Symptom

Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:			
<u> </u>	ptom}						
<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:			
Recall	/Campaig	n (Not Rela	ted to Oth	<u>er Symptoms/Complaints)</u>			
<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:			
				ever been involved in an accident? N			
<u>If yes, ar</u>	<u>e the RO's</u>	s attached?	<u> </u>				
<u>Are there</u> <u>List:</u>	e modifica	<u>tions to the</u>	Vehicle?	<u>N</u>			
<u></u>							
Other							
Date:	<u>RO #:</u>	Days	Mileag	Description of Complaint and Repair Performed:			
		<u>Out</u> :	<u>e:</u>				
				upon the BBB Program Eligibility Guidelines and the States			
	lemon law requirements for meeting presumption? Explain with some Detail						
GM Progi	am Sumn	nary Repure	chase/Rep	lacement:			
Lemon La	aw Repurc	chase/Repla	cement:				
		····					
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:	<pre>{# of repair attempts}</pre>
Total days out of service during the presumption period:	{# of Days}
Total days out of service during customer's ownership:	{# of Days}

Vehicle Meets Presumption of Lemon Law YES or NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust 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

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

Decision reached by CRS: Arbitrate case: Settle case:

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

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



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:

Siebel Request: 71-637685925 2006 Chevrolet Cobalt VIN # 1G1AL15F567

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



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 19, 2008

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Re:

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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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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 CeSHay

Annette LeMay BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 21738 FAX# 866-281-0522



June 19, 2008

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

Re:m01 CHV0843028: 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, <u>print</u> or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner:		
Mailing address:		
_{City:} Natchitoches	State: LA	Zip code:
Day phone:	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

_{Make:} Chevrolet	Model:	Cobalt	_{Year:} 2006	Current mileage: 67000		
Name(s) that appears on the vehicle t	itle:					
Selling dealer/city/state: Elkins Nissan, Shreveport, LA						
Primary Servicing dealer/city/state: Tommy Stewart,						
Acquired as 🗌 new 🛛 used 🗌 de	emo 🔲 I	eased	Is the vehicle in your po	ssession? 🛛 yes 🔲 no		
Purchase/lease date: 09/20/07			Mileage at purchase/lea	se:		
First repair attempt date: 11/01/07			First repair attempt mile	eage: 35000		
How often is the vehicle used for business purposes (percentage):	0 0	Number	of vehicles owned d by the business:	Transmission type: 🛛 Automatic 🔲 Manual		
Has the vehicle been in an accident/ha	ad body c	lamage?] yes 🛛 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 INDENTIFICATION NUMBER						
Lienholder/Leasing Company	Phone Number					
Account Number						

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
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 _____ 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 <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

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



General Motors

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

LEMON LAW CLAIMS

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

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

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

Please note:

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- Claims alleging that an airbag failed to deploy or deployed when it should not have.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB AUTO LINE claim or at any other time that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB AUTO LINE claim or at any other time that the vehicle defect has caused bodily injury.
- Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- The customer must own or lease the vehicle throughout the entire arbitration process.
- If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on an alleged defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- Repairs.
- Reimbursement for money the customer paid to repair the vehicle.
- Repurchase of the vehicle.
- Replacement of the vehicle if it was purchased or leased new

Repairs/Reimbursement for Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase or Replacement

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

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

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

If a repurchase or replacement is awarded, the arbitrator may award up to the following remedies:

- **Owned vehicle repurchase** The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- **Leased vehicle repurchase** To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- **Replacement of a vehicle purchased or leased new** The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

Important: Replacement is not an available remedy if the current customer purchased or leased a **used** vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

• The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

Use	# miles attributable to the customer		Vehicle purchase
Deduction/ =	<u>at the time of the arbitration hearing</u>	х	price or gross
Payment	100,000		capitalized cost

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

STANDARDS OF THE 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:

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- 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;

This information is not intended as legal advice. Please direct specific questions to your legal counsel. © 2008, Council of Better Business Bureaus, Inc.

- 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 charges¹; 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.

¹ 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. © 2008, Council of Better Business Bureaus, Inc.

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

- 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 <u>www.mygmlink.com</u>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



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:

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

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 RFS 11616

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Joel Verburg State: Pennsylvania

Customer Name:

Service Request: 71-639443196

Vehicle ID No.: 1G1AL58F567 In Service Date: 7/5/06 Vehicle is: New

BAC Code: 206432

BBB Case No.: CHV0843423

Year, Make & Model: 2006 Chevrolet Cobalt Mileage at Time of BBB Filing (16,000) Lien holder: GMAC DVM Name: Ron Chieffe Phone/Cell Number: 215-527-0041 Vehicle Purchased Used on: n/a

Sale Type: Purchase CAM Name: Craig Joseph 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:	<u>RO #:</u>	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 – 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 – 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 – found excessive noise in steering column Repair: replace steering column and retest – 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 – road test vehicle – verified customer's concern – found excessive noise coming from the steering column Repair: replace steering column under GM parts warranty – re-road test vehicle – concern corrected

□ <u>{Sym</u>	ptom}					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
□ {Svm	ptom}					
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:		
	_					
<u>{Sym</u>	<u>ptom}</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
	ptom}					
Date:	<u>RO #:</u>	<u>Days Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:		
∏ {Svm	ptom}					
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:		
<u>Recall/Campaign (Not Related to Other Symptoms/Complaints)</u>						

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

Verified with customer if the vehicle has ever been involved in an accident Y N If yes are the RO's attached Y N Are there modifications to the Vehicle Y or N List:

