORGE DEALER NO	
1 G 1 A K 5 2 F 8 5 7		
PT C NUM	IP C NUM	R.C. DATE
		08/08/08

LABOR & PARTS		WHEELS AND TIRES		TECH(S): 619	24.95
J# 1 15CVZ		CUST STATES TO REPLACE BOTH DRIVER SIDE RIMS. PARTS HAS THEM IN STOCK			
		FOUND THAT THE NEW TIRE THAT THEY HAD INSTALLED ELS WHEAR IS CUT ON SIDE WALL WHEAR RIM SEALS TO BEAD CUSTOMER STATES IF IT HOLDS AIR LEVE IT ALONE. TIRE IS NOT SAFE. CAR IS NOT SAFE TO DRIVE WITH THIS TIRE.			
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JOB # 1	2	274288	STEM 5.875 0	2.00	4.00
				JOB # 1 TOTAL PARTS	196.86
				JOB # 1 TOTAL LABOR & PARTS	221.81

J# 2 03CVZ		ELECTRICAL		TECH(S): 619	Aug 15, 0.00
		CUST STATES THAT POWER STEERING WAS OUT AND CAR HAD NO POWER CK AND ADVISE			
		FOUND NO PROBLEM WITH POWER STEERING AFTER CLEARING CODES NONE CAME BACK. CHECK FOR TSB'S AND IT SAY AFTER CLEARING CODES DRIVE TO SEE IF THEY COME BACK IF NOT PERFORM E NO WORK.			
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

1112  
You may see  
from Genen  
next few wees  
you see  
"Complete  
come  
Service and  
MYRTLE BEACH

Now  
Check  
Engine  
Power  
Steering

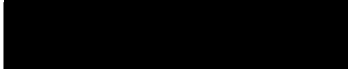
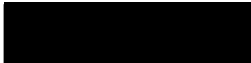
WARRANTY  
ACK. WARRANTY  
Hereby we those  
here. The seller  
hereby expressly  
disnot express a  
limited warranty.  
These for 2 parts  
Beach Chevrolet  
authorizes any of  
it any facility in



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**confidential**  
**fax**

To: **Zeke Riggs at Chevrolet**  
Fax Number: 8669622868

From:   
Fax Number:  
Business Phone:  
Home Phone: 

Pages: 12  
Date/Time: 9/2/2008 9:30:57 AM  
Subject: Case File 71-655065008

---

Attn: Zeke Riggs

[REDACTED]  
Myrtle Beach, SC

Tele. [REDACTED]

Sept. 1, 2008

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SEE RELATED SERVICE INVOICES BELOW:



MYRTLE BEACH CHEVROLET  
1705 HWY 501  
MYRTLE BEACH SC 29577  
843-448-3105

### Sale

ID: 00163004 Ref #: 0005  
08-12-08 12-06-56  
Batch #: 045

VISA

Appr Code: 00569H Inv#: 000531  
Total: \$ 659.52

Customer Copy  
THANK YOU!

1785 HWY 501 • PO BOX 425

MYRTLE BEACH, SC 29577

(843) 448-3105 (800) 688-3105

24 HOUR EMERGENCY

SERVICE: (843) 946-0829

Mr. G

ARRIVAL	DATE	TIME	INVOICE DATE
JOSH B HODGES	2103	185	08/11/08
LABOR TYPE	LICENSE NO	MILEAGE	COLOR
		33,359	PEWTER/
YEAR, MAKE, MODEL	05/CHEVROLET/COBALT/4 DOOR SEDAN		DELIVERY DATE
VEHICLE ID NO	1G1AK52F857		06/16/05
PT C NO	PT D NO	H.C. DATE	
		08/08/08	

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PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						40.00

Aug 13, 0.00  
Now  
Check  
Engine  
Power  
Steering

WARRANTY  
You may see  
from Genes  
next few was  
you are  
"Complete  
come  
Service and  
MYRTLE BEACH

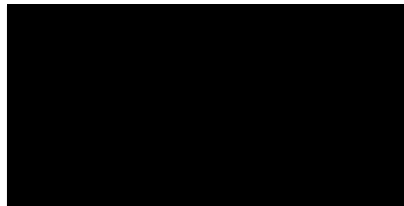
WARRANTY  
Any warranties  
hereby are those  
after the seller  
hereby expressly  
either express or  
implied warranty  
these for a period  
Beach Chevrolet  
authorizes any at  
any liability is

---

**confidential**  
**fax**

To: **Zeke Riggs at Chevrolet**  
Fax Number: 8669622868

From:  
Fax Number:  
Business Phone:  
Home Phone:



Pages: 12  
Date/Time: 9/2/2008 9:30:57 AM  
Subject: Case File 71-655065008

---

Attn: Zeke Riggs

[REDACTED]  
Myrtle Beach, SC [REDACTED]

Tele. [REDACTED]

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1735 HWY 501  
MYRTLE BEACH SC 29577  
843-448-3105

### Sale

ID: 00163004 Ref: 0005  
08-12-08 12-06-56  
Batch: 01 045

VISA

Appr Code: 005639A Inv#: 000531  
Total: \$ 659.52

SHA  
575  
MYRT

Customer Copy  
THANK YOU!

1735 HWY 501 • PO BOX 425

MYRTLE BEACH, SC 29577

(843) 448-3105 (800) 688-3105

24 HOUR EMERGENCY

SERVICE: (843) 946-9829

Go

Mr. G

APPROVAL	APPROVED	DATE	MYRTLE DATE
SHA 575 MYRT	JOSH B. HODGES	2103 185	08/11/08
	LABOR DATE	DATE	DATE
		33,359	PEWTER/
	YEAR / MAKE / MODEL		DELIVERY DATE
	05/CHEVROLET/COBALT/4 DOOR SEDAN		06/16/05
	VEHICLE ID NO		SELLING DEALER NO
	1 G 1 A K 5 2 F 8 5 7		
	PT C NO		R.C. DATE
			08/08/08

LABOR & PARTS  
J# 1 15CV2 WHEELS AND TIRES TECH(S): 619 24.95  
CUST STATES TO REPLACE BOTH DRIVER SIDE RIMS. PARTS HAS THEM IN STOCK  
FOUND THAT THE NEW TIRE THAT THEY HAD INSTALLED ELS WHEAR IS CUT ON SIDE WALL WHEAR RIM SEALS TO BEAD CUSTOMER STATES IF IT HOLDS AIR LEVE IT ALONE. TIRE IS NOT SAFE. CAR IS NOT SAFE TO DRIVE WITH THIS TIRE.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	2	9595086	WHEEL 5.803 0	96.43	96.43	192.86
JOB # 1	2	274288	STEM 5.875 0	2.00	2.00	4.00
JOB # 1 TOTAL PARTS						196.86
JOB # 1 TOTAL LABOR & PARTS						221.81

J# 2 03CV2 ELECTRICAL TECH(S): 619 0.00  
CUST STATES THAT POWER STEERING WAS OUT AND CAR HAD NO POWER CK AND ADVISE  
FOUND NO PROBLEM WITH POWER STEERING AFTER CLEARING CODES NONE CAME BACK. CHECK FOR TSB'S AND IT SAY AFTER CLEARING CODES DRIVE TO SEE IF THEY COME BACK IF NOT PERFORM E NO WORK.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

J# 3 13CV2-30K 30000 M INTERVAL SVC TECH(S): 619 186.95  
30,000 MILE SERVICE \$ 299.95  
LUBRICATE & INSPECT FRONT SUSPENSION, DRIVE LINE, STEERING, INSPECT DRIVE BELTS, HOSES, CABLES, LIGHTS, HORNS, INSPECT TIRES & TOP OFF ALL FLUID LEVELS. ADJUST TIRE PRESSURE CHANGE ENGINE OIL & OIL FILTER. REPLACE AIR FILTER & PCV VALVE. INSPECT FRONT & REAR BRAKES. CLEAN & ADJUST REAR. ROTATE TIRES. INSPECT CV JOINTS & BOOTS. REPLACE FUEL FILTER. INSPECT ALL SPARK PLUG WIRES AND CONNECTORS. COMPUTER DIAGNOSTIC SYSTEM CHECK. INSTALL NEW SPARK PLUGS (ADD \$40.00 PLATINUM PLUG MODELS. OR BLAZER) REPLACE ENGINE COOLANT(DRAIN & FILL) SERVICE TRANSMISSION & REPLACE FLUID (ADD \$40.00 FOR BLAZER & 4WD MODELS)  
SERVICE COMPLETED THANK YOU

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	PK457		15.78	15.78	15.78
JOB # 3	1	LUBE	GREASE	****	****	****
JOB # 3	1	12605566	FILTER 1.836 2	****	****	****
JOB # 3	5	10W30	MOBIL OIL	****	****	****
JOB # 3	1	PK24221762	TRNS SERVICE	50.20	50.20	50.20
JOB # 3	7	ATF	DEXTRON 1 8.800	****	****	****
JOB # 3	1	24221762	FLTR KIT 4.197 2	****	****	****
JOB # 3	1	21999324	ELEMENT 3.410 2	18.95	18.95	18.95
JOB # 3	1	22734980	FILTER 3.890 2	39.95	39.95	39.95
JOB # 3	1	12346290	COOLANT 8.800 0	27.73	16.95	16.95

WARRANTY  
You may not  
from Genes  
next few visit  
you are  
"Complete  
coming  
Service and  
MYRTLE BEACH

WARRANTY  
Hereby are those  
after the seller  
hasly expressly  
either express or  
implied warranty  
these for a period  
Beach Chevrolet  
authorizes any of  
it any jewelry in it  
WARRANTY

ALL GENERAL  
AND LABOR  
FOR 12 MONTH  
WHICHEVER C  
DEALER IS NOT H  
OR DAMAGE TO  
LEFT IN VEHICLE  
OR ANY OTHER  
CONTROL OR FO  
BY THE UNAVAI  
DELAYS IN PART  
SUPPLY WITH DETAIL

THAT  
FOR YOU

CUSTOMER NO. <b>61700</b>	ADVISOR <b>JOSH B HODGES</b>	2103	TAG NO. <b>213</b>	INVOICE DATE <b>08/21/08</b>	INVOICE <b>CVC</b>
MYRTLE BEACH, SC	LABOR RATE	LICENSE NO.	MILEAGE <b>33,475</b>	COLOR <b>PEWTER/</b>	STOCK
	YEAR / MAKE / MODEL <b>05/CHEVROLET/COBALT/4 DOOR SEDAN</b>			DELIVERY DATE <b>06/16/05</b>	DELIVER
	VEHICLE I.D. NO. <b>1 G 1 A K 5 2 F 8 5 7</b>			SELLING DEALER NO.	PRODUCE
	F.T.E. NO.	R.O. NO.	R.O. DATE <b>08/18/08</b>	REF	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

LABOR & PARTS  
J# 1 03CVZ ELECTRICAL TECH(S) 619 0.00  
CUST STATES THAT POWER STEERING IS OUT AND CAR STALLS. TECH 619 HAD IT IN LAST WEEK FOR THIS CONCERN. CK AND ADVISE. FOUND CODES U2100, V2105, V2107. CLEARED CODES TEST DROVE 4 TIMES UNABLE TO LOCATE ANT DEFECTS AT THIS TIME. THESE ARE HISTORY CODES. NO PRESENT CODES. UNABLE TO DUPLICATE  
// POSSIBLE RELATED TO PAST ACCIDENT CUST HAD WITH THE CAR. //

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$55.35 (+TAX)  
COMMENTS  
DROP OFF

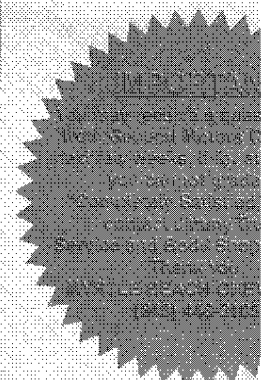
#### TOTALS

GOODWRENCH SERVICE PLUS.  
PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIMITED  
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.  
THANK YOU FOR YOUR BUSINESS!

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

**TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE

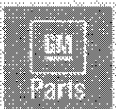


#### WARRANTY DISCLA

Any warranties on the item hereby are those made by the manufacturer. The seller, Myrtle Beach, hereby expressly disclaims, either express or implied, implied warranty of merchantability for a particular purpose. Myrtle Beach Chevrolet neither authorizes any other person to assume any liability in connection with this item/items.

ALL GENERAL MOTOR VEHICLE AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

DEALER IS NOT RESPONSIBLE FOR DAMAGE TO VEHICLE OR CONTENTS LEFT IN VEHICLE IN CASE OF FIRE OR ANY OTHER CAUSE BEYOND THE UNAVAILABILITY OF THE SUPPLIER OR TRANSPORTER.



*Mr. Goodwrench*

**THANK YOU FOR YOUR BUSINESS**

**PLEASE SEE REVERSE**

Rich  
\$18,320

CUSTOMER NO. 61700	NAME: JAMES CYRPRESS	2064	TAG NO. 195	INVOICE DATE: 05/01/07	INVOICE NO. CVCS422652
MYRTLE BEACH, SC	LABOR RATE	LICENSE NO.	RELEASE 20,537	COLOR: PEWTER/	STOCK NO.
	VEHICLE MAKE/MODEL: 05/CHEVROLET/COBALT/4 DOOR SEDAN			DELIVERY DATE: 06/16/05	DELIVERY MILES: 8
	VEHICLE ID NO. 1G1AK52F857			SELLING DEALER NO.	PRODUCTION DATE
	TITLE	P.O. NO.		04/30/07	
COMMENTS					MO: 20547

**LABOR & PARTS**

# 1 03CVZ ELECTRICAL TECH(S): 955  
CUST. STATES THAT THE VEHICLE HAS A STEERING CONCERN AND THE SPEEDOMETER IS JUMPING. ALARM LIGHT IS ON AS WELL VEHICLE IS SURGING  
POOR CONNECTION AT CIRCUITS 2501 AND 2500 ( BCM CONNECTORS ) RESECURED CONNECTORS AND TEST DROVE VEHICLE. CLEARED ALL CODES ON THE VEHICLE. ALL FINE AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

# 2+17CVZ02 COURTESY RENTAL TECH(S): 137  
RENTAL CAR

JOB # 2 TOTAL LABOR & PARTS 0.00

**TOTALS:**

GOODWRENCH SERVICE PLUS. PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIMITED. LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. THANK YOU FOR YOUR BUSINESS!

**TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE


**WARRANTY**

**WARRANTY DISCLAIMER**

Any warranties on the items sold hereby are those made by the manufacturer. The seller, Myrtle Beach Chevrolet, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Myrtle Beach Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.

ALL GENERAL MOTORS PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

DEALER IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY THE UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

  
*Mr. Goodwrench*  
**THANK YOU**  
FOR YOUR BUSINESS!  
PLEASE SEE REVERSE SIDE

CUSTOMER NO.	61700	NAME	JAMES CYRPRESS	2064	TAG NO.	866	RECEIVE DATE	04/26/07	RECEIVED BY	CV
[REDACTED]		LABOR RATE	LICENCE NO.		MILEAGE		20,448	COLOR	PEWTER/	
MYRTLE BEACH, SC		YEAR / MAKE / MODEL					05/CHEVROLET/COBALT/4 DOOR SEDAN		DELIVERY DATE	
		VEHICLE I.D. NO.					1 G 1 A K 5 2 F 8 5 7		SELLING DEALER NO.	
		I.D. NO.					P.O. NO.		DATE	
							04/25/07			

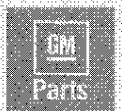
LABOR & PARTS		J# 1 01CVZ		ENGINE		TECH(S):955		WARRANTY	
				VEHICLE WAS BACKING OUT VERY SLOWLY AND IS VERY HARD TO TURN					
				SHIFTER ASSY HAS A CLICKING SOUND IN IT WHEN THIS HAPPENED					
				CHECK ENGINE LIGHT IS ON AT THIS TIME					
				ASSM. MODULE FAILED ON POWER STEERING					
				REPLACED POWER STEERING COLOUM ON THE VEHICLE					
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE			WARRANTY	
JOB # 1	1	15914408	COLUMN KI 6.518 0			JOB # 1 TOTAL PARTS		0.00	
						JOB # 1 TOTAL LABOR & PARTS		0.00	
J# 2+13CVZ-06K		6000 MI INTERVAL SVC	TECH(S):2048			54.00			
		6,000 MILE SERVICE \$ 69.95							
		LUBRICATE & INSPECT FRONT SUSPENSION, DRIVE LINE, STEERING.							
		INSPECT DRIVE BELTS, HOSES, CABLES, LIGHTS, HORNS.							
		INSPECT TIRES & TOP OFF ALL FLUID LEVELS & ADJUST TIRE							
		PRESSURE. CHANGE ENGINE OIL & OIL FILTER, INSPECT AIR FILTER							
		INSPECT FRONT & REAR BRAKES, CLEAN & ADJUST REAR, ROTATE							
		TIRES, INSPECT THROTTLE LINKAGE, TORQUE CARB OR THROTTLE							
		BODY BOLTS.							
		SERVICE COMPLETED THANK YOU							
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE			WARRANTY	
JOB # 2	1	PK456		15.63	15.63	15.63			
JOB # 2	1	LUBE	GREASE	****	****	****			
JOB # 2	1	12605566	FILTER 1.836 2	****	****	****			
JOB # 2	6	10W30	GM OIL	****	****	****			
						JOB # 2 TOTAL PARTS		15.63	
						JOB # 2 TOTAL LABOR & PARTS		69.63	
J# 3+17CVZ02		COURTESY RENTAL	TECH(S):137			WARRANTY			
		RENTAL CAR							
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE			WARRANTY	
						JOB # 3 TOTAL PARTS		0.00	
						JOB # 3 TOTAL LABOR & PARTS		0.00	
MISC	CODE	DESCRIPTION		CONTROL NO.					
JOB # A	HW	HAZARDOUS WASTE				1.62			
JOB # A	SS	SHOP SUPPLIES				3.78			
						TOTAL - MISC		5.40	

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$76.09 (+TAX)

WARRANTY DISCLA  
Any warranties on the h  
hereby are those made by  
turer. The seller, Myrtle Bea  
hereby expressly disclaims  
either express or implied,  
implied warranty of merchan  
ness for a particular purpos  
Beach Chevrolet neither  
authorizes any other person  
if any liability in connection w  
this Rent/Vehicles.