Other

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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
4/7/07	795208	1	6,663	Repair: normal brake noise Customer states: ABS light on Dealer: code C0045
5/2/07	799456	1	7,346	Repair: test and diagnose – repaired wires to left rear wheel speed sensor. Cleared codes – rechecked - ok Customer states: ABS light on Dealer: terminal 13 back out
5/2/07	799456	* * *	7,346	Repair: test and diagnose – R&R connector cover – remove terminal – re- secured in connector – clear code – recheck - ok Customer states: vibration when braking Dealer: no condition
5/2/07	799456	* * *	7,346	Repair: test and diagnose – no condition 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
5/9/07	800715	1	7,611	odor eliminator through cowl panel to correct concern Customer states: noise in front suspension over bumps Dealer: special ordered part in stock Repair: test & diagnose – replace right front upper strut mount and
5/9/07	800715	* * *	7,611	bearing Customer states: rattle noise from glove box while driving Dealer: no condition
5/9/07	800715	* * *	7,611	Repair: inspect for condition – no condition 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
5/9/07	800715	* * *	7,611	 road test – no noise Customer states: replace in cabin air filter Dealer: replace air filter per customer request
6/6/07	805396	* * *	8,650	Repair: air filter replacement completed 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
9/22/07	824484	1	12,504	Repair: special ordered both window switch bezels Customer states: left side window switch bezel is discoloring Dealer: trim discoloring
9/22/07	824484	* * *	12,504	Repair: replace left side switch bezel Customer states: right side window switch trim is discoloring Dealer: right side bezel discoloring
9/22/07	824484	* * *	12,504	Repair: replace right side switch bezel 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
3/26/08	853346	***	16,148	Repair: resurface front rotors within specs and re-test – concern corrected 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
1/20/07	782097	1	5,148	bumper – re-inspect – concern corrected 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

Vehicle Meets Presumption of Lemon Law YES

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sks: 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

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

TEAM LEAD APPROVING:	Bridget Cazabon	Date: 7/25/08

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

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

GMPP Beg	MDD	1 mar a	106655111
SR# 71-639443196			
New/Used: New Division:	Chevrolet	Vehicle Style: (Car
Complete VIN 1G1AL58F56	57	Vehicle Year: 2	2006
Division - Dealer Code: Che	vrolet 13-32	888	
General Motors has agreed 1. Approve and pay for a new 2. Authorize a new plan or up 3. Approve and pay for an up	w plan – no GMP pgrade; custome	PP Coverage Curre er will pay total cost	ently
Special Instructions: Chec			ng dealer code to Division o
(Selling dealer to keep profit	. Division is c	lebited the deal	er's profit)
Delivery Date: 7/5/2006		Odometer re	eading: 20,000
Plan Purchase Date: 7/25/20	008 Custome	er Ownership: C	Owner
Business Name:			
Customer Name - Title: Mrs.	. (First - M.I.	- Last):	
Address Line 1:			
Address Line 2:			
City: Philadelphia State:	Pennsylvania	Zip:	
Plan Type: Value Guard	# of Mont	hs: 48 Months	Mileage: 48,000
Plan Type:	# of Mont	hs:	Mileage:
Deductible: 0	MSI	RP: \$1,050	
	vision): Chevr	olet	
Plan Lien Holder (Select Div			
Plan Lien Holder (Select Div Division Address: P.O. Box	33170 Detro	oit, MI 48232-51	70
		oit, MI 48232-51	70
Division Address: P.O. Box	Verburg	oit, MI 48232-51	70
Division Address: P.O. Box CRS (Decision Maker): Joel	Verburg et Cazabon		70 Date: 7/25/2008



June 25, 2008

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

Re:m01 CHV0843423: 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, <u>print</u> or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner:			
Mailing address:			
City: Philadelphia		State: PA	Zip code:
Day phone:	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:									
Selling dealer/city/state: REEDMAN/TOLL CHEVROLET-OLDSMOB, LANGHORNE, PA									
Primary Servicing dealer/city/state: REEDMAN/TOLL CHEVROLET-OLDSMOB,									
Acquired as 🕅 new 🗌 used 🗌 demo 🗋 leased Is the vehicle in your possession? 🖾 yes 🗋 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 Number of vehicles owned Transmission type: for business purposes (percentage): 0 % or leased by the business: X Automatic Manual									
Has the vehicle been in an accident/had body damage? yes no Date of accident:									
Description of damage:									

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

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

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

VEHICLE INDENTIFICATION NUMBER						
Lienholder/Leasing Company	Phone Number					
Account Number						

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

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

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____ 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 <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

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



General Motors

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

LEMON LAW CLAIMS

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

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

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

Please note:

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- Claims alleging that an airbag failed to deploy or deployed when it should not have.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB AUTO LINE claim or at any other time that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB AUTO LINE claim or at any other time that the vehicle defect has caused bodily injury.
- Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- The customer must own or lease the vehicle throughout the entire arbitration process.
- If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on an alleged defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- Repairs.
- Reimbursement for money the customer paid to repair the vehicle.
- Repurchase of the vehicle.
- Replacement of the vehicle if it was purchased or leased new

Repairs/Reimbursement for Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase or Replacement

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

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

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

If a repurchase or replacement is awarded, the arbitrator may award up to the following remedies:

- **Owned vehicle repurchase** The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- **Leased vehicle repurchase** To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- **Replacement of a vehicle purchased or leased new** The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

Important: Replacement is not an available remedy if the current customer purchased or leased a **used** vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

• The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

Use	# miles attributable to the customer		Vehicle purchase
Deduction/ =	<u>at the time of the arbitration hearing</u>	х	price or gross
Payment	100,000		capitalized cost

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

STANDARDS OF THE PENNSYLVANIA LEMON LAW

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

VEHICLES COVERED

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

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

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

CONSUMERS COVERED

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

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

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

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

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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 warranty²) 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

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

This information is not intended as legal advice. Please direct specific questions to your legal counsel. © 2005, Council of Better Business Bureaus, Inc.