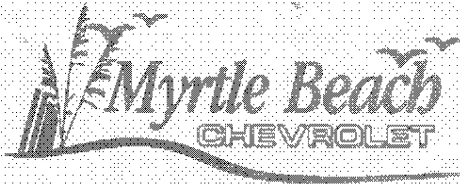
ALL GENERAL MOTOR  
AND LABOR ARE GU  
FOR 12 MONTHS OR 12  
WHICHEVER OCCURS

DEALER IS NOT RESPONSIB  
OR DAMAGE TO VEHICLE C  
LEFT IN VEHICLE IN CASE OF  
OR ANY OTHER CAUSE, B  
CONTROL OR FOR ANY DEL  
BY THE UNAVAILABILITY OF  
DELAYS IN PARTS SHIPME  
SUPPLIER OR TRANSPORT



Mr. Goodwin  
**THANK YOU**  
FOR YOUR BUSINESS  
PLEASE SEE REVE





1785 HWY. 501 • P.O. BOX 425  
MYRTLE BEACH, SC 29577  
(843) 448-3105 (800) 688-3105  
24 HOUR EMERGENCY  
SERVICE: (843) 946-9829

Goody  
Serv

Mr. Good

CUSTOMER NO.	61700	APPLICOR	ROSE H BRATCHER	600	TAG NO.	234	INVOICE DATE	04/02/07
		LABOR RATE			LICENSE NO.		MILEAGE	20,068
							COLOR	PEWTER/
	MYRTLE BEACH, SC							05/CHEVROLET/COBALT/4 DOOR SEDAN
								06/16/05
								1 G 1 A K 5 2 F 8 5 7
								03/30/07

LABOR & PARTS  
J# 1 03CVZ

ELECTRICAL TECH(S): 955  
THE DISPLAY IS READING POWER STEERING AND THE CAR IS SPEEDING UP AND SLOWING DOWN ON ITS OWN, LIKE LURCHES. IT IS DOING THE REVING UP EVEN WHEN IN PARK, MULTIPLE LOSS OF COMMUNICATION CODES W/PCM (ERRATIC OR INCORRECT IDLE) AND BCM. RELATED TO LINE 3/CODES STORED IN HISTORY.  
RECALIBRATED PCM AND TEST DROVE... O.K..

WARRANTY

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 06CVZ06

BRAKE PULSATION TECH(S): 955  
MAKING AN ALMOST LIKE A GRINDING NOISE BUT NOT QUITE LIKE THAT.  
TEST DROVE, NO BRAKE PULSATION PRESENT.  
BASE BRAKE SYSTEM O.K..

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 10CVZ

INTERIOR TRIM TECH(S): 955  
CUSTOMER STATES IF HER KNUV BUMPS THE KEY WHILE DRIVING THE CAR WILL SHUT COMPLETELY OFF.  
SEE LINE ONE, NO PROBLEM FOUND W/IGNITION CYLINDER.

WARRANTY

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+17CVZ02

COURTESY RENTAL  
RENTAL CAR

TECH(S): 137

WARRANTY

JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET PO# VEND INV# INV DATE DESCRIPTION  
JOB # 4 114176 04/02/07 RENTAL

TOTAL - SUBLET 0.00

WARRANTY

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$50.00 (+TAX)

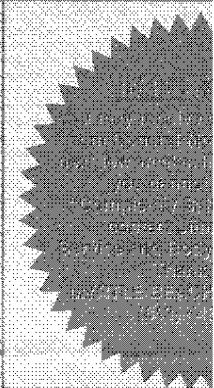
TOTALS

GOODWRENCH SERVICE PLUS.  
PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIMITED  
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.  
THANK YOU FOR YOUR BUSINESS!

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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE



WARRANTY OF  
Any warranties on li  
hereby are those mac  
turer. The seller, Myrt  
hereby expressly discl  
other express or imp  
implied warranty of m  
ness for a particular  
Beach Chevrolet net  
authorizes any other p  
it any liability in connec  
this item/items.

ALL GENERAL M  
AND LABOR ARE  
FOR 12 MONTHS C  
WHICHEVER OCCI

DEALER IS NOT RESP  
OR DAMAGE TO VEH  
LEFT IN VEHICLE IN CA  
OR ANY OTHER CAU  
CONTROL OR FOR AN  
BY THE UNAVAILAB  
DELAYS IN PARTS S  
SUPPLIER OR TRANSF

GM  
Part

Mr. Good

THANK



11 Lee Highway E. WARRENTON, VIRGINIA 20186  
(540) 347-9000 Fax (540) 349-1040 1-800-852-5793  
WE GENUINELY APPRECIATE YOUR BUSINESS

CUSTOMER NO.	31012	ADVISOR	BRADLEY	TAG NO.	25816	920	INVOICE DATE	07/09/07	INVOICE	CVC
		LABOR RATE		MILEAGE	22,655		COLOR	SILVER/	STOCK NO.	
MYRTLE BEACH, SC		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/4DR SDN LS				DELIVERY DATE		DELIVERY	
		VEHICLE I.D. NO.	1 G 1 A K 5 2 F 8 5 7				SELLING DEALER NO.		PRODUCT	
		F.T.E. NO.		P.O. NO.			R.O. DATE	07/09/07	REP	MO
		COMMENTS								

LABOR & PARTS	STEER/SUSP CONCERN UNITS: 0.70 TECH(S):11309	WARRANTY	
J# 1 44CVZ01	C/S THERE IS AN ABNORMAL FEELING WHEN TURNING LEFT OR RIGHT AT LOW SPEEDS - FEELS 'JUMPY' ADVISE IE: WHILE TURNING INTO PARKING SPACES ADVISE VERIFIED CONCERN FOLLOWED BULLTIN REMOVED 60 AMP FUSE RETEST SHUDDER GONE CALLED TAC AND WAS TOLD TO REPROGRAM BCM FROM 15 IN. TO 16 IN. CLEARED ALL CODES AND RETEST DROVE CONDITION CORRECTED		
	JOB # 1 TOTAL LABOR & PARTS	0.00	
J# 2 00CVZ1	ARGIS MULTIPOINT INS UNITS: 0.00 TECH(S):11309		
	SILVER MULTIPOINT INSPECTION (18K - UP)	0.00	
	JOB # 2 TOTAL LABOR & PARTS	0.00	
J# 3 95CVZ10	W/SHIELD REPAIR(CUST UNITS: TECH(S):10097	57.95	
	REPAIR STAR CHIP IN WINDSHIELD (DRIVER'S SIDE)		
	REPAIR STAR CHIP IN WINDSHIELD		
	JOB # 3 TOTAL LABOR & PARTS	57.95	

COMMENTS  
RIDE TO TRAINING CENTER

TOTALS

*****	TOTAL LABOR....	57.95
*	TOTAL PARTS....	0.00
* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL SUBLET....	0.00
*	TOTAL G.O.G....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL MISC CHG....	0.00
*	TOTAL MISC DISC....	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	57.95

THANK YOU FOR YOUR BUSINESS!!  
PARTS DESIGNATED WITH AN ASTERISK(\*) INDICATES LIFETIME  
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

1/2/08 Ice Present  
Steven Stalls  
Palmetto Chev. Conway  
(843) 248-4283  
Floyd  
PAID JUL  
(800) 243-8

STATEMENT OF DISC  
The factory warranty constitutes  
warranties with respect to the  
item/items. The Seller here  
disclaims all warranties, either  
implied, including any implied  
merchantability or fitness for  
purpose. Seller neither assum  
orizes any other person to assi  
liability in connection with the  
item/items.

CUSTOMER SIGNATURE  
ON BEHALF OF SERVICING DEAL  
CERTIFY THAT THE INFORMATI  
HEREON IS ACCURATE UNLESS OTH  
SERVICES DESCRIBED WERE PERF  
CHARGE TO OWNER, THERE WAS  
FROM THE APPEARANCE OF THI  
OTHERWISE, THAT ANY PART  
REPLACED UNDER THIS CLAIM  
CONNECTED IN ANY WAY WITH  
NEGLECT OR MISUSE, RECORD  
THIS CLAIM ARE AVAILABLE FOR (1)  
DATE OF PAYMENT NOTIFICATION AT  
DEALER FOR INSPECTION BY MA  
REPRESENTATIVE.

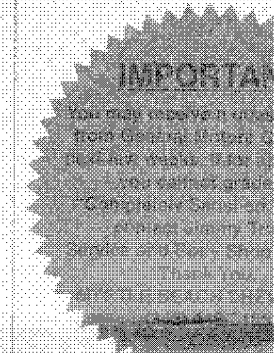
Thank  
You!

WE APPRECIATE YOUR BUSI

CLERK/SALESMAN	61700	NAME	PAMELA COVERDALE	DATE	2043	TIME	324	DATE	07/17/06	TIME	15:00
MYRTLE BEACH, SC		PHONE		MI	15.667	MI		DATE	06/16/05	TIME	
		YEAR/MAKE/MODEL	05/CHEVROLET/COBALT/4 DOOR SEDAN					DATE	07/17/06	TIME	
		VIN	1G1AK52F857					DATE		TIME	
		DATE						DATE		TIME	
		BUSINESS PHONE						DATE		TIME	
		COMMENTS									

LABOR & PARTS				TECH(S): 876		WARRANTY	
# 1 03CVZ ELECTRICAL				CUSTOMER STATES THAT KEY WILL NOT COME OUT OF SWITCH...			
				COME BACK FROM LAST WEEK			
				NEED TO REPLACE SHIFTER			
				TEST & REPLACE SHIFTER ASM. AS PER SERVICE BULLETIN			
				06-07-30-004C K5225			
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		
# 1	1	15244165	CONTROL 4 004 0				
				JOB # 1 TOTAL PARTS		0.00	
				JOB # 1 TOTAL LABOR & PARTS		0.00	
# 2 17CVZ02 COURTESY RENTAL				TECH(S): 137		WARRANTY	
				RENTAL CAR			
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		
				JOB # 2 TOTAL PARTS		0.00	
				JOB # 2 TOTAL LABOR & PARTS		0.00	
ESTIMATE							
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING							
ORIGINAL ESTIMATE OF \$0.00 (+TAX)							
TOTALS							
GOODWRENCH SERVICE PLUS				TOTAL LABOR...		0.00	
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED				TOTAL PARTS...		0.00	
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.				TOTAL SUBLET...		0.00	
THANK YOU FOR YOUR BUSINESS!				TOTAL G.O.G...		0.00	
				TOTAL MISC CHG...		0.00	
				TOTAL MISC DISC...		0.00	
				TOTAL TAX...		0.00	
				TOTAL INVOICE \$		0.00	

CUSTOMER SIGNATURE



**WARRANTY DISCLOSURE**  
Any warranties on this vehicle are those made by the seller, Myrtle Beach Chevrolet, neither express or implied, nor for a particular purpose. Myrtle Beach Chevrolet neither authorizes any other person to make any warranty in connection with this item.

**ALL GENERAL MOTOR AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.**  
DEALER IS NOT RESPONSIBLE FOR DAMAGE TO VEHICLE OR LOST IN VEHICLE IN CASE OF OR ANY OTHER CAUSE BY CONTROL OR FOR ANY LOSS BY THE UNAVAILABILITY OF DELAYS IN PARTS SUPPLY OR TRANSPORTATION.



Mr. Goodwrench

THANK YOU FOR YOUR BUSINESS



61700		PAMELA COVERDALE		2043	324	07/15/06	CVC
[REDACTED]		[REDACTED]		15,667	PEWTER/	06/16/05	
MYRTLE BEACH, SC		05/CHEVROLET/COBALT/4 DOOR SEDAN		1 G 1 A K 5 2 F 8 5 7		07/11/06	
[REDACTED]		[REDACTED]		[REDACTED]			
[REDACTED]		[REDACTED]		[REDACTED]			

PARTS & PARTS		FUEL SYSTEM		TECH(S): 1819		WARRANTY	
# 1-68CV2		TOWED IN NO START		BATTERY DEAD		JUMPED BATTERY TESTED OK GOOD BATTERY RECHARGED FOR 3 HOURS OK	
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY	
JOB # 1	1	15825311	CYLINDER 2.188 0			0.00	
				JOB # 1 TOTAL PARTS		0.00	
				JOB # 1 TOTAL LABOR & PARTS		0.00	
# 2-03CV2		ELECTRICAL		TECH(S): 876		WARRANTY	
		KEY COMES OUT WHEN ON ACCESSORIES					
		BAD IGNITION SWITCH					
		REPLACE IGNITION SWITCH					
		REPLACE CYLINDER & RECODE CYL.					
		PROGRAM THEFT SYSTEM					
		CODE B2955					
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY	
JOB # 2	1	10392423	SWITCH 2.188 0			0.00	
				JOB # 2 TOTAL PARTS		0.00	
				JOB # 2 TOTAL LABOR & PARTS		0.00	
# 3-17CVZ02		COURTESY RENTAL		TECH(S):		WARRANTY	
		RENTAL CAR					
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY	
JOB # 3						0.00	
				JOB # 3 TOTAL PARTS		0.00	
				JOB # 3 TOTAL LABOR & PARTS		0.00	
G.O.G. & SUPPLIES		FREIGHT (PARTS)		TOTAL - GOG		WARRANTY 0.00	
JOB # 1							
ESTIMATE							
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING							
ORIGINAL ESTIMATE OF \$40.00 (+TAX)							
COMMENTS							
DELETED OPERATION(S)							
13CVZ DIAG1 DIAGNOSTIC MINOR							

# IMPORTANT

You may receive a refund from General Motors if you do not pay within 30 days of the date you cannot pay. This refund is not available for vehicles with a GM Service and Repair Plan. Thank You.

## WARRANTY DISCLOSURE

Any warranties on the vehicle are those made by the manufacturer. The seller, Myrtle Beach Chevrolet, hereby expressly disclaims any implied warranty of merchantability for a particular purpose. Myrtle Beach Chevrolet neither authorizes any other person to assume any liability in connection with this item/sale.

ALL GENERAL MOTORS AND LABOR ARE ON FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

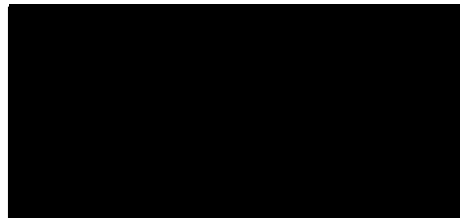
DEALER IS NOT RESPONSIBLE FOR DAMAGE TO VEHICLE OR LOSS OF VEHICLE IN CASE OF ANY OTHER CAUSE BY CONTROL OR FOR ANY DELAY IN PARTS SUPPLY OR TRANSPORTATION.

---

**confidential**  
**fax**

To: **Zeke Riggs at Chevrolet**  
Fax Number: 8669622868

From:  
Fax Number:  
Business Phone:  
Home Phone:



Pages: 12  
Date/Time: 9/2/2008 9:04:17 AM  
Subject: Case File 71-655065008

---

Attn: Zeke Riggs

[REDACTED]  
Myrtle Beach, SC

Tele. [REDACTED]

Sept. 1, 2008

To Whom It May Concern at Chevrolet:

Subject: Case File 71-655065008

I have been buying Chevrolets for over 40 years and been an active participant in the GM Rewards program since its inception. Presently, I have 2 Chevrolets that I purchased new (2007 Cobalt and 2007 Malibu) and a leased 2005 Cobalt which we keep in Myrtle Beach for our daughter to drive.

The 2005 Cobalt has been plagued with electrical and power steering problems ever since I've had it. I was negotiating with the sales department at Myrtle Beach Chevrolet to get out of my lease (via the Pull Ahead Program) and into a new Cobalt. However, recent bad experiences with the Myrtle Beach Chevrolet Service Department have soured me on getting a Chevrolet at this time. They said on the service ticket (below) that my problems were "possible related to past accident cust had with the car".

My daughter was in a minor accident on August 3rd, when there was a loss of steering control and the car hit a curb. Two rims were bent and a tire had to be replaced. We have had several episodes where the electronics have gone haywire in the car, with the symptoms documented on the service ticket dated 04/02/07 and subsequent service tickets. I find it disingenuous that the Service Department would try to say that a problem they had worked on several times before and failed to fix is now attributable to a recent accident. I find it much more likely that a power steering failure may have contributed to the accident. I would like to know what the logs say as to when failures have occurred.

Here is a timeline of my power steering/electronic failures, with associated service invoices below:

07/15/06- Ignition switch was defective and replaced at Myrtle Beach

07/17/06-Key could not be remove from the ignition switch that was just installed  
Shifter Assembly was replaced

04/02/07-The first occurrence of the problem that persists. The power steering failure message flashes on and off, with intermittent loss of power steering/power brake capability, surges in idle and power and erratic changes in symptoms on the display. Usually if the car is turned off and allowed to set a while, the only symptom that appears is the "Check Engine" light. This too eventually disappears. Myrtle Beach "recalibrated the PCM".

04/26/07-The symptoms reappeared and the Power Steering Column was replaced by Myrtle Beach.

05/01/07-The symptoms reappeared and Myrtle Beach attributed the problem to loose BCM connectors.

07/09/07-The problem persisted when I drove it to Washington to work. I took it in to Country Chevrolet in Warrenton, VA. They replaced/retested a 60-AMP fuse and found that the BCM was programmed for the wrong wheel size, which was causing vibrations and failures in the power steering. I would assume that having the wrong wheel size programmed for over 22,000 miles could cause wear and tear on the power steering assembly. The car drove well until recently but we often had occurrences where the instrument panel display would flicker in intensity.

08/11/08-Complete failure again, same symptoms with power steering/power brake outage and engine surges. I was in Washington; my daughter took the car into Myrtle Beach. She was told if she would purchase a \$300, 30,000 mile service package, the included Computer Diagnostic System Check would identify the problem. She bought the package. As it turns out, as per the service invoice, there is a TSB that regarding our problem that says to just clear the codes and give it back to the customer to see if it happens again "perform no work". I don't know if all the service was done and computer diagnostics were run. I do know that an oil change was supposed to be included and my computer presently says 53% of oil use is left, when it should be saying 100%.

8/15/08-The car failed again while I was driving, almost had an accident. Called Myrtle Beach Chevrolet (Friday) and was told that I would have to wait until Monday before anyone could look at it.

8/18/08- I took it in early in the morning and notified Chevrolet headquarters as to the problems I continue to have, opened File 71655065008. Chevrolet checked with the Myrtle Beach Service Department throughout the week and kept being told that "diagnostics" were being run. At one point I was told by Casey Bice at Chevrolet HQ that it had been narrowed down to one of two modules, with the Body Control Module being a prime suspect.

8/21/08-I was called in the evening by Josh Hodges at Myrtle Beach Chevrolet and told to come get the car. I asked what had been done and he said they had done the same as before, what TSB called for, clearing the codes. The only difference is that they test drove the car 4 times. I was without the use of the car for a week, so they could re-boot the computer and test drive the car for a total of 17 miles, I checked the mileage when we picked it up.

8/31/08-I was at the beach with my wife and grandson and was stung by a jelly fish. The car failed two times while I was driving to get treatment. I had to pull off the road, out of traffic, turn off the car and re-start it. This usually clears the problem until the next occurrence. In addition to the power steering and power brake failures, I have now noticed that the gas gauge fluctuates regarding how much gas is in the car, when I have below a third of a tank.

In conclusion:

1. Are there any log entries for Aug 3, the date of the accident?
2. Is Myrtle Beach Chevrolet correct in its contention that Chevrolet's TSB says for this problem that they are to clear the codes, "perform no work" and give the car back to the customer when they are experiencing power steering and brake failures?
3. What is Chevrolet going to do to correct this situation? If the car can't be fixed, please cancel my lease. This car is dangerous.

SEE RELATED SERVICE INVOICES BELOW:



MYRTLE BEACH CHEVROLET  
1735 HWY 501  
MYRTLE BEACH SC 29577  
843-448-3105

### Sale

ID: 00163004 Ref # 0005  
08-12-08 12-06-56  
Batch # 045

VISA

1735 HWY 501 • PO BOX 425

MYRTLE BEACH, SC 29577

(843) 448-3105 (800) 688-3105

24 HOUR EMERGENCY

SERVICE: (843) 946-9829

Go

Mr. G

Appr Code: 00569A Inv#: 000531

Total: \$ 659.52

Customer Copy  
THANK YOU!

ADVISOR	DATE	TIME	DATE
JOSH B. HODGES	2103	185	08/11/08
LABOR DATE	LABOR NO	MESSAGE	DATE
		33,359	PEWTER/
VEHICLE MAKE / MODEL	VEHICLE COLOR	VEHICLE TYPE	VEHICLE DATE
05/CHEVROLET/COBALT/4 DOOR SEDAN			06/16/05
VEHICLE ID NO	VEHICLE TYPE	VEHICLE DATE	VEHICLE DATE
1G1AK52F857			08/08/08

#### LABOR & PARTS

J# 1 15CV2

WHEELS AND TIRES

TECH(S): 619

24.95

CUST STATES TO REPLACE BOTH DRIVER SIDE RIMS. PARTS HAS THEM IN STOCK

FOUND THAT THE NEW TIRE THAT THEY HAD INSTALLED ELS WHEAR IS CUT ON SIDE WALL WHEAR RIM SEALS TO BEAD CUSTOMER STATES IF IT HOLDS AIR LEVE IT ALONE. TIRE IS NOT SAFE. CAR IS NOT SAFE TO DRIVE WITH THIS TIRE.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	2	9595086	WHEEL 5.803 0	96.43	96.43	192.86
JOB # 1	2	274288	STEM 5.875 0	2.00	2.00	4.00
JOB # 1 TOTAL PARTS						196.86

JOB # 1 TOTAL LABOR & PARTS 221.81

J# 2 03CV2

ELECTRICAL

TECH(S): 619

Aug 15 0.00

CUST STATES THAT POWER STEERING WAS OUT AND CAR HAD NO POWER CK AND ADVISE  
FOUND NO PROBLEM WITH POWER STEERING AFTER CLEARING CODES NONE CAME BACK. CHECK FOR TSB'S AND IT SAY AFTER CLEARING CODES DRIVE TO SEE IF THEY COME BACK IF NOT PERFORM E NO WORK.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2 TOTAL PARTS						0.00

JOB # 2 TOTAL LABOR & PARTS 40.00

J# 3 13CV2-30K

30000 M INTERVAL SVC

TECH(S): 619

186.95

30,000 MILE SERVICE \$ 299.95  
LUBRICATE & INSPECT FRONT SUSPENSION, DRIVE LINE, STEERING, INSPECT DRIVE BELTS, HOSES, CABLES, LIGHTS, HORNS, INSPECT TIRES & TOP OFF ALL FLUID LEVELS. ADJUST TIRE PRESSURE CHANGE ENGINE OIL & OIL FILTER. REPLACE AIR FILTER & PCV VALVE. INSPECT FRONT & REAR BRAKES. CLEAN & ADJUST REAR. ROTATE TIRES. INSPECT CV JOINTS & BOOTS. REPLACE FUEL FILTER. INSPECT ALL SPARK PLUG WIRES AND CONNECTORS. COMPUTER DIAGNOSTIC SYSTEM CHECK. INSTALL NEW SPARK PLUGS (ADD \$40.00 PLATINUM PLUG MODELS. OR BLAZER) REPLACE ENGINE COOLANT(DRAIN & FILL) SERVICE TRANSMISSION & REPLACE FLUID (ADD \$40.00 FOR BLAZER & 4WD MODELS)  
SERVICE COMPLETED THANK YOU

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	PK457		15.78	15.78	15.78
JOB # 3	1	LUBE	GREASE	****	****	****
JOB # 3	1	12605566	FILTER 1.836 2	****	****	****
JOB # 3	5	10W30	MOBIL OIL	****	****	****
JOB # 3	1	PK24221762	TRNS SERVICE	50.20	50.20	50.20
JOB # 3	7	ATF	DEXTRON 1 8.800	****	****	****
JOB # 3	1	24221762	FLTR KIT 4.197 2	****	****	****
JOB # 3	1	21999324	ELEMENT 3.410 2	18.95	18.95	18.95
JOB # 3	1	22734980	FILTER 3.890 2	39.95	39.95	39.95
JOB # 3	1	12346290	COOLANT 8.800 0	27.73	16.95	16.95

You may not  
from Genes  
next few visit  
you are  
"Complete  
coming  
Service and  
MYRTLE BEACH

Aug 15 0.00  
Now  
Check  
Engine  
Power  
Steering  
SVC

AS  
4/26/07

WARRANTY  
ANY WARRANTIES  
HEREBY ARE VOID  
UNLESS THE SELLER  
HAS EXPRESSLY  
STATED OTHERWISE  
IN WRITING  
MYRTLE BEACH CHEVROLET  
AUTHORIZES ANY OF  
ITS EMPLOYEES TO  
ACCEPT CASH FOR  
ANY OF THE ABOVE

ALL GENERAL  
AND LABOR  
FOR 12 MONTH  
WHICHEVER  
DEALER IS NOT  
OR DAMAGE TO  
LEFT IN VEHICLE  
OR ANY OTHER  
CONTROL OR PO  
BY THE UNAVAIL  
DELAYS IN PART  
SUPPLYING DETAIL

Mr. G  
THAT  
FOR YOU

CUSTOMER NO.	61700		ADVISOR	JOSH B HODGES		TAG NO.	2103	213	INVOICE DATE	08/21/08	INVOICE	CVC	
			LABOR RATE			LICENSE NO.			MILEAGE	33,475	COLOR	PEWTER/	
			YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/4 DOOR SEDAN						DELIVERY DATE	06/16/05	DELIVER	
MYRTLE BEACH, SC			VEHICLE I.D. NO.	1 G 1 A K 5 2 F 8 5 7						SELLING DEALER NO.		PRODUCE	
			F.T.E. NO.			R.O. NO.			R.O. DATE	08/18/08	REF		
			COMMENTS										

LABOR & PARTS		
J# 1 03CVZ	ELECTRICAL	TECH(S): 619
	CUST STATES THAT POWER STEERING IS OUT AND CAR STALLS. TECH 619 HAD IT IN LAST WEEK FOR THIS CONCERN. CK AND ADVISE. FOUND CODES U2100, V2105, V2107. CLEARED CODES TEST DROVE 4 TIMES UNABLE TO LOCATE ANT DEFECTS AT THIS TIME. THESE ARE HISTORY CODES, NO PRESENT CODES. UNABLE TO DUPLICATE	
	// POSSIBLE RELATED TO PAST ACCIDENT CUST HAD WITH THE CAR. "	
	JOB # 1 TOTAL LABOR & PARTS	0.00
ESTIMATE		
CUSTOMER	HEREBY ACKNOWLEDGES RECEIVING	
	ORIGINAL ESTIMATE OF	\$55.35 (+TAX)
COMMENTS		
DROP OFF		

**MYRTLE BEACH**  
 1000 1st St. S.E.  
 Myrtle Beach, SC 29577  
 (843) 442-1111

## CDR File Information

Vehicle Identification Number	1G1AP14P767 [REDACTED]
Investigator	TOM SAMUELS
Case Number	71-655537859
Investigation Date	Friday, August 22 2008
Crash Date	Friday, August 8 2008
Filename	1G1AP14P767 [REDACTED].CDR.CDR
Saved on	Friday, August 22 2008 at 01:01:05 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 Stabilatrak 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 00 00 00 4F 00 00
$02 20 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0F 00 00 09 94 05
$07 00 69 00 00 00 00 00
$08 DC 83 00 00 00 00 00
$09 03 14 14 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 3C 00 01 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F 92 80 00 00 00 00 00
$10 47 31 41 50 31 34 50
$11 37 36 37 36 39 32 34
$12 30 38 00 00 00 00 00
$13 01 10 5B 00 00 00 00
$14 88 6E 9E DB 00 00 00
$15 EF 95 34 84 00 00 00
$16 08 08 16 31 41 5B 00
$17 03 03 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 66 00 78 00
$1C 3F 30 00 62 00 18 00
$1D 4F 4F 00 00 00 00 00
$1E 4F 00 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 8F 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 00 4F 00 02 00 00
$2F 00 FE 0C EE 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
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$43 FF FF FF 00 00 00 00
$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
$46 FF FF FF FF FF FF 00
$47 FF FF FF FF FF FF 00
$48 FF FF FF FF FF FF 00
$49 FF FF FF FF FF FF 00
$4A FF FF FF FF FF FF 00
$4B FF FF FF FF FF FF 00
$4C FF FF FF FF FF FF 00
$4D FF FF FF FF FF FF 00
$4E FF FF FF FF FF FF 00
$4F FF FF FF FF FF FF 00
$50 FF FF FF FF FF FF 00
$51 F0 00 00 F0 00 00 00
$52 81 FF FF FF 00 00 00
$53 FF FF FF 00 00 00 00
$54 82 FF FF 00 00 00 00
$55 FF FF FF FF FF FF 00
$67 A0 FF 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
$6E FF FF FF FF FF FF 00
$6F FF FF FF FF FF FF 00
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$73 FF FF FF FF FF FF 00
$74 FF FF FF FF FF FF 00
$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
$77 FF FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

```

```

$01 41 55 32 39 34 39 52 35 32 32 31 32 30 4C 54 56
$02 41 0A 99 B3
$03 41 54 32 39 34 39 52 35 32 34 35 32 30 53 57 46
$04 41 0A 99 B3
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 32 39 35 31 52 35 31 38 37 31 31 53 37 53
$0E 01 5A 4B 31
$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10 01 02 03 04
$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$14 FF FF FF FF
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 33 19 2A B4 E6 87 91 9A
$22 94 05
$23 31 41 FA FA FA FA FA
$24 31 41 FA FA FA FA FA
$25 32 41 FA FA FA FA FA
$26 32 41 FA FA FA FA FA
$40 00 00
$41 3F 30 00 62 00 18
$42 10 C4
$43 00 00 8E 80

```

```
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 FF 1A 1A 64 64
$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 39 34 30 35 32 31 30 31 47 45 20 20 20 20
$B7 50 AA 04 0F 03
$B8 41 57 68 09 19
$C1 30 46 30 33
$CA 30 46 30 33
$CB 00 E9 4C 3D
$CC 00 E9 4C 3D
$D1 00 00
$DB 00 00
$DC 00 00
```

## CDR File Information

Vehicle Identification Number	1G1AP14P767 [REDACTED]
Investigator	TOM SAMUELS
Case Number	71-655537859
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Crash Date	Friday, August 8 2008
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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 Stabilatrak 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 00 00 00 4F 00 00
$02 20 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0F 00 00 09 94 05
$07 00 69 00 00 00 00 00
$08 DC 83 00 00 00 00 00
$09 03 14 14 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 3C 00 01 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F 92 80 00 00 00 00 00
$10 47 31 41 50 31 34 50
$11 37 36 37 36 39 32 34
$12 30 38 00 00 00 00 00
$13 01 10 5B 00 00 00 00
$14 88 6E 9E DB 00 00 00
$15 EF 95 34 84 00 00 00
$16 08 08 16 31 41 5B 00
$17 03 03 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 66 00 78 00
$1C 3F 30 00 62 00 18 00
$1D 4F 4F 00 00 00 00 00
$1E 4F 00 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 8F 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 00 4F 00 02 00 00
$2F 00 FE 0C EE 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
```

\$43 FF FF FF 00 00 00 00  
\$44 FF FF FF FF FF FF 00  
\$45 FF FF FF FF FF FF 00  
\$46 FF FF FF FF FF FF 00  
\$47 FF FF FF FF FF FF 00  
\$48 FF FF FF FF FF FF 00  
\$49 FF FF FF FF FF FF 00  
\$4A FF FF FF FF FF FF 00  
\$4B FF FF FF FF FF FF 00  
\$4C FF FF FF FF FF FF 00  
\$4D FF FF FF FF FF FF 00  
\$4E FF FF FF FF FF FF 00  
\$4F FF FF FF FF FF FF 00  
\$50 FF FF FF FF FF FF 00  
\$51 F0 00 00 F0 00 00 00  
\$52 81 FF FF FF 00 00 00  
\$53 FF FF FF 00 00 00 00  
\$54 82 FF FF 00 00 00 00  
\$55 FF FF FF FF FF FF 00  
\$67 A0 FF 00 00 00 00 00  
\$68 F8 F8 90 C0 00 00 00  
\$69 80 FF FF FF FF 00 00  
\$6A FF FF FF 00 00 00 00  
\$6B FF FF FF FF FF FF 00  
\$6C FF FF FF FF FF FF 00  
\$6D FF FF FF FF FF FF 00  
\$6E FF FF FF FF FF FF 00  
\$6F FF FF FF FF FF FF 00  
\$70 FF FF FF FF FF FF 00  
\$71 FF FF FF FF FF FF 00  
\$72 FF FF FF FF FF FF 00  
\$73 FF FF FF FF FF FF 00  
\$74 FF FF FF FF FF FF 00  
\$75 FF FF FF FF FF FF 00  
\$76 FF FF FF FF FF FF 00  
\$77 FF FF FF FF FF FF 00  
\$78 F0 00 00 F0 00 00 00  
\$79 81 FF FF FF 00 00 00  
\$7A 82 FF FF 00 00 00 00  
\$7B FF FF FF FF FF FF 00

\$01 41 55 32 39 34 39 52 35 32 32 31 32 30 4C 54 56  
\$02 41 0A 99 B3  
\$03 41 54 32 39 34 39 52 35 32 34 35 32 30 53 57 46  
\$04 41 0A 99 B3  
\$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$06 FF FF FF FF  
\$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$08 FF FF FF FF  
\$0D 41 48 32 39 35 31 52 35 31 38 37 31 31 53 37 53  
\$0E 01 5A 4B 31  
\$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30  
\$10 01 02 03 04  
\$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$14 FF FF FF FF  
\$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$18 FF FF FF FF  
\$21 33 19 2A B4 E6 87 91 9A  
\$22 94 05  
\$23 31 41 FA FA FA FA FA  
\$24 31 41 FA FA FA FA FA  
\$25 32 41 FA FA FA FA FA  
\$26 32 41 FA FA FA FA FA  
\$40 00 00  
\$41 3F 30 00 62 00 18  
\$42 10 C4  
\$43 00 00 8E 80



```
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 FF 1A 1A 64 64
$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 39 34 30 35 32 31 30 31 47 45 20 20 20 20
$B7 50 AA 04 0F 03
$B8 41 57 68 09 19
$C1 30 46 30 33
$CA 30 46 30 33
$CB 00 E9 4C 3D
$CC 00 E9 4C 3D
$D1 00 00
$DB 00 00
$DC 00 00
```

# EAA Inspection Request

Date: 8/20/08

TO: **EAA**

EAA/SPX Field Coordinator

Phone: 586-582-5835

Fax: 586-582-5840

Email: [eaafc@servicesolutions.spx.com](mailto:eaafc@servicesolutions.spx.com)

From: **Larry Beckham**

PAR Customer Relations Mgr

Email: [larry\\_beacham@gmexpert.com](mailto:larry_beacham@gmexpert.com)

Phone: 866-790-5600 ext.11244

**or** 866-790-5700 ext.11244

Fax: 866-357-5546

Mailing Address:

**GM PAR Investigations**

**7401 E. Ben White**

**Building 3**

**Austin, TX 78741**

## Vehicle Information

VIN#: 1G1AP14P767

Year/Make: 2006 Chevrolet

Model: Cobalt SS

Contact's Name:

Contact's Number:

Vehicle Location: Bob Bell Chevrolet  
7900 Eastern Blvd  
Baltimore, MD 21224-2125

If located at a Salvage/Auction Yard:

Ins. Adj. Name:

Phone #:

Claim or Salvage ID #:

## Claimant Information

PAR File #: 71-655537859

Claimant Name:

Claimant Home #:

Claimant Work #:

Claimant Cell #:

Address:

Essex, MD

## Required Actions:

- ☒ Advise PAR CRM via voicemail/email of inspection date.
- ☒ Repair Estimate Required
- ☒ Review All PAR File information
- ☒ Contact PAR CRM After Inspection

## Please Use Form(s):

<input type="checkbox"/> Accelerator/Throttle Control	<input type="checkbox"/> Restraint-SIR/Seatbelts	<input type="checkbox"/> Seats
<input type="checkbox"/> Brake/ABS/TCS/VSES	<input type="checkbox"/> Side Impact	<input type="checkbox"/> Power Sliding Door
<input checked="" type="checkbox"/> Steering/Suspension/Tires/Wheels	<input type="checkbox"/> Inadvertent Deployment	<input type="checkbox"/> OnStar
<input type="checkbox"/> Engine Exhaust/Odor	<input type="checkbox"/> Transmission/Transaxle	<input type="checkbox"/> OTHER: _____
<input type="checkbox"/> Engine Stalling	<input type="checkbox"/> Thermal Events	

## Special Instructions:

Interview Owner?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Vetronix Requested	<input type="checkbox"/> Obtain Fire/Police Report
<input type="checkbox"/> Other (define): _____			

**Investigations can only be rushed if e-mailed by one of the following:**

☐ **RUSH** (Name of Team Manager or Ops Mgr Approving the Rush): \_\_\_\_\_

## **EAA Internal Use Only**

To: SA: Tom Samuels	Date E-Mailed to SA: 08/20/08 MANY Thanks, TOM
From: EAA Field Coordinator	Due Date: 08/29/08

## **EAA SA Use Only**

Case Acceptance/Investigation:	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Please acknowledge acceptance of this case promptly by phone, fax or email.	
Date Report Uploaded to EAA FTP SITE: 8/25/08	



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

Customer's Name: [REDACTED] Inspection Date: 8/22/08  
 Vehicle Brand: CHEVROLET Model: COBALT SS  
 File #: 71-655537859 VIN: 1G1AP14P767 [REDACTED]

Mileage at Inspection: 14,471

Inspection Location: BOB BELL CHEVROLET, INC.  
BALTIMORE, MD. 21224

Inspector's phone number: 410-571-5743

Inspected By: TOM SAMUELS

**Section 1 INSPECTION SUMMARY**

**BRIEFLY Describe the customer's ALLEGATION below:**  
 POWER STEERING INOPERATIVE AND VERY HARD TO TURN,

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

THIS IS A DRIVE-BY-WIRE STEERING SYSTEM. ON THE ROAD TEST THE VEHICLE WAS VERY HEAVY IN THE FRONT END. THE STEERING WAS VERY HARD TO TURN. THE DEALER'S SERVICE IS WORKING FROM THE DIAGNOSTIC TIPS FOR INOP/HARD STEERING. DOCUMENT # ID: 2004240 AFTER THE TECH II INDICATED THE DTC CODE OF "CO475" ON R.O.# 340938 TO REPLACE STEERING COLUMN. OWNER WANTS THE LEFT FRONT WHEEL REPLACED PAINT DAMAGES REPAIRED.. THE WHEEL HAS "OLD" CURB DAMAGES NOT NEW DAMAGES FROM THE ALLEGED RESENT INCIDENT. ALL THE CDR INFORMATION IS ATTACHED TO 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: ☒ By Telephone ☐ In Person

Incident Date and Time: 8/8/08 @7 P.M.