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

DISPUTE RESOLUTION

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

TIME PERIOD FOR FILING CLAIMS

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

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

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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 charges⁴;
- 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.

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

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Jun. 25. 2008 12:58PM

No. 4133 P. 1

1700 East Lincoln Highway, Langhome PA 19047 215-757-4961 215-757-7971 fax Reedman Toll Chevrolet - Service

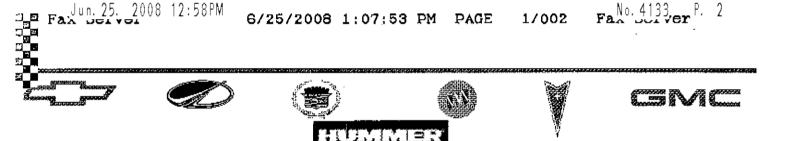


To:	Joe	Verburg	From:	David B. Stein				
Féoc:	1-86	6-259-4607	Pages:	68				
Phone	1-80	00-231-1841 ext 216	91 Date:	6/25/2008	···· -			
Re:	Req	uested Documents	CC:					
🗆 Urge	ent	🗆 For Review	🗋 Please Comment	🗆 Please Reply	🛙 Piease Recycle			

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



General Motors Business Resource Center



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:

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Fan 133 ver P. 3



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

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		AUTO	WORLD	

215-757-4961 www.reedmantoll.com

No.	41:	33
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Reedman-Toll Auto World U.S. Route 1 Langhorne, PA 19047 (215) 757-4961

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Jun. 25. 2008 12:59PM No. 4133 6 CVCS856646 CVCS856646 Reedman-Toll Auto World U.S. Route 1 Langhorne, PA 19047 (215) 757-4961 182643 4287 SEAN D SCHAEFER 04/16/08 CVCS856646 S63 605635 16,437 LASER BLUE 07/07/06 5 06/CHEVROLET/COBALT/4DR SDN LT PHILADELPHIA, PA 1 G 1 A L 5 8 F 5 6 7 04/16/08 MO: 16438 [ETCH SERIAL# JOB# 1 CHARGES] E594946 [EXT WARRANTY] UNIVERSAL ABOR RS TECHTS1.9990 SERVICE MANAGER TO DO # 1 31CV2 REPLACE WIPER BLADES - SET COMPLETED PARTS QTY --- FP-NUMBER-------DESCRIPTION------UNIT PRICE-BLADE 10.146 BLADE 10.146 15243233 15243232 INTERNAL 1 INTERNAL TOTAL - PARTS 0.00 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 COCVZ004 PA STATE & EMISSIONS * TOTAL LABOR.... 0.00 0.00 TOTAL SUBLET... TOTAL G.O.G... TOTAL MISC CHG. TOTAL MISC DISC [] CHECK CK NO. [* 0.00 [] CASH 1 ÷ 0.00 0.00 [] MASTERCARD [] DISCOVER × [] VISA 0.00 [] AMER XPRESS [] CHARGE * TOTAL TAX..... 0.00 [] OTHER **TOTAL INVOICE \$** 0.00 THANK YOU FOR YOUR BUSINESS !! PLEASE BE SURE TO TELL OUR CASHIER YOUR

CUSTOMER SIGNATURE

EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

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215-757-4961 www.reedmantoll.com