Interview date: 8/21/08

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

DRIVER SAID HE WAS TURNING OFF THE "I-695 BELTWAY" AND THE STEERING TURNED VERY HARD. HE HIT THE SIDE GUARD RAIL WITH THE LEFT FRONT FENDER AND WHEEL AREA. THE DEALER TOLD HIM THERE IS A SERVICE BULLETIN THAT DEALS WITH THIS DEFECT. OWNER/DRIVER SAID THE DEALER WOULD FIX THE STEERING PROBLEMS. OWNER WANTS CHEVROLET TO REPAIR THE FENDER DAMAGES AND REPLACE THE LEFT FRONT WHEEL THAT WAS DAMAGED.

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

MALE. 5'7" TALL. NO DISABILITIES.

If there was a collision:

Describe extent of any injuries to the Driver: **NO INJURIES.**

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

What was the exact location of the incident. **THE I-695 BALTIMORE BELTWAY. ESSEX EXIT.**

Driving conditions at the time of the incident:

Weather conditions & Visibility: { \_\_\_\_\_ } Approximate Temp (°F): { \_\_\_\_\_ }

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

Posted Speed Limit **25 MPH.**

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

**Length of Drive Prior to Incident:**

Total Time (hrs. & mins.): **33 MINS.** Distance (miles): **14 MILES**

Estimate of vehicle speed: **25** mph Source of est. **DRIVER**



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

Customer's Name: [REDACTED] Inspection Date: 8/22/08  
Vehicle Brand: CHEVROLET Model: COBALT SS  
File # 71-655537859 VIN: 1G1AP14P767 [REDACTED]

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 <input type="checkbox"/>	Other <input checked="" type="checkbox"/> Describe HARD TO STEER.
Suspension	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/> Describe { _____
Brakes	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/> Describe { _____
Engine	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/> Describe { _____
Electrical	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/> Describe { _____

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

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

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: TRYING TO TURN

Did the vehicle leave the roadway? ☒ Yes ☐ No Describe: HARD TO TURN  
 Objects Impacted: **SCRAPPED AGAINST THE LEFT SIDE GUARD RAIL.**

How was the vehicle transported from the incident site to the present location? ☐ Tow Truck ☐ Flat Bed ☒ Other

Additional comments concerning the incident: **DRIVER DROVE VEHICLE TO DEALERSHIP.**

**Section 3 INTERVIEW - VEHICLE HISTORY**

Source of information (name, address, phone number, & relationship), if other than claimant:  
**DEALERSHIP SERVICE AND GMVIS, PLUS SERVICE DOCUMENTS, TIPS ON HARD P/S.**

Comments: (Additional cmts may be placed in section 9)  
**NONE**

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date 5/28/07

**VEHICLE MODIFICATIONS / ALTERATIONS**

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:  
**SPECIAL PAINT JOB. TIRES ARE WORN OUT.**

**VEHICLE REPAIR / SERVICE HISTORY**

Prior electrical system service? ☒ No ☐ Yes If yes, describe:

Prior collision repair? ☒ No ☐ Yes If yes, describe:

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



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

Customer's Name: [REDACTED] Inspection Date: 8/22/08  
 Vehicle Brand: CHEVROLET Model: COBALT SS  
 File #: 71-655537859 VIN: 1G1AP14P767 [REDACTED]

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☐ No ☒ Yes  
 If yes, describe: **SPECIAL DOCUMENT ID#:2004240--#07-02-32-007. DIAGNOSTICS.**

**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:**

**LEFT FRONT FENDER HAS DEEP SCRATCHES, PHOTO #1—2.**

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

**FOUND NO UNDER CARRIAGE DAMAGES.**

**CORNER ASSEMBLIES**

Struts/shocks

Springs

Control arms

Ball joints

Steering knuckles

Axle assemblies

Tire/wheel assemblies

Comments: **ALL NORMAL THIS IS A DRIVE-BY WIRE STEERING.**

**UNDERHOOD**

Engine compartment

Brake fluid level and condition

Power steering lines, hoses, clamps and connections

Power steering fluid level and condition

Comments:

**DRIVE-BY WIRE. BRAKE FLUID CLEAN AND FULL.**

**GENERAL OBSERVATIONS**

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

Comments:

**SPECIAL PAINT.**

**Section 5 VEHICLE INSPECTION - PASSENGER COMPARTMENT**

**INTERIOR**

Instrument panel

Controls

Overall view of seat position

Photo of options label-glove box/trunk

Personal items/cargo

Odometer

Steering wheel and column

Driver and passenger seat back angle (inclinometer measurement)

Sun visors and headliner

**INTERIOR INSPECTION** (Describe any damage and photograph ) **NO DAMAGES FOUND. SPECIAL INTERIOR PAINT DÉCOR.**

**Section 6 STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	8/22/08
<u>Vehicle Brand:</u>	<b>CHEVROLET</b>	<u>Model:</u>	<b>COBALT SS</b>
<u>File #</u>	<b>71-655537859</b>	<u>VIN:</u>	<b>1G1AP14P767</b> [REDACTED]

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



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

Customer's Name: [REDACTED] Inspection Date: 8/22/08  
Vehicle Brand: CHEVROLET Model: COBALT SS  
File # 71-655537859 VIN: 1G1AP14P767 [REDACTED]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	VEHICLE HAS DRIVE-BY WIRE. STEERING TURNED LOCK TO LOCK.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	ALL NORMAL
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	ALL NORMAL
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	HARD STEERING TECH II INDICATED DTC "CO475."
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	DRIVE-BY-WIRE.
PS fluid level and condition-Color, contamination, odor	N/A
Steering knuckle-All attachments secure and proper?	ALL NORMAL
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	ALL NORMAL
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	ALL NORMAL
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	ALL NORMAL.



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

Customer's Name: [REDACTED] Inspection Date: 8/22/08  
Vehicle Brand: CHEVROLET Model: COBALT SS  
File # 71-655537859 VIN: 1G1AP14P767 [REDACTED]

trailing arms properly attached and undamaged. LR ALL NORMAL	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	ALL NORMAL
Rear axle assembly-deformed, signs of impact, properly located, etc.	ALL NORMAL
Deformation to the frame	NONE
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	ALLEGED LEFT FRONT WHEEL DAMAGE.
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	DAMAGES ON LEFT FRONT FENDER AREA.
Stability Enhancement system/components-check for codes with Tech II	DTC CO475
Engine (normal, other)-Obtain codes using a Tech II.	ALL NORMAL
Electrical (normal, other)	DRIVE-BY WIRE. PSCM MOTOR HARNESS
Warning lights/messages displayed? Describe and obtain codes using a Tech II	DTC CO475
Anything components missing?	NONE
Other	NONE

If the vehicle is drivable, 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". **ROAD TESTED VEHICLE IN LARGE LOT. VEHICLE FELT VERY HEAVY IN THE FRONT END AND HARD TO STEER.**

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. ALL NORMAL

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

**TIRE AND WHEEL INSPECTION**

**ALL THE TIRES ARE WORN OUT. DRIVER ALLEGED THE LEFT FRONT WHEEL WAS DAMAGED IN INCIDENT. INSPECTION INDICATED LOTS OF OLD DAMAGE ON WHEEL RIM. PHOTO 21.**



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

Customer's Name: [REDACTED] Inspection Date: 8/22/08  
 Vehicle Brand: **CHEVROLET** Model: **COBALT SS**  
 File #: 71-655537859 VIN: 1G1AP14P767 [REDACTED]

1. IDENTIFICATION:

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT Numbers
LF	<u>GOODYEAR</u>	<u>WG</u>	<u>215/45R18</u>	<u>32</u>	<u>1/32</u>	<u>2345 7008</u>
RF	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>
LR	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>
RR	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>

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

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

**LF DAMAGED WITH CURBS SCRAPES.**

RF O.K.

LR O.K

RR O.K

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>215/45R18 W</u>	<u>32</u>	<u>35</u>
SPARE TIRE	<u>T 115/70R16</u>	<u>60</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...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

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

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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	8/22/08
<u>Vehicle Brand:</u>	CHEVROLET	<u>Model:</u>	COBALT SS
<u>File #</u>	71-655537859	<u>VIN:</u>	1G1AP14P767 [REDACTED]

**Comments:**  
**NO SITE INSPECTION**

**Section 8 COMMENT OVERFLOW**

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

**Section 9 OTHER REPORT INFORMATION**



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

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

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

☒ **Photographs**      ☒ **Data Downloads**      ☒ **Other Records**



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

Customer's Name: [REDACTED] Inspection Date: 8/22/08  
 Vehicle Brand: CHEVROLET Model: COBALT SS  
 File #: 71-655537859 VIN: 1G1AP14P767 [REDACTED]

Mileage at Inspection: 14,471

Inspection Location: BOB BELL CHEVROLET, INC.  
BALTIMORE, MD. 21224

Inspector's phone number: 410-571-5743

Inspected By: TOM SAMUELS

**Section 1 INSPECTION SUMMARY**

**BRIEFLY Describe the customer's ALLEGATION below:**  
 POWER STEERING INOPERATIVE AND VERY HARD TO TURN,

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

THIS IS A DRIVE-BY-WIRE STEERING SYSTEM. ON THE ROAD TEST THE VEHICLE WAS VERY HEAVY IN THE FRONT END. THE STEERING WAS VERY HARD TO TURN. THE DEALER'S SERVICE IS WORKING FROM THE DIAGNOSTIC TIPS FOR INOP/HARD STEERING. DOCUMENT # ID: 2004240 AFTER THE TECH II INDICATED THE DTC CODE OF "CO475" ON R.O.# 340938 TO REPLACE STEERING COLUMN. OWNER WANTS THE LEFT FRONT WHEEL REPLACED PAINT DAMAGES REPAIRED.. THE WHEEL HAS "OLD" CURB DAMAGES NOT NEW DAMAGES FROM THE ALLEGED RESENT INCIDENT. ALL THE CDR INFORMATION IS ATTACHED TO 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: ☒ By Telephone ☐ In Person

Incident Date and Time: 8/8/08 @7 P.M.

Interview date: 8/21/08

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

DRIVER SAID HE WAS TURNING OFF THE "I-695 BELTWAY" AND THE STEERING TURNED VERY HARD. HE HIT THE SIDE GUARD RAIL WITH THE LEFT FRONT FENDER AND WHEEL AREA. THE DEALER TOLD HIM THERE IS A SERVICE BULLETIN THAT DEALS WITH THIS DEFECT. OWNER/DRIVER SAID THE DEALER WOULD FIX THE STEERING PROBLEMS. OWNER WANTS CHEVROLET TO REPAIR THE FENDER DAMAGES AND REPLACE THE LEFT FRONT WHEEL THAT WAS DAMAGED.

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

MALE. 5'7" TALL. NO DISABILITIES.

If there was a collision:

Describe extent of any injuries to the Driver: **NO INJURIES.**

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

What was the exact location of the incident. **THE I-695 BALTIMORE BELTWAY. ESSEX EXIT.**

Driving conditions at the time of the incident:

Weather conditions & Visibility: { \_\_\_\_\_ } Approximate Temp (°F): { \_\_\_\_\_ }

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

Posted Speed Limit **25 MPH.**

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

**Length of Drive Prior to Incident:**

Total Time (hrs. & mins.): **33 MINS.** Distance (miles): **14 MILES**

Estimate of vehicle speed: **25** mph Source of est. **DRIVER**



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

Customer's Name: [REDACTED] Inspection Date: 8/22/08  
 Vehicle Brand: CHEVROLET Model: COBALT SS  
 File #: 71-655537859 VIN: 1G1AP14P767 [REDACTED]

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 <input type="checkbox"/>	Other <input checked="" type="checkbox"/> Describe HARD TO STEER.
Suspension	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/> Describe { _____
Brakes	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/> Describe { _____
Engine	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/> Describe { _____
Electrical	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/> Describe { _____

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

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

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: TRYING TO TURN

Did the vehicle leave the roadway? ☒ Yes ☐ No Describe: HARD TO TURN  
 Objects Impacted: SCRAPPED AGAINST THE LEFT SIDE GUARD RAIL.

How was the vehicle transported from the incident site to the present location? ☐ Tow Truck ☐ Flat Bed ☒ Other

Additional comments concerning the incident: DRIVER DROVE VEHICLE TO DEALERSHIP.

**Section 3 INTERVIEW - VEHICLE HISTORY**

Source of information (name, address, phone number, & relationship), if other than claimant:  
**DEALERSHIP SERVICE AND GMVIS, PLUS SERVICE DOCUMENTS, TIPS ON HARD P/S.**

Comments: (Additional cmts may be placed in section 9)  
**NONE**

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date 5/28/07

**VEHICLE MODIFICATIONS / ALTERATIONS**

Are any vehicle modifications or alterations present, and has any after-market equipment been installed?  
 (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:  
**SPECIAL PAINT JOB. TIRES ARE WORN OUT.**

**VEHICLE REPAIR / SERVICE HISTORY**

Prior electrical system service? ☒ No ☐ Yes If yes, describe:

Prior collision repair? ☒ No ☐ Yes If yes, describe:

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



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

Customer's Name: [REDACTED] Inspection Date: 8/22/08  
 Vehicle Brand: CHEVROLET Model: COBALT SS  
 File #: 71-655537859 VIN: 1G1AP14P767 [REDACTED]

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☐ No ☒ Yes  
 If yes, describe: **SPECIAL DOCUMENT ID#:2004240--#07-02-32-007. DIAGNOSTICS.**

**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:**

**LEFT FRONT FENDER HAS DEEP SCRATCHES, PHOTO #1—2.**

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

**FOUND NO UNDER CARRIAGE DAMAGES.**

**CORNER ASSEMBLIES**

Struts/shocks

Springs

Control arms

Ball joints

Steering knuckles

Axle assemblies

Tire/wheel assemblies

Comments: **ALL NORMAL THIS IS A DRIVE-BY WIRE STEERING.**

**UNDERHOOD**

Engine compartment

Brake fluid level and condition

Power steering lines, hoses, clamps and connections

Power steering fluid level and condition

Comments:

**DRIVE-BY WIRE. BRAKE FLUID CLEAN AND FULL.**

**GENERAL OBSERVATIONS**

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

Comments:

**SPECIAL PAINT.**

**Section 5 VEHICLE INSPECTION - PASSENGER COMPARTMENT**

**INTERIOR**

Instrument panel

Controls

Overall view of seat position

Photo of options label-glove box/trunk

Personal items/cargo

Odometer

Steering wheel and column

Driver and passenger seat back angle (inclinator measurement)

Sun visors and headliner

**INTERIOR INSPECTION** (Describe any damage and photograph ) **NO DAMAGES FOUND. SPECIAL INTERIOR PAINT DÉCOR.**

**Section 6 STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	8/22/08
<u>Vehicle Brand:</u>	<b>CHEVROLET</b>	<u>Model:</u>	<b>COBALT SS</b>
<u>File #</u>	<b>71-655537859</b>	<u>VIN:</u>	<b>1G1AP14P767</b> [REDACTED]

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



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

Customer's Name: [REDACTED] Inspection Date: 8/22/08  
Vehicle Brand: CHEVROLET Model: COBALT SS  
File # 71-655537859 VIN: 1G1AP14P767 [REDACTED]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	VEHICLE HAS DRIVE-BY WIRE. STEERING TURNED LOCK TO LOCK.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	ALL NORMAL
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	ALL NORMAL
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	HARD STEERING TECH II INDICATED DTC "CO475."
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	DRIVE-BY-WIRE.
PS fluid level and condition-Color, contamination, odor	N/A
Steering knuckle-All attachments secure and proper?	ALL NORMAL
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	ALL NORMAL
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	ALL NORMAL
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	ALL NORMAL.



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

Customer's Name: [REDACTED] Inspection Date: 8/22/08  
Vehicle Brand: CHEVROLET Model: COBALT SS  
File # 71-655537859 VIN: 1G1AP14P767 [REDACTED]

trailing arms properly attached and undamaged. LR ALL NORMAL	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	ALL NORMAL
Rear axle assembly-deformed, signs of impact, properly located, etc.	ALL NORMAL
Deformation to the frame	NONE
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	ALLEGED LEFT FRONT WHEEL DAMAGE.
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	DAMAGES ON LEFT FRONT FENDER AREA.
Stability Enhancement system/components-check for codes with Tech II	DTC CO475
Engine (normal, other)-Obtain codes using a Tech II.	ALL NORMAL
Electrical (normal, other)	DRIVE-BY WIRE. PSCM MOTOR HARNESS
Warning lights/messages displayed? Describe and obtain codes using a Tech II	DTC CO475
Anything components missing?	NONE
Other	NONE

If the vehicle is drivable, 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". **ROAD TESTED VEHICLE IN LARGE LOT. VEHICLE FELT VERY HEAVY IN THE FRONT END AND HARD TO STEER.**

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. ALL NORMAL

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

**TIRE AND WHEEL INSPECTION**

**ALL THE TIRES ARE WORN OUT. DRIVER ALLEGED THE LEFT FRONT WHEEL WAS DAMAGED IN INCIDENT. INSPECTION INDICATED LOTS OF OLD DAMAGE ON WHEEL RIM. PHOTO 21.**



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

Customer's Name: [REDACTED] Inspection Date: 8/22/08  
 Vehicle Brand: **CHEVROLET** Model: **COBALT SS**  
 File #: 71-655537859 VIN: 1G1AP14P767 [REDACTED]

1. IDENTIFICATION:

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT Numbers
LF	<u>GOODYEAR</u>	<u>WG</u>	<u>215/45R18</u>	<u>32</u>	<u>1/32</u>	<u>2345 7008</u>
RF	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>
LR	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>
RR	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>	<u>SAME</u>

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

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

**LF DAMAGED WITH CURBS SCRAPES.**

RF O.K.

LR O.K

RR O.K

2. TIRE PLACARD DATA:

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

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<u>215/45R18 W</u>	<u>32</u>	<u>35</u>
SPARE TIRE	<u>T 115/70R16</u>	<u>60</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...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

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

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

Customer's Name: [REDACTED] Inspection Date: 8/22/08  
Vehicle Brand: CHEVROLET Model: COBALT SS  
File # 71-655537859 VIN: 1G1AP14P767 [REDACTED]

**Comments:**  
**NO SITE INSPECTION**

**Section 8 COMMENT OVERFLOW**

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

**Section 9 OTHER REPORT INFORMATION**



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

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

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

☒ **Photographs**      ☒ **Data Downloads**      ☒ **Other Records**



# **EAA Inspection Request**

Date: 8/20/08

**TO: EAA**

EAA/SPX Field Coordinator

Phone: 586-582-5835

Fax: 586-582-5840

Email: [eaafc@servicesolutions.spx.com](mailto:eaafc@servicesolutions.spx.com)

**From: Larry Beckham**

PAR Customer Relations Mgr

Email: [larry\\_beacham@gmexpert.com](mailto:larry_beacham@gmexpert.com)

Phone: 866-790-5600 ext.11244

**or** 866-790-5700 ext.11244

Fax: 866-357-5546

Mailing Address:

**GM PAR Investigations**

**7401 E. Ben White**

**Building 3**

**Austin, TX 78741**

## **Vehicle Information**

**VIN#: 1G1AP14P767**

**Year/Make: 2006 Chevrolet**

**Model: Cobalt SS**

**Contact's Name:**

**Contact's Number:**

**Vehicle Location: Bob Bell Chevrolet  
7900 Eastern Blvd  
Baltimore, MD 21224-2125**

**If located at a Salvage/Auction Yard:**

**Ins. Adj. Name:**

**Phone #:**

**Claim or Salvage ID #:**

## **Claimant Information**

**PAR File #: 71-655537859**

**Claimant Name:**

**Claimant Home #:**

**Claimant Work #:**

**Claimant Cell #:**

**Address:**

**Essex, MD**

## **Required Actions:**

- ☒ Advise PAR CRM via voicemail/email of inspection date.
- ☒ Repair Estimate Required
- ☒ Review All PAR File information
- ☒ Contact PAR CRM After Inspection

## **Please Use Form(s):**

<input type="checkbox"/> Accelerator/Throttle Control	<input type="checkbox"/> Restraint-SIR/Seatbelts	<input type="checkbox"/> Seats
<input type="checkbox"/> Brake/ABS/TCS/VSES	<input type="checkbox"/> Side Impact	<input type="checkbox"/> Power Sliding Door
<input checked="" type="checkbox"/> Steering/Suspension/Tires/Wheels	<input type="checkbox"/> Inadvertent Deployment	<input type="checkbox"/> OnStar
<input type="checkbox"/> Engine Exhaust/Odor	<input type="checkbox"/> Transmission/Transaxle	<input type="checkbox"/> OTHER: _____
<input type="checkbox"/> Engine Stalling	<input type="checkbox"/> Thermal Events	

## **Special Instructions:**

<b>Interview Owner?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Vetronix Requested	<input type="checkbox"/> Obtain Fire/Police Report
<input type="checkbox"/> <u>Other (define)</u>		

**Investigations can only be rushed if e-mailed by one of the following:**

☐ **RUSH** (Name of Team Manager or Ops Mgr Approving the Rush): \_\_\_\_\_

## **EAA Internal Use Only**

To: SA: Tom Samuels	Date E-Mailed to SA: 08/20/08 MANY Thanks, TOM
From: EAA Field Coordinator	Due Date: 08/29/08

## **EAA SA Use Only**

Case Acceptance/Investigation:	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Please acknowledge acceptance of this case promptly by phone, fax or email.	
Date Report Uploaded to EAA FTP SITE: 8/25/08	



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

<u>Customer's Name:</u>		<u>Inspection Date:</u>	8/22/08
<u>Vehicle Brand:</u>	CHEVROLET	<u>Model:</u>	COBALT SS
<u>File #</u>	71-655537859	<u>VIN:</u>	1G1AP14P767

Inspector TOM SAMUELS

Number of Rolls DIGITAL

Roll Number 38 PHOTOS

<u>Neg.#</u>	<u>Description</u>
0	<u>2006 CHEVROLET COBALT SS. STEERING WHEEL HARD TO TURN.</u>
1.	<u>View of the alleged damaged left front wheel area.</u>
2.	<u>A close up view of the scratched left front fender.</u>
3.	<u>View of the painted hood area.</u>
4.	<u>View of the left front area.</u>
5.	<u>View of the right side from the rear.</u>
6.	<u>View of the left side from the rear.</u>
7.	<u>View of the engine area from the left side.</u>
8.	<u>View of the engine area from the center.</u>
9.	<u>View of the engine area from the right side.</u>
10.	<u>View of the brake master fluid check.</u>
11.	<u>View of the interior from the left side.</u>
12.	<u>View of the interior from the right side.</u>
13.	<u>View of the seat belt buckle safety check.</u>
14.	<u>View of the seat belt latch and head restraint area.</u>
15.	<u>View of the safety label on the sun visor.</u>
16.	<u>View of the door information label.</u>
17.	<u>View of the painted out dash vin#.</u>
18.	<u>View of the center dash area.</u>
19.	<u>View of the foot brake and clutch area.</u>
20.	<u>A over all view of the vehicle from the left side.</u>
21.	<u>View of the left front wheel damages. [OLD].</u>
22.	<u>View of the service and diagnostic tip sheets.</u>
23.	<u>View of the diagnostic dtcs with hard steering.</u>
24.	<u>View of the covered models sheet.</u>
25.	<u>View of the left front axle area.</u>
26.	<u>View of the right front axle area.</u>
27.	<u>View of the right front worn-out tire.</u>
28.	<u>View of the front-end brake caliper, axle area.</u>
29.	<u>View of the front end and frame area.</u>
30.	<u>View of the trans/axle area.</u>
31.	<u>View of the steering controls</u>
32.	<u>View of the right side steering area.</u>
33.	<u>View of the under carriage engine area.</u>
34.	<u>View of the bottom of the sway bar area.</u>
35.	<u>View of the right front worn tire.</u>
36.	<u>View of the left front worn tire.</u>
37.	<u>View of the left rear worn tire.</u>
38.	<u>View of the entire under carriage area.</u>













































We Take  
In Your















## TIRE AND LOADING INFORMATION

SEATING CAPACITY | TOTAL 5 | FRONT 2 | REAR 3

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

TIRE	ORIGINAL SIZE		COLD TIRE PRESSURE
FRONT	215/45R18	W	220 kPa, 32 PSI
REAR	215/45R18	W	220 kPa, 32 PSI
SPARE	T115/70R16	M	420 kPa, 60 PSI

SEE OWNER'S  
MANUAL FOR  
ADDITIONAL  
INFORMATION

1G1AP14P767



D BY GENERAL MOTORS CORP

GVWR

GAWR FRT

GAWR RR

1765 KG

912 KG

853 KG

3890 LB

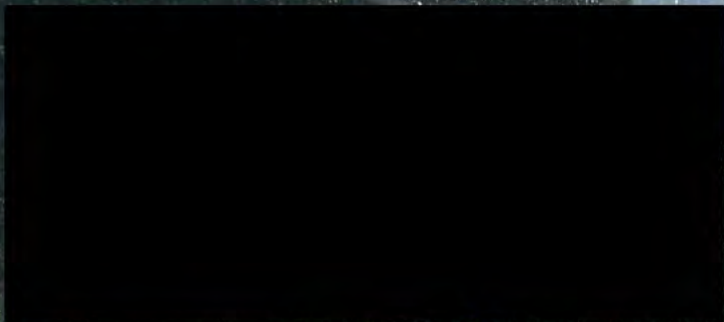
2011 LB

1879 LB

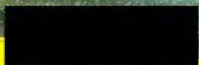
PROGRAMS TO ALL APPLICABLE U.S. FEDERAL MOTOR  
JUMPER, AND THEFT PREVENTION STANDARDS IN  
OF MANUFACTURE SHOWN ABOVE.

92408

TYPE: PASS CAR



101M111101

















This condition is often the result of excessive lock-to-lock turns of the steering wheel, causing the thermal protection in the Power Steering Control Module (PSCM) to take the steering motor temporarily off line. This is a normal operating characteristic of the system. DO NOT replace the steering column for this condition. Refer to Corporate Bulletin Number 06-02-32-002B for additional information.

**Power Steering Warning Message on DIC with DTC C0475 or C0550 in the PSCM with any other codes**

First inspect the motor harness connection to the PSCM. If no connector problems are found, then replace the steering column as this is an internal motor issue.

**Power Steering Warning Message on DIC with DTC U2105 and/or U2107**

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8/22/2008

BOB BELL CH

7900  
Baltimore  
PH  
FA

DATE ENTERED  
22 AUG 08

CASH  
7900

SOLD TO

SHIP VIA

ORD. SHIP

TECHNICIAN COPY

CUSTOMER SIGNATURE

APPROVAL

Very Oper



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

### Subject:

Diagnostic Tips for Power Steering Inoperative/Steering Wheel Hard to Turn, Power Steering Message Displayed on DIC, DTCs C0176, C0475, C0476, C0550, U2105, U2107 Set

### Models:

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



The following diagnostics might be helpful if the vehicle exhibits the condition(s) described above. Use the appropriate recommendation based on what symptom has occurred.

## Recommendation/Instructions

### No DTCs

Review Corporate Bulletin Number 05-02-32-002B to assure you do not have a blown 60 amp steering fuse. The fuse can be blown during improper jump starting of the vehicle on the HHR and ION. Check for this particularly for tow in conditions. DO NOT replace the steering column unless an internal short has been identified in the column that is causing fuse to blow.

### Power Steering Warning Message on DIC with DTCs C0176 and C0476

This condition is often the result of excessive lock-to-lock turns of the steering wheel, causing the thermal protection in the Power Steering Control Module (PSCM) to take the steering motor temporarily off line. This is a normal operating characteristic of the system. DO NOT replace the steering column for this condition. Refer to Corporate Bulletin Number 06-02-32-002B for additional information.

### Power Steering Warning Message on DIC with DTC C0475 or C0550 in the PSCM with any other codes

First inspect the motor harness connection to the PSCM. If no connector problems are found, then replace the steering column as this is an internal motor issue.

### Power Steering Warning Message on DIC with DTC U2105 and/or U2107

PARTS DEPARTMENT HOURS:  
THRU FRIDAY 7:30 A.M. - 5:00 P.M.  
SATURDAY 7:30 A.M. - 6:00 P.M.  
SUNDAY 10 A.M. - 1:00 P.M.

I have that you any other statements the vehicle. An express there. TAA BUICHE THE

Dec 06

2008 Chevrolet Cobalt | Cobalt, Pursuit ION A, Service Manual | Document ID: 2004240

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

**Subject:** Diagnostic Tips for Power Steering Inoperative/Steering Wheel Hard to Turn, Power Steering Message Displayed on DIC, DTCs C0176, C0475, C0476, C0550, U2105, U2107 Set

**Models:**

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



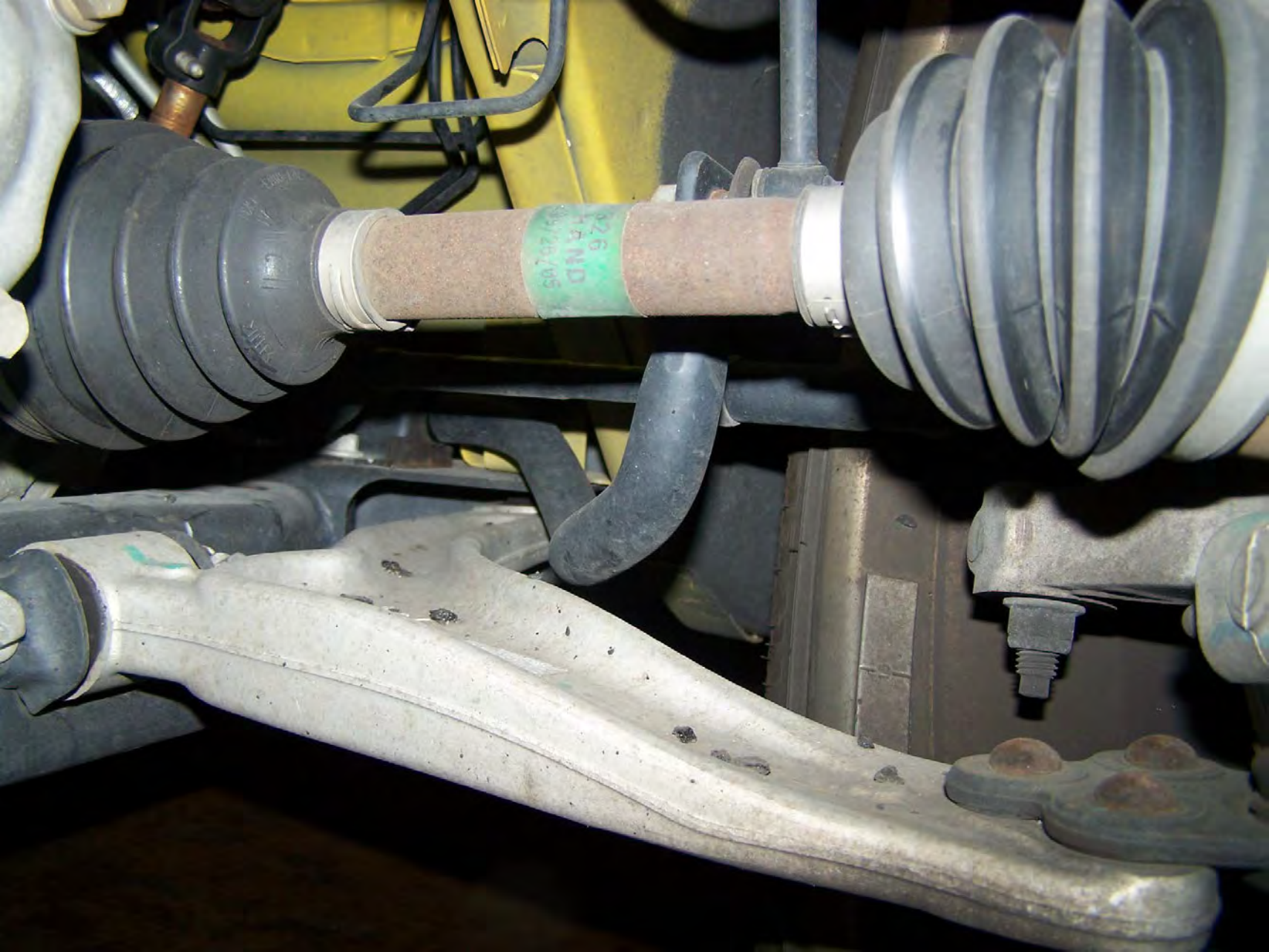
The following diagnostics might be helpful if the vehicle exhibits the condition(s) described above. Use the appropriate recommendation based on what symptom has occurred.

## Recommendation/Instructions

No DTCs

Review Corporate Bulletin







776325  
GHT H  
CON 09/21





209

410-388-1111  
410-388-5555  
410-388-5555

4/10/07

5/10/07







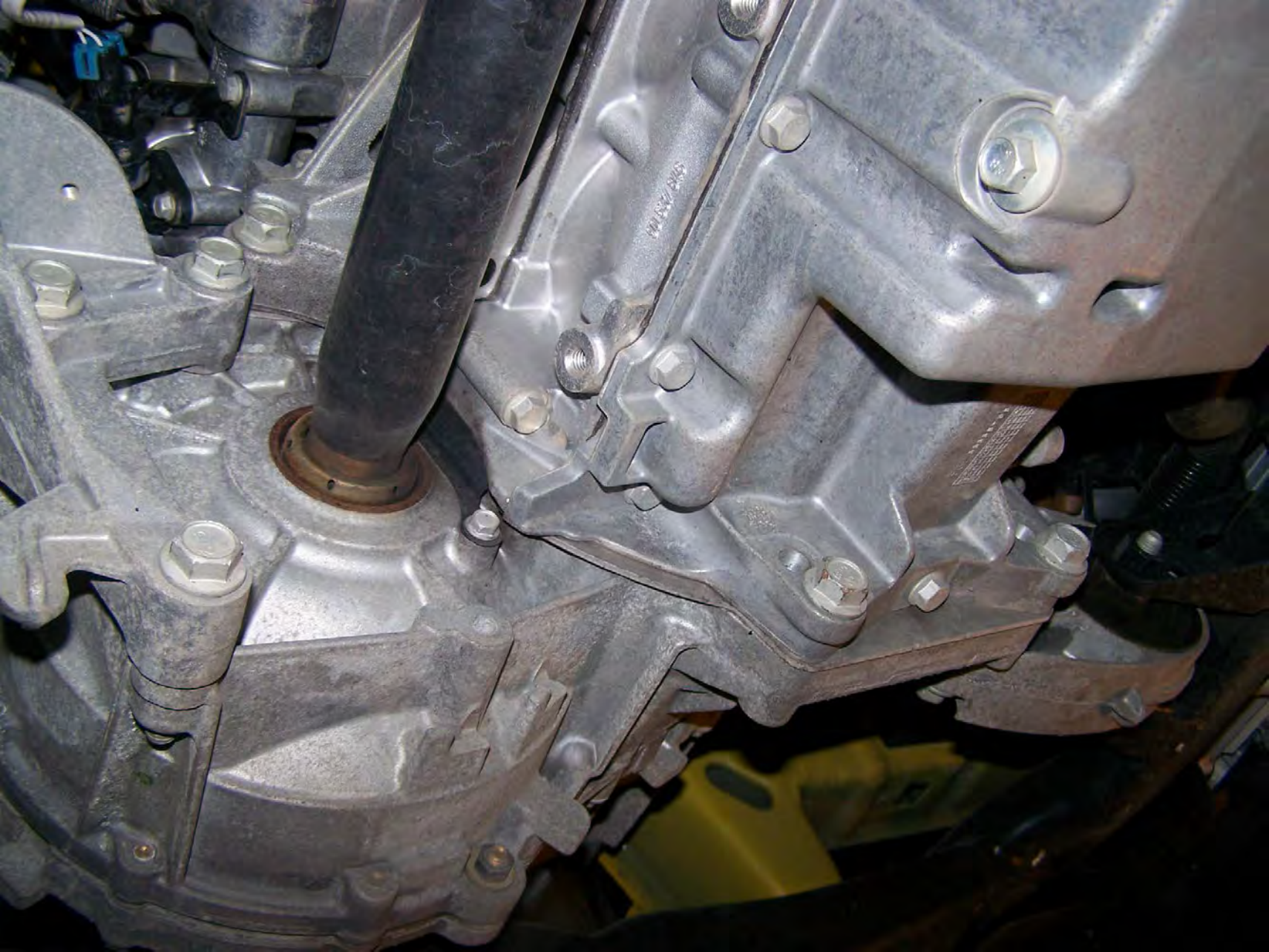
















00 537 848



















161AT12H197



MADE BY GENERAL MOTORS CORP.

DATE	GWR	CAWR FRT	CAWR RR
10/08	1792 KG	884 KG	818 KG
	3753 LB	1949 LB	1804 LB

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

DATE AT 18M197 [REDACTED] TYPE: PASS CAR















ADDITIONAL INFORMATION  
SALES TAX  
REGISTRATION  
TITLE  
TOTAL  
DATE  
DEALER  
SALES  
TAX  
REGISTRATION  
TITLE  
TOTAL  
DATE  
DEALER























Borich Crash Data Retrieval Tool - [Vehicle Identification]

Vehicle Identification Number

1 G 1 A T 1 8 H 1 9 7

Done

Cancel

Clear

TOSHIBA





30  
90  
100  
110  
120



 BRAK



69°F 1315 MI

Recovery Tool - [Case Information]

EDWARD LAPOSTA

71-657047782

8/28/2008

10/24/2008

Clear

Cancel

Done

TOSHIBA



# Vehicle Identification Number

1 G 1 A T 1 8 U 1 9 7

Bosch Crash Data Retrieval Tool

This vehicle is not presently supported.