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

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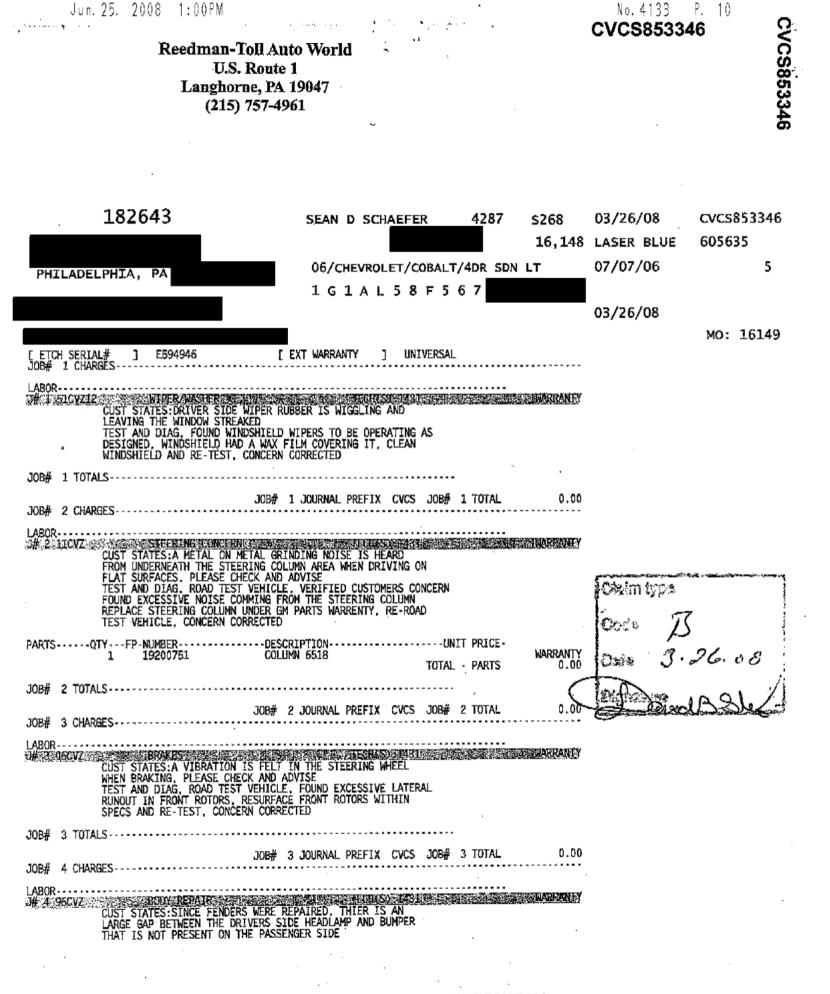
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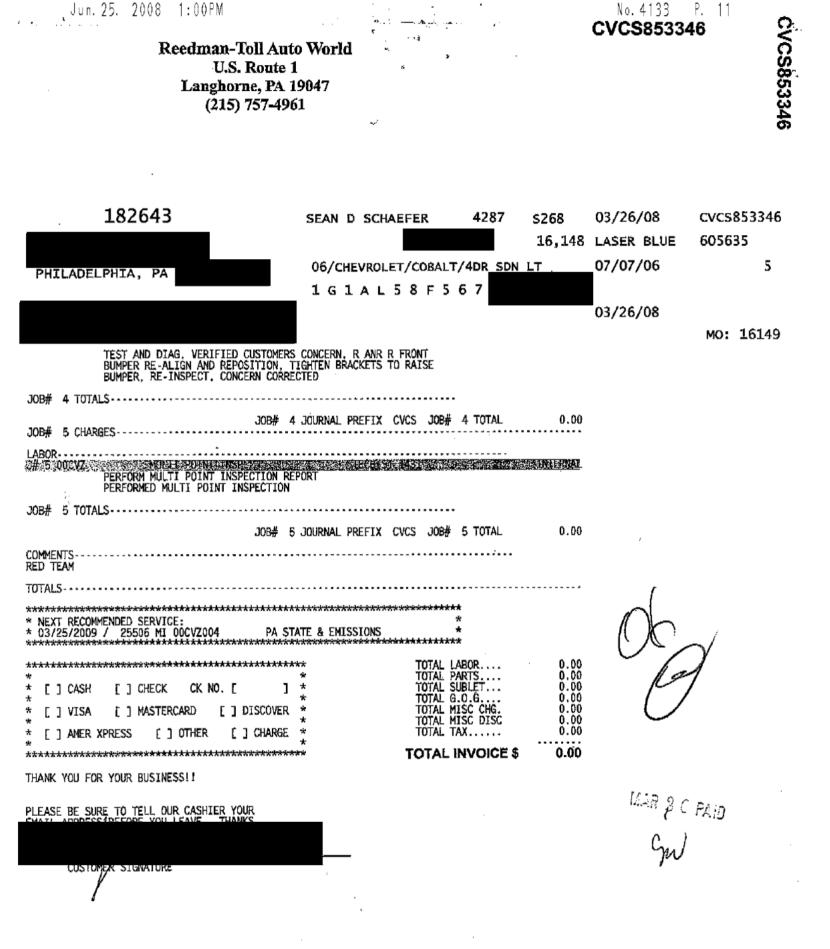
ATTACHMENT FORM ---- GM BRAKE SERVICE REPAIR ORDER DOCUMENTATION FOR REQUIRED

PART MEASUREMENT/REPLACEMENT DOCUMENTATION	•
Dealer Code: _206 432	
Repair Order Number: 853385	
•	· . ;
Front Rotor - ORIGINAL/REFINISHED thickness measurements (required when front labo	r 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) 355 inchmm Right Front (ORF) 37.61 inchmm	
REFINISHED measured thickness after refinish: Left Front (RLF) 23-40 inclumm Right Front (RRF)	•
Rear Rotor - ORIGINAL/REFINISHED thickness measurements (required when rear labor o	moration 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:	
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LATERAL RUN OUT (LRO) DOCUMENTATION	
Front Rotor (required when front rotor labor operation is used):	
LRO measurement after rotor refinish/replace: Left Front (LLF)OO inch Right Front (LRF)OO 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 (Example: 801–03)	

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			dmantoll.com		(21	5) 757-4961			
1	RECOMMENDE	SERVICES		~ 					
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		m 03/12/08 11:	59pm	SENTATIONS, AGREEMENTS AN services and parts and to operati- nished. If do not pick up the well- damage to the vehicle or anythin ential damages arking out of any hy and claims of any return, who is materialic as each includion are	šervicee, materialia, or parts fu ather known or unknown, re lemilied wavenede of exterior	urnished by Reedman Toll. (release satisfing from the negalgent period tablities of literation in a particular p	se and knower discharge 7 mianze of services or tro xapose. If it is properly no	Readman Tail, its employees a nn any breach of express o Silied, Readman Jail will, how	nd agents of and fram r impaed warranty for ever, remedy promptly
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RE Page 1 Printed 03/14/2008 1:47 PM Created03/12/2008	EDMAN TOLL AUTO WOR FINAL BILL 1700 E LINCOLN HWY LANGHORNE, PA 19047-3042 (215) 757-4961 FAX:(215) 757-6827	LD PATER, ADAM Estimate:2007 Repair Order: 2007
Castomer instred PHILA, PA	Vehicle 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 Nonc 1 FENDER 2 REMOVE/RE-INSTALL RF R&Hender as 3 REMOVE/RE-INSTALL RF R&Hender as 4 REEAIB RT Eender 5 REPAIR LT Fender 6 PILLARS, ROCKER & FLOOR 7 REFINISH LT Uniside 8 Add for Clear Coat 9 REFINISH RT Uniside 10 Overlap Major Non-Adj, Panel 11 Add for Clear Coat	Sy 3y	Lebor Paint Price Units PT BT 1.6.B 0.5.B 0.5.B 0.4 1.0 0.4 1.0 0.2
Units Rate Body : 4.2 \$91.73 Paint : 2.4 \$91.73 REEDMAN TOLL CHEVY SERVICE PAYAE	FINAL BILL SUMMARY Amount Labor Total: \$385.27 Paint/Material: \$220.15 Total: BLE REPAIR TOTAL	\$605.42 \$52.80 \$658.22 \$658.22