OK

Done

Cancel

Cle



































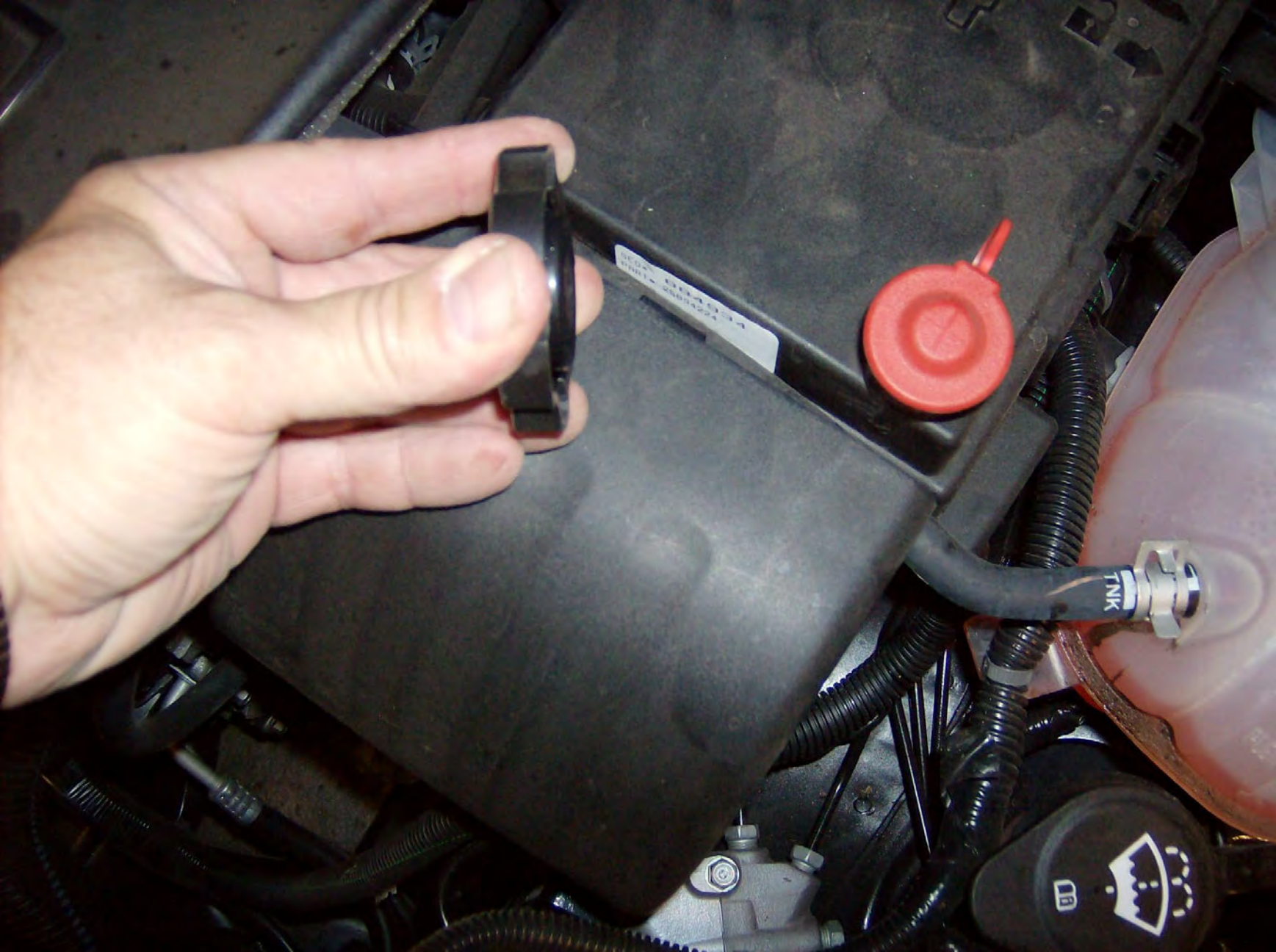






























TECH 2



Data	
Battery Voltage	14.6 Volts
Ignition Voltage	14.6 Volts
Vehicle Speed	0 mph
Motor Voltage +	7.3 Volts
Motor Voltage -	7.3 Volts
Steering Shaft Torque	-0.17 ft-lbs
Steering Calibration	1
1 / 7	
Battery Voltage	
Select	Quick
Items	Snapshot
More	



YES



ENTER



EXIT



NO



GM

TECH 2

Data

Battery Voltage	14.5 Volts
Ignition Voltage	14.5 Volts
Vehicle Speed	0 mph
Motor Voltage +	7.2 Volts
Motor Voltage -	7.2 Volts
Steering Shaft Torque	-0.17 ft-lbs
Steering Calibration	1

Battery Voltage

1 / 7

Select  
Items

Quick  
Snapshot

More

YES

ENTER

EXIT

NO

PASSENGER AIR BAG





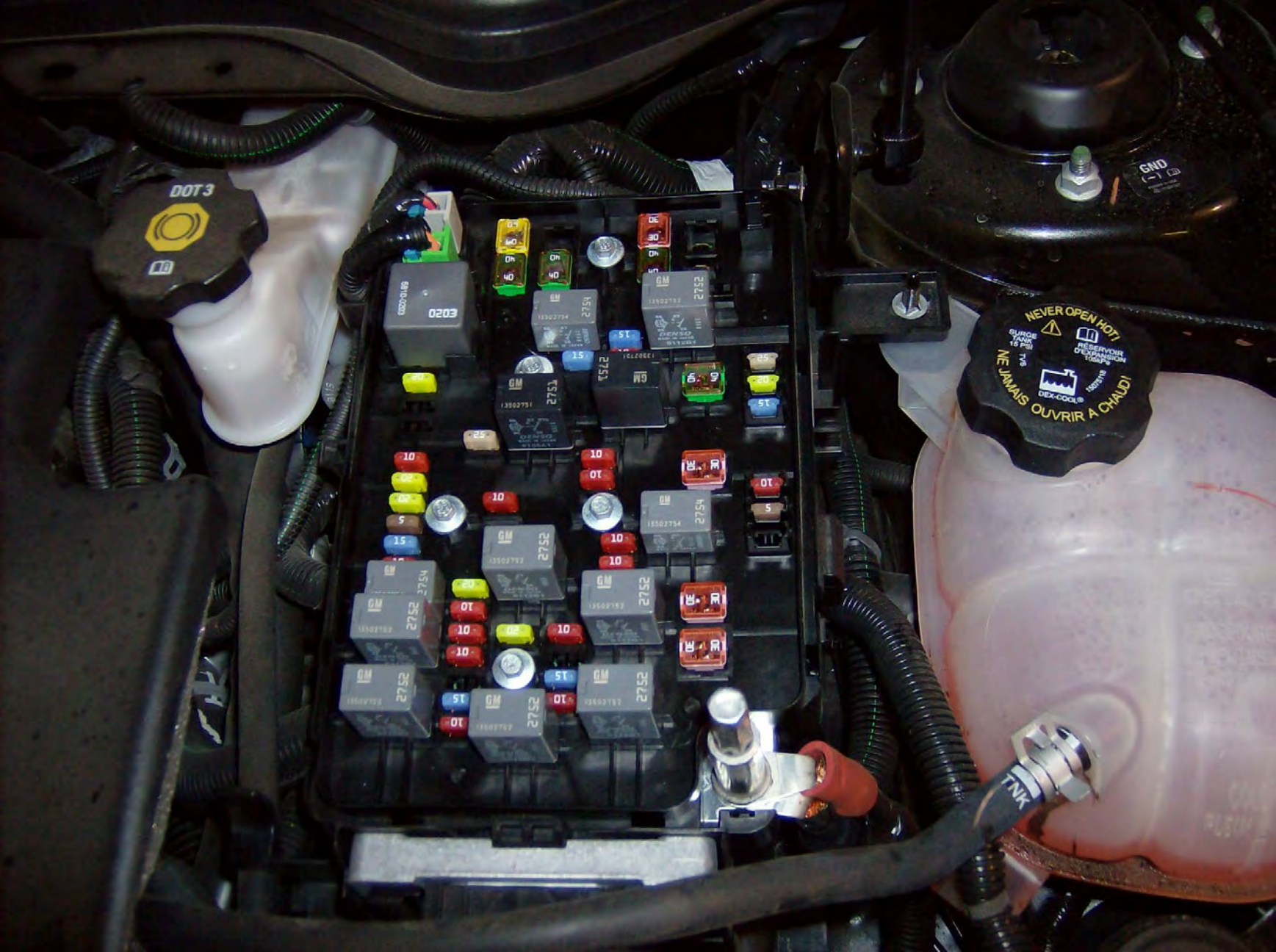






















Inspection Date: 8/28/2008  
Model: 2009 Cobalt  
VIN: 1G1AT18H19

Inspected By: **EDWARD J LAPOSTA**

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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	8/28/2008
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Cobalt
<u>File #:</u>	71-657047782	<u>VIN:</u>	1G1AT18H197 ██████████

**Section 2 INTERVIEW - INCIDENT DETAILS**

Obtain all of the information for this section from the Driver/Claimant

**Provide a complete description of the incident according to the DRIVER / CLAIMANT**

Interview mode: ☒ By Telephone ☐ In Person

Incident Date and Time: 8/24/2008 11:30 AM

Interview date: 8/27/2008

**Was a police/fire department report obtained?** ☐ Yes ☒ No Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

Owner ██████████ states the following: My wife ██████████ was driving our vehicle when she lost control of the vehicle and hit a temporary construction warning pylon with the front of the vehicle. The weather was clear and dry and driver ██████████ right front seat passenger Steven Kellum and left rear seat passenger ██████████ had their seat belts on. ██████████ was traveling north on Interstate 79 for 4 hours and 200 miles at 55 MPH. She was driving around a slight left turn when the steering on the vehicle locked and she lost control of the vehicle. The vehicle slid to the right and spun around 360 degrees. The front end of the vehicle hit a temporary construction marker pylon and came to a stop. She called On-Star from the vehicle and the Pennsylvania State Police came to the accident scene. They looked at the vehicle and determined it was safe to drive the vehicle to our home in Pittsburgh, PA. My wife got back in the vehicle and drove about 1 mile. The low coolant message came on the information system so she pulled over and called me. I met her on Interstate 79 and saw that the radiator bottom seam was separated. I bent the radiator back into place and filled the radiator with coolant. I drove the vehicle 40 miles to my home in Pittsburgh, PA and took the vehicle to Northstar Chevrolet where I purchased the vehicle and I work as a Auto Technician. No passengers were injured in the accident.

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

Driver ██████████ female, age 34, 5'3", no disabilities.

**If there was a collision:**

Describe extent of any injuries to the Driver: Driver ██████████ was not injured in the accident.

Describe where other occupants were seated & extent of any injuries: RF seat passenger Steven Kellum, male, age 15, 6'2", 170 lbs, no disabilities was not injured in the accident. LR seat passenger ██████████ female, age 10, 4'5", 100 lbs, no disabilities was not injured in the accident.

What was the exact location of the incident. Interstate 79, 20 miles south of Washington, PA.



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

Customer's Name: [REDACTED] Inspection Date: 8/28/2008  
Vehicle Brand: Chevrolet Model: 2009 Cobalt  
File #: 71-657047782 VIN: 1G1AT18H197 [REDACTED]

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

Weather conditions & Visibility: **Clear and Dry** Approximate Temp (°F): 75

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

Posted Speed Limit **55**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **No objects in the road.**

**Length of Drive Prior to incident:**

Total Time (hrs. & mins.): **4 Hrs** Distance (miles): **200**

Estimate of vehicle speed **55** mph Source of est. **Driver**

Estimated vehicle speed at impact: **55** 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** ☒ **Driver/Owner** [REDACTED] **alleges that she lost control of her vehicle and hit a temporary construction warning marker pylon with the front of her 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? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

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

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **No warning lights illuminated before accident. No messages on driver information panel. No unusual noises, smoke or steam observed.**

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: { Estimated weight of the trailer, if any. {

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: **Driver/Owner** [REDACTED] **alleges he lost control of her vehicle, spun around 360 degrees, went off the right side of the road and hit a temporary construction pylon with the front of her vehicle.**



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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File #: **71-657047782**

Inspection Date: **8/28/2008**  
Model: **2009 Cobalt**  
VIN: **1G1AT18H197 [REDACTED]**

How was the vehicle transported from the incident site to the present location? ☒ Tow Truck ☐ Flat Bed ☒ Other: **The vehicle was driven to the owners home at [REDACTED] Pittsburgh, PA [REDACTED]**

Additional comments concerning the incident: **None**

**Section 3**

**INTERVIEW - VEHICLE HISTORY**

Source of information (name, address, phone number, & relationship), if other than claimant:

[REDACTED] **Pittsburgh, PA [REDACTED]** Phone: [REDACTED] [REDACTED]

Comments: (Additional cmts may be placed in section 9)  
**None**

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date **8/20/2008** Used? ☐ Yes ☒ No Date

**VEHICLE MODIFICATIONS / ALTERATIONS**

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:  
**There are no visible modifications/alterations or after-market equipment installed on the vehicle.**

**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 ☐ Yes 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: {

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

Customer's Name: [REDACTED]  
Vehicle Brand: Chevrolet  
File #: 71-657047782

Inspection Date: 8/28/2008  
Model: 2009 Cobalt  
VIN: 1G1AT18H197 [REDACTED]

## 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 hood is dented in at the left front 15 inches across and 18 inches back (photos 3 and 22). The left front head lamp lens is scratched and the mountings are broken loose at the bottom of the lamp (photo 22). The left front fender is dented in 1 inch at the front corner. The paint on the front bumper cover is scraped from the left edge toward the right side 19 inches across and the lower mounting is broken loose at the fasteners (photo 3, 22 and 23). There is no other visible damage to the rest of the exterior, interior, engine compartment or under carriage of the vehicle. The windshield, side and rear glass are intact and not visibly damaged.

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

There is no visible damage to the engine compartment or the under carriage of the vehicle. All steering components are in place and connected. There are no visible scrapes, abrasions or signs of contact with the steering linkage. There are no visible leaks at steering rack and pinion. There is no visible damage to the boots on the steering rack or contact by foreign objects. The steering column, ignition switch and intermediate shaft are tight and there are no loose connections. All steering column fasteners are clean and tight. The power steering assist assembly and connections are clean and tight. All attachments to the struts and suspension are secure and proper. There is no visible damage to the frame, suspension, brake and fuel lines and engine mounts/crossmember.

All brake lines are properly routed and there are no leaks in the system. The master cylinder is operational with no leakage and is full of fluid. Brake fluid is full and shows no sign of contamination. Brake pedal feel is firm and positive and does not leak down while holding constant pressure with engine running or off. The power brake booster functions and only light pressure is needed to hold vehicle in drive. The brake pedal operates easily and is not bound or sticking. The pedal returns to normal position at rest. The park brake system was tested with transmission in forward and reverse and the park brake held vehicle in all gears. All park brake cables and controls are operational and the cables are adjusted and routed correctly.

**CORNER ASSEMBLIES**

Struts/shocks  
 Springs  
 Control arms

Ball joints  
 Steering knuckles  
 Axle assemblies

Tire/wheel assemblies

Comments: There is no visible damage to the struts/shocks, springs, control arms, ball joints, steering knuckles, or axle assemblies. There is no visible damage to the tire/wheel assemblies.

**UNDERHOOD**

Engine compartment

Power steering lines, hoses, clamps and connections

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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	8/28/2008
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Cobalt
<u>File #:</u>	71-657047782	<u>VIN:</u>	1G1AT18H197 ██████████

Brake fluid level and condition

Power steering fluid level and condition

Comments:

No visible damage in the engine compartment. Brake fluid is full and shows no sign of contamination. The power steering assist system is intact and operational, mounting and clamps are clean and tight.

**GENERAL OBSERVATIONS**

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

Comments:

No visible aftermarket equipment or vehicle modifications.

**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 interior. The odometer and instrument panel controls are operational. There is no visible damage to the steering wheel and column.

**Section 6****STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

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

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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File #: **71-657047782**

Inspection Date: **8/28/2008**  
Model: **2009 Cobalt**  
VIN: **1G1AT18H197 [REDACTED]**

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	All steering system components are in place and connected. The steering wheel rotates lock to lock smoothly and with moderate effort and appropriate movement of front wheels.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	All steering linkage is tight and no loose connections. No visible scrapes, abrasions or signs of contact with any other linkage.
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	No visible leaks at steering rack and pinion. No visible damage to boots on rack or contact by foreign objects.
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	Steering column, ignition switch and intermediate shaft tight and no loose connections. Column unlocks with ignition key correctly. Steering column fasteners clean and tight.
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	This vehicle has electric power steering assist. Steering wheel rotates lock to lock smoothly and with moderate effort.
PS fluid level and condition-Color, contamination, odor	This vehicle has electric power steering assist.
Steering knuckle-All attachments secure and proper?	All attachments to steering knuckles are secure and proper.
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	LF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	RF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.
Strut attachments, springs intact; control arms properly attached, deformed, broken,	LR attachments, springs, control arms and rear sway bars intact and properly attached, no scrapes or deformities.



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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File #: **71-657047782**

Inspection Date: **8/28/2008**  
Model: **2009 Cobalt**  
VIN: **1G1AT18H197 [REDACTED]**

scraped, etc Rear sway bars, trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	RR attachments, springs, control arms and rear sway bars intact and properly attached, no scrapes or deformities.
Rear axle assembly-deformed, signs of impact, properly located, etc.	Rear axle intact and no signs of impact, properly located.
Deformation to the frame	No visible deformation of frame.
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	No visible evidence of axle/suspension or tire contact with the frame.
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	No visible contact of the under-carriage with road surface, shoulder, curb or grass.
Stability Enhancement system/components-check for codes with Tech II	Not available.
Engine (normal, other)-Obtain codes using a Tech II.	No engine or drive train active or stored Tech II codes.
Electrical (normal, other)	Electrical system normal.
Warning lights/messages displayed? Describe and obtain codes using a Tech II	No Current Tech II codes Tech II-History: BCM U211 Loss of Communication with Steering Control System. IPC U2113 Loss of Communication with SDM
Anything components missing?	No visible components missing.
Other	None

If the vehicle is drivable, 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".

A two mile test drive of the vehicle was performed and the power steering system was firm and responsive. The brake pedal is firm and positive and stops the vehicle with light to moderate pressure. The Park brake system was tested with transmission in Drive and Reverse and the Park brake held at wide open throttle in all gears. All Park brake cables and controls are operational and the cables are adjusted and routed correctly.