No. 4133

P. 14

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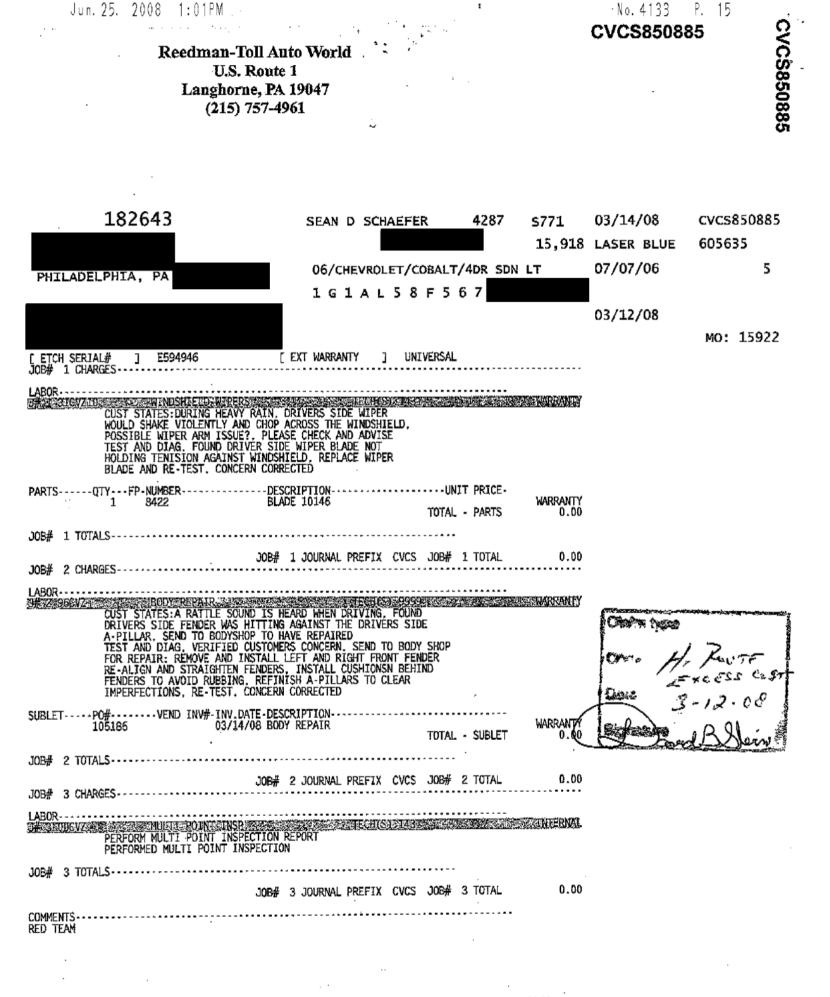
AUTHORIZED AND ACCEPTED: You are hereby authorized to make the above specified repairs. I understand that payment in full will be due upon release of vehicle, including additional supplemental damage charges, and hereby grant you and/or your employees, permission to operate the car, truck or (vehicle 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.

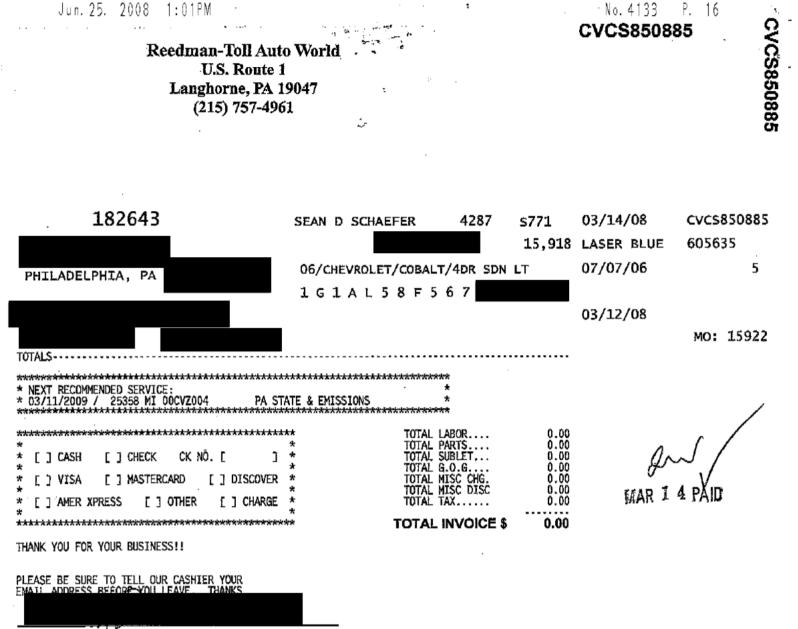
Repair Order authorized by _____ Date _____

Jun. 25. 2008 1:00PM

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 ST - Billing:Types: No Code - Insurance Charge; CC - Customer Charge; BT - Betterment; AP - Appearance Allowance PD - Prior Damage; NC - No Charge CC 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. Patholic Service Ser

Pioniver IVen riso 1624 Copyright Of 969-2007 YADA Systems Inc. All rights reserved Liseased by REEDMAN TOLL AUTO WORLD





CUSTOMER SIGNATURE

Jun. 25.	2008 1:01PM	· • • • •	,	No. 4	133 P. 17
IN		6-757-4961 edmantoll.com	U.S Langho	Toll Auto World 8. Route 1 rne, PA 19047 1) 757-4961	
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PAGE 1 OF 1