The safety belt emergency locking system was tested for the driver and passenger belts. The driver and passenger belts were rapidly pulled from their retractors and each belt locked and held tension. On release of tension, each belt retracted into the retractor cover smoothly and quickly. The driver and passenger seat belt buckles latched easily and firmly and released easily. The seat belt webbing was not stressed or stretched and there were no visible witness marks on the belt webbing.

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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	8/28/2008
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Cobalt
<u>File #:</u>	71-657047782	<u>VIN:</u>	1G1AT18H197 ██████████

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. **Vehicle not equipped with ABS/Traction Control/Stability Enhancement System.**

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

### **TIRE AND WHEEL INSPECTION**

#### 1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT Numbers
	<u>(Goodyear)</u>	<u>(Eagle GA)</u>	<u>(P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>	
LF	Goodyear	Touring	P225/60R16	<u>30</u>	11/32	N/A
RF	Goodyear	Touring	P225/60R16	<u>30</u>	11/32	N/A
LR	Goodyear	Touring	P225/60R16	<u>30</u>	11/32	N/A
RR	Goodyear	Touring	P225/60R16	<u>30</u>	11/32	N/A

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

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

LF No visible damage to LF wheel or tire.

RF No visible damage to RF wheel or tire

LR No visible damage to LR wheel or tire.

RR No visible damage to RR wheel or tire.

#### 2. TIRE PLACARD DATA:

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

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	P225/60R16	<u>30</u>	<u>30</u>
SPARE TIRE	N/A		

### **Section 7 SITE INSPECTION**



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

Customer's Name: [REDACTED]

Inspection Date: 8/28/2008

Vehicle Brand: Chevrolet

Model: 2009 Cobalt

File #: 71-657047782

VIN: 1G1AT18H197 [REDACTED]

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

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

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

Site not available.

{  
{  
{  
{

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.**

{  
{  
{

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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	8/28/2008
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Cobalt
<u>File #:</u>	71-657047782	<u>VIN:</u>	1G1AT18H197 [REDACTED]

**Section 9****OTHER REPORT INFORMATION**

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

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

☒ **Photographs**      ☐ **Data Downloads** This vehicle is not presently supported by Vetronix CDR and no data is available.      ☐ **Other Records**

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

<u>Customer's Name:</u>		<u>Inspection Date:</u>	8/28/2008
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Cobalt
<u>File #:</u>	71-657047782	<u>VIN:</u>	1G1AT18H197 <span style="background-color: black; color: black;">XXXXXXXXXX</span>

Inspector EDWARD J LAPOSTA

Number of Rolls DIGITAL

Roll Number DIGITAL

<u>Neg.#</u>	<u>Description</u>
0	<u>0 VIN PLATE</u>
1.	<u>1 VIN LABEL</u>
2.	<u>2 ODOMETER</u>
3.	<u>3 FRONT EXTERIOR</u>
4.	<u>4 LF EXTERIOR</u>
5.	<u>5 L EXTERIOR</u>
6.	<u>6 LR EXTERIOR</u>
7.	<u>7 REAR EXTERIOR</u>
8.	<u>8 RR EXTERIOR</u>
9.	<u>9 R EXTERIOR</u>
10.	<u>10 RF EXTERIOR</u>
11.	<u>11 LEFT FRONT INTERIOR</u>
12.	<u>12 RIGHT FRONT INTERIOR</u>
13.	<u>13 LEFT REAR INTERIOR</u>
14.	<u>14 RIGHT REAR INTERIOR</u>
15.	<u>15 STEERING COLUMN</u>
16.	<u>16 DASH-RIGHT</u>
17.	<u>17 STEERING WHEEL</u>
18.	<u>18 ACCELERATOR AND BRAKE PEDALS</u>
19.	<u>19 VETRONIX CDR</u>
20.	<u>20 VETRONIX CDR</u>
21.	<u>21 VETRONIX CDR-VEHICLE NOT PRESENTLY SUPPORTED</u>
22.	<u>22 HOOD</u>
23.	<u>23 LEFT FRONT FENDER</u>
24.	<u>24 ENGINE-FRONT</u>
25.	<u>25 ENGINE-LEFT</u>
26.	<u>26 ENGINE-RIGHT</u>
27.	<u>27 SEAT-LEFT FRONT</u>
28.	<u>28 SEAT-RIGHT FRONT</u>
29.	<u>29 SUSPENSION-LEFT FRONT</u>
30.	<u>30 SUSPENSION-RIGHT FRONT</u>
31.	<u>31 BRAKE MASTER CYLINDER</u>
32.	<u>32 BRAKE MASTER CYLINDER CAP</u>
33.	<u>33 UNDER CARRIAGE-FRONT</u>
	<u>34 AIR CONDITION CONDENSER-RADIATOR</u>
	<u>35 AIR CONDITION CONDENSER-RADIATOR</u>
	<u>36 TRANSMISSION PAN</u>
	<u>37 TECH II</u>
	<u>38 TECH II</u>
	<u>39 STEERING LINKAGE-LEFT</u>
	<u>40 STEERING LINKAGE-RIGHT</u>
	<u>41 FUSE PANEL-ENGINE COMPARTMENT</u>



# EAA Inspection Request

Date: 8/26/08

TO: **EAA**

EAA/SPX Field Coordinator

Phone: 586-582-5835

Fax: 586-582-5840

Email: [eaafc@servicesolutions.spx.com](mailto:eaafc@servicesolutions.spx.com)

From: **Joe Garcia**

PAR Customer Relations Mgr

Email: [garciajr@gmexpert.com](mailto:garciajr@gmexpert.com)

Phone: 866-790-5600 ext.11291

or 866-790-5700 ext.

Fax: 866-270-0217

Mailing Address:

**GM PAR Investigations**

**7401 E. Ben White**

**Building 3**

**Austin, TX 78741**

## Vehicle Information

VIN#: 1G1AT18H197

Year/Make: 2009/Chevrolet

Model: Cobalt

Contact's Name:

Contact's Number:

Vehicle Location: NORTHSTAR  
CHEVROLET

5854 UNIVERSITY BLVD

MOON TOWNSHIP, PA 15108

## If located at a Salvage/Auction Yard:

Ins. Adj. Name:

Phone #:

Claim or Salvage ID #:

## Claimant Information

PAR File #: 71-657047782

Claimant Name:

Claimant Home #:

Claimant Work #:

Claimant Cell #:

Address:

Pittsburgh, PA

## Required Actions:

- ☒ Advise PAR CRM via voicemail/email of inspection date.
- ☒ Repair Estimate Required
- ☒ Review All PAR File information
- ☒ Contact PAR CRM After Inspection

## Please Use Form(s):

<input type="checkbox"/> Accelerator/Throttle Control	<input type="checkbox"/> Restraint-SIR/Seatbelts	<input type="checkbox"/> Seats
<input type="checkbox"/> Brake/ABS/TCS/VSES	<input type="checkbox"/> Side Impact	<input type="checkbox"/> Power Sliding Door
<input checked="" type="checkbox"/> Steering/Suspension/Tires/Wheels	<input type="checkbox"/> Inadvertent Deployment	<input type="checkbox"/> OnStar
<input type="checkbox"/> Engine Exhaust/Odor	<input type="checkbox"/> Transmission/Transaxle	<input type="checkbox"/> OTHER: _____
<input type="checkbox"/> Engine Stalling	<input type="checkbox"/> Thermal Events	

## Special Instructions:

Interview Owner?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Vetronix Requested	<input type="checkbox"/> Obtain Fire/Police Report
<input type="checkbox"/> Other (define): _____			

**Investigations can only be rushed if e-mailed by one of the following:**

☐ **RUSH** (Name of Team Manager or Ops Mgr Approving the Rush): \_\_\_\_\_

## **EAA Internal Use Only**

To: SA:	Date E-Mailed to SA: _____
From: EAA Field Coordinator	Due Date: _____

## **EAA SA Use Only**

Case Acceptance/Investigation:	<input type="checkbox"/> YES <input type="checkbox"/> NO
Please acknowledge acceptance of this case promptly by phone, fax or email.	
Date Report Uploaded to EAA FTP SITE: _____	



# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	10/2/08	Service Request #	71-657047782
Customer Name	[REDACTED]		
VIN	1G1AT18H197 [REDACTED]		
In-Service Date	8/20/08	Service Contract?	No
Current Mileage	1322	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	5
Dealer and Claim Information			
Dealer Name	Northstar Chevrolet, Inc.		
Dealer Svc Mgr	Ed Lynom	Dir Warranty Admin:	Mark Horne
Dealer Phone	(412) 264-3325	Dealer Fax	412-299-7507
Dealer BAC	236896		
Dealer Division and Code	13-Chevy-10151		
Repair Order Number	061472		
Repair Order Close Date	9/30/08		
Labor Op. Code Z1242	Dollar Amt:	3496.46	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	3496.46		
<b>DO NOT H ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:	n/a		
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 270-0217</b>			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
<b>Complaint:</b>	[REDACTED] Dealer has expenses related to PAR allegation		
<b>Cause:</b>	[REDACTED] Connector for steering control backed out		
<b>Correction:</b>	[REDACTED] Pay dealer for PAR expenses		
<b>Justification:</b>	Steering connector backing out caused accident		
<b>PAR CRS:</b>	Joe Garcia		
<b>Additional Comments:</b>	n/a		



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

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 8/28/2008
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #:</u> 71-657047782	<u>VIN:</u> 1G1AT18H197 [REDACTED]

Inspector EDWARD J LAPOSTA

Number of Rolls DIGITAL

Roll Number DIGITAL

<u>Neg.#</u>	<u>Description</u>
0	<u>0 VIN PLATE</u>
1.	<u>1 VIN LABEL</u>
2.	<u>2 ODOMETER</u>
3.	<u>3 FRONT EXTERIOR</u>
4.	<u>4 LF EXTERIOR</u>
5.	<u>5 L EXTERIOR</u>
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8.	<u>8 RR EXTERIOR</u>
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16.	<u>16 DASH-RIGHT</u>
17.	<u>17 STEERING WHEEL</u>
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19.	<u>19 VETRONIX CDR</u>
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21.	<u>21 VETRONIX CDR-VEHICLE NOT PRESENTLY SUPPORTED</u>
22.	<u>22 HOOD</u>
23.	<u>23 LEFT FRONT FENDER</u>
24.	<u>24 ENGINE-FRONT</u>
25.	<u>25 ENGINE-LEFT</u>
26.	<u>26 ENGINE-RIGHT</u>
27.	<u>27 SEAT-LEFT FRONT</u>
28.	<u>28 SEAT-RIGHT FRONT</u>
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	<u>34 AIR CONDITION CONDENSER-RADIATOR</u>
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	<u>37 TECH II</u>
	<u>38 TECH II</u>
	<u>39 STEERING LINKAGE-LEFT</u>
	<u>40 STEERING LINKAGE-RIGHT</u>
	<u>41 FUSE PANEL-ENGINE COMPARTMENT</u>

**NORTHSTAR CHEVROLET**  
**5854 UNIVERSITY BLVD**  
**MOON TOWNSHIP, PA 15108**  
**412-264-3325**

**FACSIMILE COVER SHEET**

**TO:** JOE GARCIA

**COMPANY:** GENERAL MOTORS

**PHONE:** 866-790-5600 x 11291

**FAX:** 866-270-0217

**FROM:** MARK HORNE

**COMPANY:** NORTHSTAR CHEVROLET

**PHONE:** 412-264-3325

**FAX:** 412-299-7507

**DATE:** 10-2-08

**PAGES INCLUDING COVER PAGE:** 11

**COMMENTS:** CASE# 71657047782

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325.**  
**THANK YOU** x158

2333

61472



\*ACCOUNTING\*

5854 UNIVERSITY BLVD.  
MOON TOWNSHIP, PA 15108  
PHONE: (412) 264-3325  
FAX: (412) 264-3663

PGH, PA  
HOME: [REDACTED]

BUS:

PAGE 2

SERVICE ADVISOR: 58 CHRIS ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	09	CHEVROLET COBALT	1G1AT18H197		1322/1322	T112	
IN SERVICE DATE	PROD. DATE	DEL DATE	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
20AUG08 DD			18:00 12SEP08		VARI	CASH	30SEP08

R.O. OPENED		READY		OPTIONS: STK:90040 DLR:513074							
14:30 11SEP08		15:39 30SEP08		ENG:LAP/ECOTEC 2.2L DOHC 4-CYLINDER MFI_W/XFE_W/MM							
				TRN:MX0/ELECTRONIC 4-SPEED AUTO W/OD							
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						6182	201B2	TLABOR			

SUBL ENTERPRISE RENTAL											
						51800	51800			518.00	518.00

SUBL THE BODY SHOP AT NORTHSTAR											
						124810	124810			1248.10	1248.10

B\*\* OVERNIGHT CHARGE

CAUSE: OVERNIGHT

Z5001 OVERNIGHT CHARGE

						0	0			0.00	0.00
						0	916	0	9.16	9.16	9.16

1 OVN OVERNIGHT

FC: 00 PART#: 1 COUNT: 1

CLAIM TYPE:

AUTH CODE:

MD

0 916 TPARTS

0 0 TLABOR

THE NEW NORTHSTAR CHEVROLET

"YOUR SATISFACTION IS OUR #1 PRIORITY"

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	20182	6182		[REDACTED]	149238	106599	
	176610	176610			916	0	
	346946	*****					

\$3469.46 TOTAL

COST, SALE, &amp; COMP TOTALS 289391 346946 0

	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
<input type="checkbox"/> CASH	ANY WARRANTIES ON THE PARTS AND/OR ACCESSORIES SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, NORTHSTAR CHEVROLET INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND NORTHSTAR CHEVROLET INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR ACCESSORIES.	LABOR AMOUNT	0.00
<input type="checkbox"/> CHECK		PARTS AMOUNT	0.00
<input type="checkbox"/> CHARGE		GAS, OIL, LUBE	0.00
<input type="checkbox"/> VISA		SUBLET AMOUNT	0.00
<input type="checkbox"/> MASTER CARD		OTHER CHARGES	0.00
<input type="checkbox"/> AMEX		TOTAL CHARGES	0.00
<input type="checkbox"/> DISCOVER		LESS OTHER	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00
	CUSTOMER SIGNATURE		
	X		

X  
Rec'd \_\_\_\_\_ Date \_\_\_\_\_  
SERVICE DEPARTMENT HOURS  
Monday & Thursday 7:30 am - 8:30 pm  
Tuesday, Wednesday, Friday 7:30 am - 5:00 pm

THANK YOU!

2333

61472



\*ACCOUNTING\*

5854 UNIVERSITY BLVD.  
MOON TOWNSHIP, PA 15108  
PHONE: (412) 264-3325  
FAX: (412) 264-3663

PGH, PA  
HOME: [REDACTED]

BUS:

PAGE 1

SERVICE ADVISOR: 58 CHRIS ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	09	CHEVROLET COBALT	1G1AT18H197		1322/1322	T112	
IN-SERVICE DATE	PROD. DATE	DEL. DATE	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
20AUG08 DD			18:00 12SEP08		VARI	CASH	30SEP08

R.O. OPENED	READY	OPTIONS:
		STK:90040 DLR:513074
		ENG:LAP/ECOTEC 2.2L DOHC 4-CYLINDER MFI_W/XFE_W/MM
14:30 11SEP08	15:39 30SEP08	TRN:MX0/ELECTRONIC 4-SPEED AUTO W/OD
LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL		
A CUSTOMER STATES THAT THE POWER STEERING FAILED ON VEHICLE AND CAUSED		
VEHICLE TO BE INVOLVED IN ACCIDENT		
CAUSE: CONNECTOR BACKED OUT		

## Z1242 INSPECTION OF VEHICLE FOR GENERAL MOTORS

9	W	0.00	0.00	0	0	0.00	0.00				
1	19120183	FASCIA	21926	30696	0	371.63	306.96	306.96			
1	15773839	DEFLECTOR	7794	10912	0	132.09	109.12	109.12			
1	15261797	BRACKET	405	567	0	6.85	5.67	5.67			
1	15258957	HOOD	14496	20294	0	245.69	202.94	202.94			
1	22731217	RADIATOR	21016	29422	0	350.28	294.22	294.22			
1	22696030	W-CONDENSER	16758	23461	0	335.15	234.61	234.61			
1	15232754	BRACKET	510	714	0	8.64	7.14	7.14			
1	15257855	SHIELD	664	930	0	11.26	9.30	9.30			

## N6628 WIRING AND/OR CONNECTOR

STEERING/SUSPENSION/RIDE CONTROL REPAIR OR REPLACE

9	W	0.50	0.50	1104	3604	36.04	36.04				
1	88953301	F-CONNECTOR	4341	6077	0	86.84	60.77	60.77			
FC: 6N											
PART#: 88953301											
COUNT: 1											
CLAIM TYPE:											
AUTH CODE:											
OJ											

## MM REPLACE LEFT FRONT STRUT AND CONTROL ARM AND PERFORM ALIGNMENT

9	W	2.30	2.30	5078	16578	165.78	165.78				
1	25984680	ARM	11175	15645	0	195.99	156.45	156.45			
1	15876215	W-STRUT KIT	7514	10520	0	150.30	105.20	105.20			
FC: 3Z PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
OJ											

106599 149238 TPARTS

	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
<input type="checkbox"/> CASH	ANY WARRANTIES ON THE PARTS AND/OR ACCESSORIES SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, NORTHSTAR CHEVROLET INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND NORTHSTAR CHEVROLET INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR ACCESSORIES.	LABOR AMOUNT	
<input type="checkbox"/> CHECK		PARTS AMOUNT	
<input type="checkbox"/> CHARGE		GAS, OIL, LUBE	
<input type="checkbox"/> VISA		SUBLET AMOUNT	
<input type="checkbox"/> MASTER CARD		OTHER CHARGES	
<input type="checkbox"/> AMEX		TOTAL CHARGES	
<input type="checkbox"/> DISCOVER		LESS OTHER	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
	CUSTOMER SIGNATURE		
	X		

## SERVICE DEPARTMENT HOURS

Monday & Thursday 7:30 am - 8:30 pm  
Tue, Wed, Fri 7:30 am - 5:00 pm

THANK YOU!