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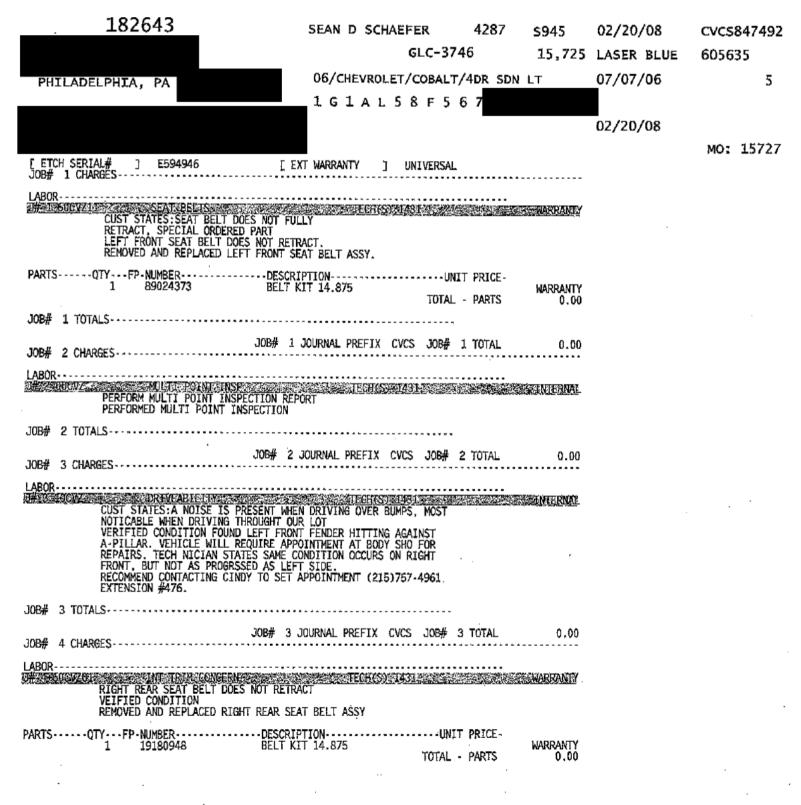
Jun. 25. 2008 1:02PM

No.4133 P. 19

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



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Reedman-Toll Auto U.S. Route 1 Langhorne, PA 19 (215) 757-4961		92 92 92			
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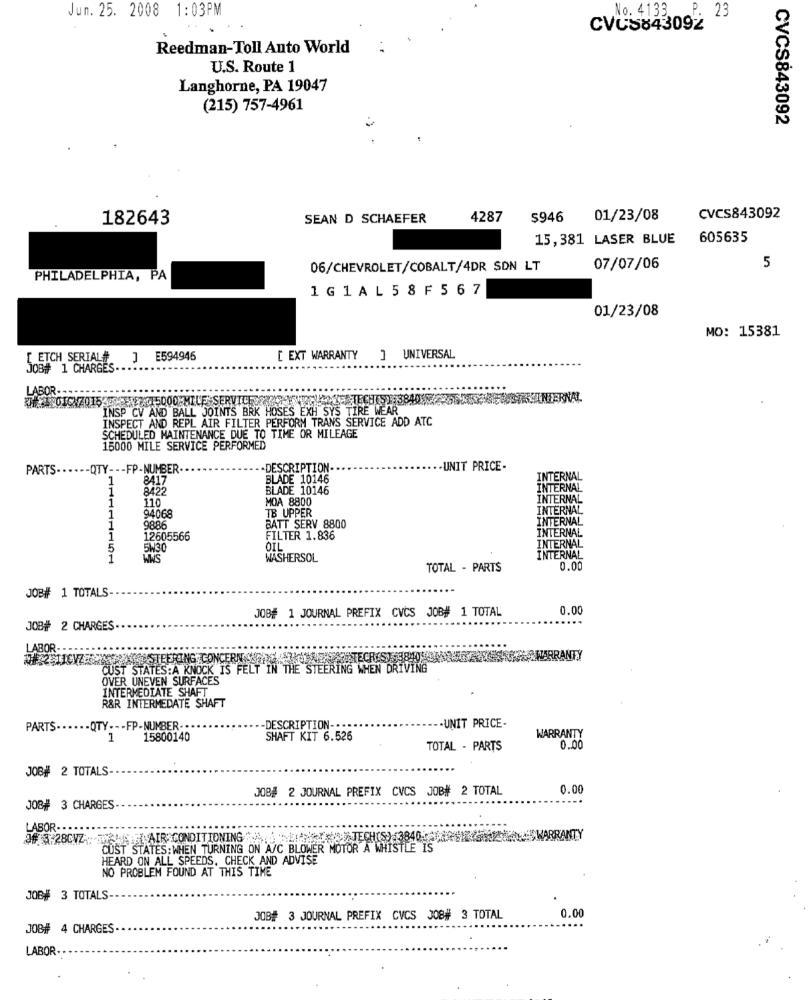
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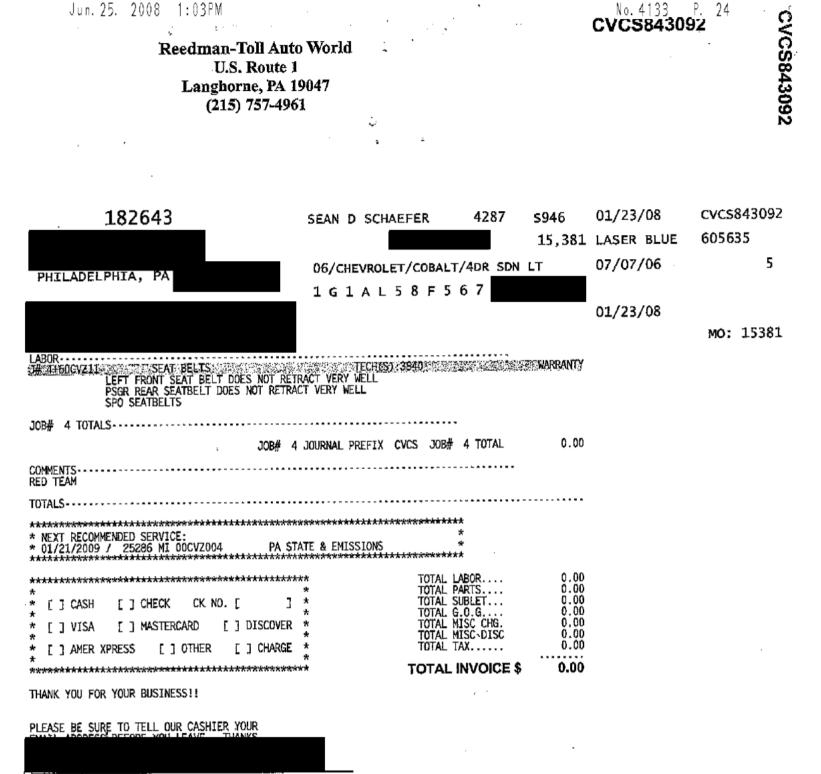
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Posi Rear				On
Full Float Rear	MECHANICS NAME & NUMBER:			Off
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Folding Top	CAUSE:			011
Power Locks	CORRECTION:	<u> </u>		On
Power Glass				Off
Seat Type				On





CUSTOMER SIGNATURE

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215-757-4961 www.reedmantoll.com

Reedman-Toll Auto World
U.S. Route 1
Longhorne PA 19847

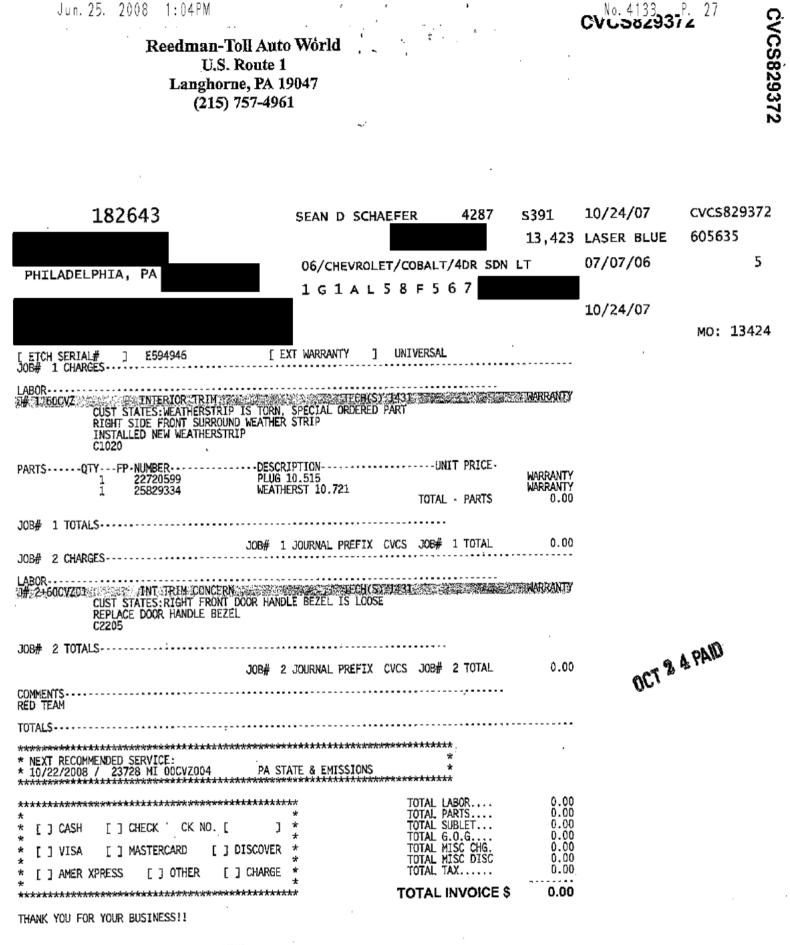
Langhorne, PA 19047 (215) 757-4961

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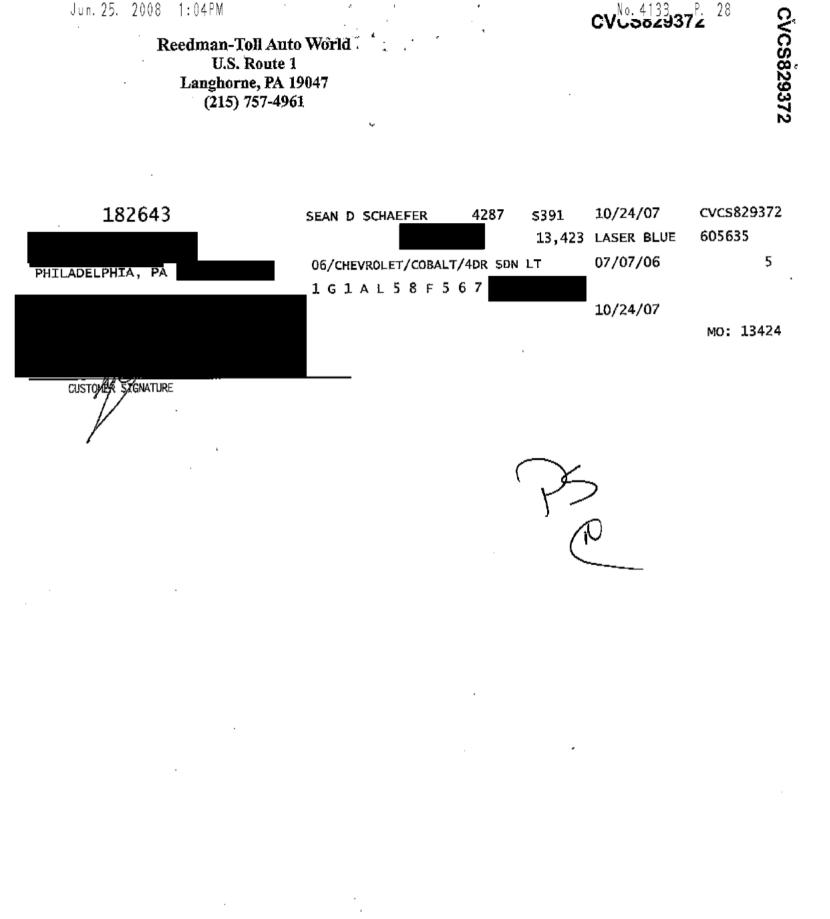
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Tech #	TGTA	L58F567	YEAFV 06		LET/COBA				PRODUCTION DATE	605635		829372
	 A state of the sta	an a		c a	1826	43	ce contra			5	ŞELLING DEALER I	10/24/07
Parking	PHILAD	delphia, pa		Γcα	LASER B	LUE M	ET/GR	CONTR	ACT NO.	EXPIRATION DATE	EXPIRATION MILES	\$391
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PLEASE BE SURE TO TELL OUR CASHIER YOUR EMAIL ADDRESS BEFORE YOU LEAVE. THANKS



Jun. 25. Jun. 25. 		ANS CL. 5-757-4961 edmantoll.com		Iman-Toll Auto U.S. Route 1 anghorne, PA 19 (215) 757-4961		3 Р. 29 ₋ оит[