Rec'd Date

ENTERPRISE RENT-A-CAR COMPANY OF PITTSBURGH, 5604 UNIVERSITY BLVD, MOON  
TOWNSHIP, PA 151082569 (412) 269-9200

RENTAL AGREEMENT REF#  
876611 3R3KYM

## SUMMARY OF CHARGES

## RENTER

DATE & TIME OUT  
09/16/2008 04:23 PM  
DATE & TIME IN  
09/30/2008 08:00 AM

BILLING CYCLE  
24-HOUR

VEH #1 2008 CHEV HHR LT  
VIN# 3GNDA23D585  
LIC#  
MILES DRIVEN 742

BILL TO ACCOUNT# 408358  
NORTHSTAR CHEVROLET\*\*  
ATTN: ED  
5854 UNIVERSITY BLVD  
CORAOPOLIS, PA 15108

## CLAIM INFO

SHOP: NORTHSTAR CHEVROLET\*\*  
PHONE: (412) 279-2300

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	09/16 - 09/30	14	DAY	\$35.00	\$490.00
DW	09/16 - 09/30	14	DAY	\$9.99	\$139.86
REFUELING CHARGE	09/16 - 09/30				\$0.00
Subtotal:					\$629.86
<b>Taxes &amp; Surcharges</b>					
ALLEGHENY COUNTY RENTAL VEHICLE TAX	09/16 - 09/30	14	DAY	\$2.00	\$28.00
ALLEGHENY COUNTY SALES TAX	09/16 - 09/30			1%	\$1.40
PENNSYLVANIA STATE SALES TAX	09/16 - 09/30			6%	\$8.39
VEHICLE RENTAL TAX	09/16 - 09/30			2%	\$2.80
Total Charges:					\$670.45
<b>Bill-To / Deposits</b>					
<b>NORTHSTAR CHEVROLET**</b>					
TIME & DISTANCE	09/16 - 09/30	14	DAY		
ALLEGHENY COUNTY RENTAL VEHICLE TAX	09/16 - 09/30	14	DAY		
Subtotal:					(\$518.00)
	09/16 - 09/30	1	RENTAL		
Subtotal:					(\$152.45)
<b>Total Amount Due</b>					<b>\$0.00</b>

PAYMENT INFORMATION  
AMOUNT PAID TYPE

CREDIT CARD NUMBER

\$ 518.00



**The Body Shop @ " Connecting Quality - Value & Service "**

**5854 University Blvd.  
Moon Township, PA 15108  
412-264-4607**

**RO #** 101105  
**Claim #** SERVICE RO 61472

**Date** 09/30/2008  
**Invoice #** 3807

**Customer**  
NORTHSTAR GM WARRANTY  
5854 UNIVERSITY BOULEVARD  
MOON TWP., PA 15108

**Insurance Company**

**Phone**

**Adjuster**

**Vehicle** 09 CHEV BLACK VIN: 1G1AT18H197 [REDACTED]

	Price
Revenue - Labor / Body	453.20
Revenue - Labor / Paint	466.40
Revenue - Materials	265.00
Revenue - Sublet	63.50
<b>Sub Total</b>	1,248.10
<b>Sales Tax</b>	0.00
<b>Total</b>	<b>\$1,248.10</b>
Repair Order	1,248.10
Total Amount	\$1,248.10
Adjustments:	
No Deductible	0.00
Insurance Pays	0.00
Customer Pays	1,248.10
Insurance Payments Received:	0.00
Insurance Balance Due	\$0.00
Customer Payments Received:	0.00
Customer Balance Due	\$1,248.10

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

09/30/2008 at 01:33 PM  
24144

Job Number:

**THE BODY SHOP @ NORTH STAR CHEVROLET**  
 Federal ID #:412140687  
 SERVICING ALL MAKES & MODELS; FOREIGN & DOMESTIC  
 COLLISION CENTER  
 5854 UNIVERSITY BLVD  
 MOON TOWNSHIP, PA 15108  
 (412)264-4607 Fax: (412)264-5207

**PRELIMINARY ESTIMATE**

Written By:  
 Adjuster:

Insured:	[REDACTED]	Claim #
Owner:	[REDACTED]	Policy #
Address:	[REDACTED]	Deductible:
	PITTSBURGH, PA	Date of Loss:
Other:	[REDACTED]	Type of Loss:
		Point of Impact:

Inspect  
 Location:

Insurance  
 Company:

Days to Repair

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

<b>VIN:</b> 1G1AT18H187	<b>Lic:</b> [REDACTED]	<b>Prod Date:</b>	<b>Odometer:</b>
Air Conditioning	Rear Defogger	Tilt Wheel	
Intermittent Wipers	Message Center	Dual Mirrors	
Console/Storage	Clear Coat Paint	Power Steering	
Power Brakes	Power Trunk/Tailgate	AM Radio	
FM Radio	Stereo	Search/Seek	
CD Player	Auxiliary Audio Connectio	Satellite Radio	
Driver Air Bag	Passenger Air Bag	Head/Curtain Air Bags	
Cloth Seats	Bucket Seats	5 Speed Transmission	
Full Wheel Covers			

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2*	Repl	Bumper cover	1	0.00	2.2	2.6
3		Add for Clear Coat				1.0
4	R&I	Absorber			0.1	
5*	Repl	Lower deflector	1	0.00	Incl.	
6	O Repl	LT Bumper bracket	1			
7		GRILLE				
8	R&I	Grille BASE, LS, LT			Incl.	
9		INFORMATION LABELS				
10*	Repl	Emission label	1	0.00	0.2	
11		FRONT LAMPS				
12	R&I	RT Headlamp assy w/o SS w/o mount bracket			Incl.	

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Job Number:

**PRELIMINARY ESTIMATE**

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

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
13	R&I	LT Headlamp assy w/o SS w/o mount bracket				Incl.	
14		HOOD					
15*	Repl	Hood	1		<u>0.00</u>	1.1	2.8
16		Add for Clear Coat					1.1
17		Add for Underside(Complete)					1.4
18		FENDER					
19*	Rpr	RT Fender				<u>1.0</u>	1.8
20		Overlap Major Adj. Panel					-0.4
21		Add for Clear Coat					0.3
22#		PINSTripES, TAPE .3 PER PANEL~	1	12.00	X	0.3	
23*	Repl	LT Emblem GM MARK OF EXCELLENC	1		<u>0.00</u>	0.2	
24*	Repl	LT Splash shield	1		<u>0.00</u>		
25	R&I	LT Fender liner 2.2L				0.4	
26		AIR CONDITIONER & HEATER					
27*	Repl	Condenser	1		<u>0.00</u>	m 1.1	
28		Evacuate & recharge				m 1.4	
29*		Refrigerant recovery				m <u>0.0</u>	
30		COOLING					
31*	Repl	Radiator	1		<u>0.00</u>	m 2.1	
32#		CORROSION	1	15.00	X	0.2	
		PROTECTION/RUSTPROOF~					
33#		HAZARDOUS WASTE REMOVAL~	1	3.50	X		
34#		COOLANT & ANTIFREEZE~	1	18.00	X		
35#	Repl	A/C R134 FREON~	1	15.00	X		M

Subtotals ==> 63.50 10.3 10.6

Parts		0.00
Body Labor	10.3 hrs @ \$ 44.00/hr	453.20
Paint Labor	10.6 hrs @ \$ 44.00/hr	466.40
Paint Supplies	10.6 hrs @ \$ 25.00/hr	265.00
Sublet/Misc.		63.50

SUBTOTAL \$ 1248.10

GRAND TOTAL \$ 1248.10

ADJUSTMENTS:

Deductible 0.00

CUSTOMER PAY \$ 0.00

INSURANCE PAY \$ 1248.10

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Job Number:

**PRELIMINARY ESTIMATE**

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

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

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

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

09/30/2008 at 01:33 PM  
24144

Job Number:

**PRELIMINARY ESTIMATE**

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

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CL05, CCC Data Date 08/01/2008, 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.



The Body Shop @ "Connecting Quality - Value &amp; Service"

5854 University Blvd.

Moon Township, PA 15108

412-264-4607

Repair Order: 101105

Hat Tag:

Service Rep: CATHY GRIMM

Owner: NORTHSTAR GM WARRANTY

Phone:

5854 UNIVERSITY BOULEVARD

Phone 2:

MOON TWP., PA 15108

Deductible: \$0

Insurance Co:

Claim No: SERVICE RO [REDACTED]

Adj:

Vehicle: 09 CHEV COBALT BLACK

Vin: 1G1AT18H197 [REDACTED]

License: [REDACTED]

Prod Date: 08/2008

Odometer: 2064

Line		Description	Qty	Part Cost	Lbr Hrs	Paint Hrs	Misc
1	Repl	FRONT BUMPER COVER	1		2.20 B		
2	Refn	FRT BUMPER	1		B	3.60	
3	R&I	ABSORBER	1		0.10 B		
4	Repl	LOWER DEFLECTOR	1		B		
5	Repl	LT BUMPER RETAINER BRACKET	1		B		
6	R&I	GRILLE	1		B		
7	Repl	EMMISSIONS LABEL	1		0.20 B		
8	Repl	HOOD	1		1.10 B		
9	Refn	HOOD	1		B	5.30	
10	Rpr	LT FENDER	1		1.00 B		
11	Refn	LT FENDER	1		B	1.70	
12	Repl	PINSTRIPE TAPE	1		0.30 B		12.00 X
13	Repl	CONDENSER	1		2.50 B		
14	Repl	RADIATOR	1		2.10 B		
15	Repl	FREON	1				15.00 X
16	Repl	COOLANT	1				18.00 X
17	Repl	GM MARK OF EXCELLENCE	1		0.20 B		
18	Repl	LT SPLASH SHEILD	1		B		
19	R&I	LT FENDER LINER	1		0.40 B		
20		CORROSION PROTECTION/RUSTPROOF			0.20 B		15.00 X
21		HAZARDOUS WASTE REMOVAL					3.50 X
Subtotals:					10.30	10.60	63.50

The Body Shop @ " Connecting Quality - Value & Service "

5854 University Blvd.

Moon Township, PA 15108

412-264-4607

Repair Order:101105

Labor	10.30 Hrs @ \$44.00 Hr	453.20
Paint	10.60 Hrs @ \$44.00 Hr	466.40
Paint/Materials	10.60 Hrs @ \$25.00 Hr	265.00
Miscellaneous/Sublet		63.50
<hr/>		
Subtotal		\$1,248.10
<hr/>		
Total		\$1,248.10
<hr/>		
Customer Pays		\$1,248.10
Insurance Pays		\$0.00

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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	8/28/2008
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Cobalt
<u>File #:</u>	71-657047782	<u>VIN:</u>	1G1AT18H197 ██████████

Mileage at Inspection: 1315

Inspection Location:

Norhtstar Chevrolet  
1585 University Blvd  
Moon Township, PA 15108  
phone: 412-264-3325

Inspector's phone number: 740-632-0875

Inspected By: EDWARD J LAPOSTA

**Section 1 INSPECTION SUMMARY**

**BRIEFLY Describe the customer's ALLEGATION below:**

Owner ██████████ states the following: My wife ██████████ was driving our vehicle when she lost control of the vehicle and hit a temporary construction warning pylon with the front of the vehicle.

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

The hood is dented in at the left front 15 inches across and 18 inches back (photos 3 and 22). The left front head lamp lens is scratched and the mountings are broken loose at the bottom of the lamp (photo 22). The left front fender is dented in 1 inch at the front corner. The paint on the front bumper cover is scraped from the left edge toward the right side 19 inches across and the lower mounting is broken loose at the fasteners (photo 3, 22 and 23). There is no other visible damage to the rest of the exterior, interior, engine compartment or under carriage of the vehicle. The windshield, side and rear glass are intact and not visibly damaged. This vehicle is not presently supported by Vetronix CDR and no data is available (photo 21). No required field actions on this vehicle.

There is no visible damage to the engine compartment or the under carriage of the vehicle. All steering components are in place and connected. The steering wheel rotates lock to lock smoothly and with moderate effort and appropriate movement of front wheels. There is no binding, sticking or uneven feel. There are no visible scrapes, abrasions or signs of contact with the rest of the linkage. There are no visible leaks at steering rack and pinion. There is no visible damage to the boots on the steering rack or contact by foreign objects. The steering column, ignition switch and intermediate shaft are tight and there are no loose connections. The steering column unlocks with ignition key correctly. All steering column fasteners are clean and tight. The power steering assist assembly and connections are clean and tight. All attachments to the struts and suspension are secure and proper.

The accelerator pedal, cruise control system and wiring are properly routed and work easily and return at rest. The service brake system on the vehicle holds the vehicle while racing engine in gear. All brake lines are properly routed and there are no leaks in the system. The master cylinder is operational with no leakage and is full of fluid. Brake fluid is full and shows no sign of contamination. Brake pedal feel is firm and positive and does not leak down while holding constant pressure with engine running or off. The power brake booster functions and only light pressure is needed to hold vehicle in drive. The brake pedal operates easily and is not bound or sticking. The pedal returns to normal position at rest. The park brake system was tested with transmission in forward and reverse and the park brake held vehicle in all gears. All park brake cables and controls are operational and the cables are adjusted and routed correctly.

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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	8/28/2008
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Cobalt
<u>File #:</u>	71-657047782	<u>VIN:</u>	1G1AT18H197 ██████████

**Section 2 INTERVIEW - INCIDENT DETAILS**

Obtain all of the information for this section from the Driver/Claimant

**Provide a complete description of the incident according to the DRIVER / CLAIMANT**

Interview mode: ☒ By Telephone ☐ In Person

Incident Date and Time: 8/24/2008 11:30 AM

Interview date: 8/27/2008

**Was a police/fire department report obtained?** ☐ Yes ☒ No Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

Owner ██████████ states the following: My wife ██████████ was driving our vehicle when she lost control of the vehicle and hit a temporary construction warning pylon with the front of the vehicle. The weather was clear and dry and driver ██████████ right front seat passenger Steven Kellum and left rear seat passenger ██████████ had their seat belts on. ██████████ was traveling north on Interstate 79 for 4 hours and 200 miles at 55 MPH. She was driving around a slight left turn when the steering on the vehicle locked and she lost control of the vehicle. The vehicle slid to the right and spun around 360 degrees. The front end of the vehicle hit a temporary construction marker pylon and came to a stop. She called On-Star from the vehicle and the Pennsylvania State Police came to the accident scene. They looked at the vehicle and determined it was safe to drive the vehicle to our home in Pittsburgh, PA. My wife got back in the vehicle and drove about 1 mile. The low coolant message came on the information system so she pulled over and called me. I met her on Interstate 79 and saw that the radiator bottom seam was separated. I bent the radiator back into place and filled the radiator with coolant. I drove the vehicle 40 miles to my home in Pittsburgh, PA and took the vehicle to Northstar Chevrolet where I purchased the vehicle and I work as a Auto Technician. No passengers were injured in the accident.

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

Driver ██████████ female, age 34, 5'3", no disabilities.

**If there was a collision:**

Describe extent of any injuries to the Driver: Driver ██████████ was not injured in the accident.

Describe where other occupants were seated & extent of any injuries: RF seat passenger Steven Kellum, male, age 15, 6'2", 170 lbs, no disabilities was not injured in the accident. LR seat passenger ██████████ female, age 10, 4'5", 100 lbs, no disabilities was not injured in the accident.

What was the exact location of the incident. Interstate 79, 20 miles south of Washington, PA.

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

Customer's Name: [REDACTED] Inspection Date: 8/28/2008  
Vehicle Brand: Chevrolet Model: 2009 Cobalt  
File #: 71-657047782 VIN: 1G1AT18H197 [REDACTED]

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

Weather conditions & Visibility: **Clear and Dry** Approximate Temp (°F): 75

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

Posted Speed Limit 55

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **No objects in the road.**

**Length of Drive Prior to incident:**

Total Time (hrs. & mins.): 4 Hrs Distance (miles): 200

Estimate of vehicle speed 55 mph Source of est. Driver

Estimated vehicle speed at impact: 55 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 ☒ Driver/Owner [REDACTED] alleges that she lost control of her vehicle and hit a temporary construction warning marker pylon with the front of her 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? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

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

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **No warning lights illuminated before accident. No messages on driver information panel. No unusual noises, smoke or steam observed.**

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: { Estimated weight of the trailer, if any. {

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: **Driver/Owner [REDACTED] alleges he lost control of her vehicle, spun around 360 degrees, went off the right side of the road and hit a temporary construction pylon with the front of her vehicle.**

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

Customer's Name: [REDACTED]  
Vehicle Brand: **Chevrolet**  
File #: **71-657047782**

Inspection Date: **8/28/2008**  
Model: **2009 Cobalt**  
VIN: **1G1AT18H197** [REDACTED]

How was the vehicle transported from the incident site to the present location? ☒ Tow Truck ☐ Flat Bed ☒ Other: **The vehicle was driven to the owners home at [REDACTED] Pittsburgh, PA [REDACTED]**

Additional comments concerning the incident: **None**

{  
 {  
 {

**Section 3 INTERVIEW - VEHICLE HISTORY**

Source of information (name, address, phone number, & relationship), if other than claimant:

[REDACTED] [REDACTED] **Pittsburgh, PA** [REDACTED] **Phone:** [REDACTED] [REDACTED]

Comments: (Additional cmts may be placed in section 9)  
**None**

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date **8/20/2008** Used? ☐ Yes ☒ No Date

**VEHICLE MODIFICATIONS / ALTERATIONS**

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:  
**There are no visible modifications/alterations or after-market equipment installed on the vehicle.**

{  
 {  
 {

**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 ☐ Yes 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: {



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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	8/28/2008
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Cobalt
<u>File #:</u>	71-657047782	<u>VIN:</u>	1G1AT18H197 ██████████

## 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 hood is dented in at the left front 15 inches across and 18 inches back (photos 3 and 22). The left front head lamp lens is scratched and the mountings are broken loose at the bottom of the lamp (photo 22). The left front fender is dented in 1 inch at the front corner. The paint on the front bumper cover is scraped from the left edge toward the right side 19 inches across and the lower mounting is broken loose at the fasteners (photo 3, 22 and 23). There is no other visible damage to the rest of the exterior, interior, engine compartment or under carriage of the vehicle. The windshield, side and rear glass are intact and not visibly damaged.

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

There is no visible damage to the engine compartment or the under carriage of the vehicle. All steering components are in place and connected. There are no visible scrapes, abrasions or signs of contact with the steering linkage. There are no visible leaks at steering rack and pinion. There is no visible damage to the boots on the steering rack or contact by foreign objects. The steering column, ignition switch and intermediate shaft are tight and there are no loose connections. All steering column fasteners are clean and tight. The power steering assist assembly and connections are clean and tight. All attachments to the struts and suspension are secure and proper. There is no visible damage to the frame, suspension, brake and fuel lines and engine mounts/crossmember.

All brake lines are properly routed and there are no leaks in the system. The master cylinder is operational with no leakage and is full of fluid. Brake fluid is full and shows no sign of contamination. Brake pedal feel is firm and positive and does not leak down while holding constant pressure with engine running or off. The power brake booster functions and only light pressure is needed to hold vehicle in drive. The brake pedal operates easily and is not bound or sticking. The pedal returns to normal position at rest. The park brake system was tested with transmission in forward and reverse and the park brake held vehicle in all gears. All park brake cables and controls are operational and the cables are adjusted and routed correctly.

**CORNER ASSEMBLIES**

Struts/shocks  
Springs  
Control arms

Ball joints  
Steering knuckles  
Axle assemblies

Tire/wheel assemblies

Comments: There is no visible damage to the struts/shocks, springs, control arms, ball joints, steering knuckles, or axle assemblies. There is no visible damage to the tire/wheel assemblies.

**UNDERHOOD**

Engine compartment

Power steering lines, hoses, clamps and connections