DECOMMENDED OPERATION 01 CVZ012	O SERVICES OPERATION DESCRIPTION DESCRIPTION 12000 MILE SERVICE		OTAL OPERATION 13.40 00CVZ004		DESCRIPTION	MO/MI	TOTAL 79.95
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LABOR RATE

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1* 00CVZ MULTI POINT INSP. 3 PERFORM MULTI POINT INSPECTION REPORT

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

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THE BY UNLIDES SERVICES OF OUR CUSTOMER SERVICE ADVICES, WICHARDS RATE AND INCLUDES SERVICES OF OUR CUSTOMER SERVICE ADVICES, WICHARDS TECHNICIAN, SROP SUPERVISOR, CUALITY CONTROL INSPECTOR. BODY, ANIT, TRIM AND WATER LEAX TECHNICIAN (WHER APPLICABLE) FACILITIES & CONVENIENCES AS
NECESSARY. Q 7 / A Rrd. 2

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ADD'L REPAIRS OK'D BY

AT PHONE NO. CALLED

DATE

SPECIFIC AUTHORIZATION GIVEN:

APPOINTMENT

CURRERS Q (01/00)

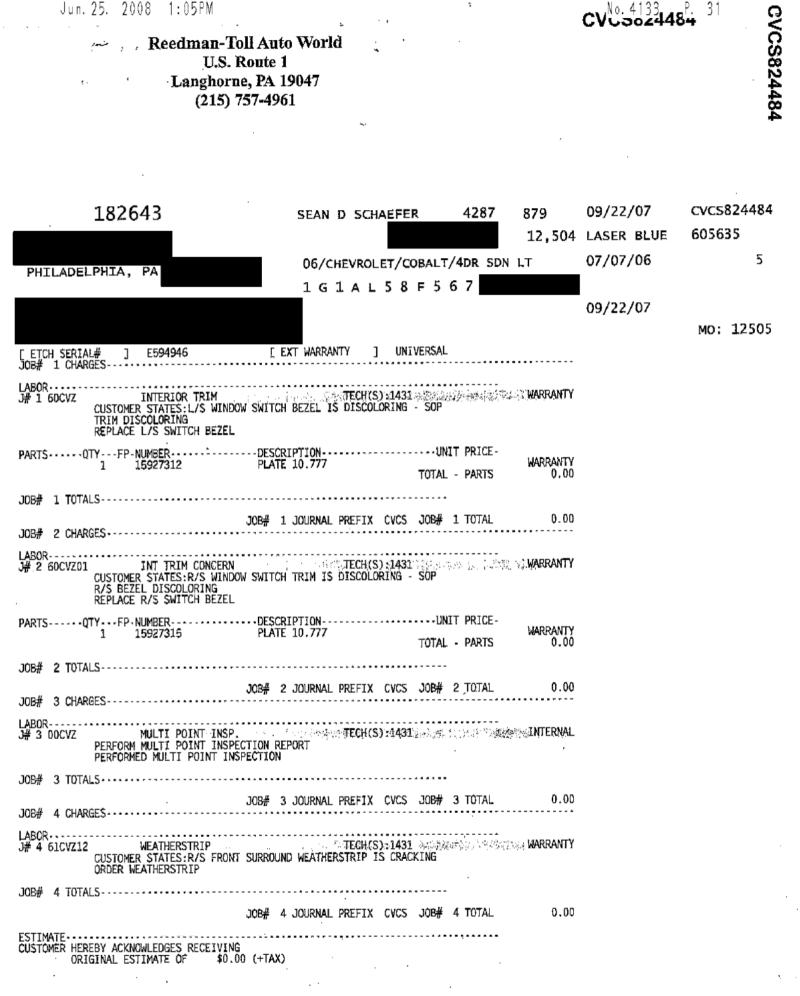
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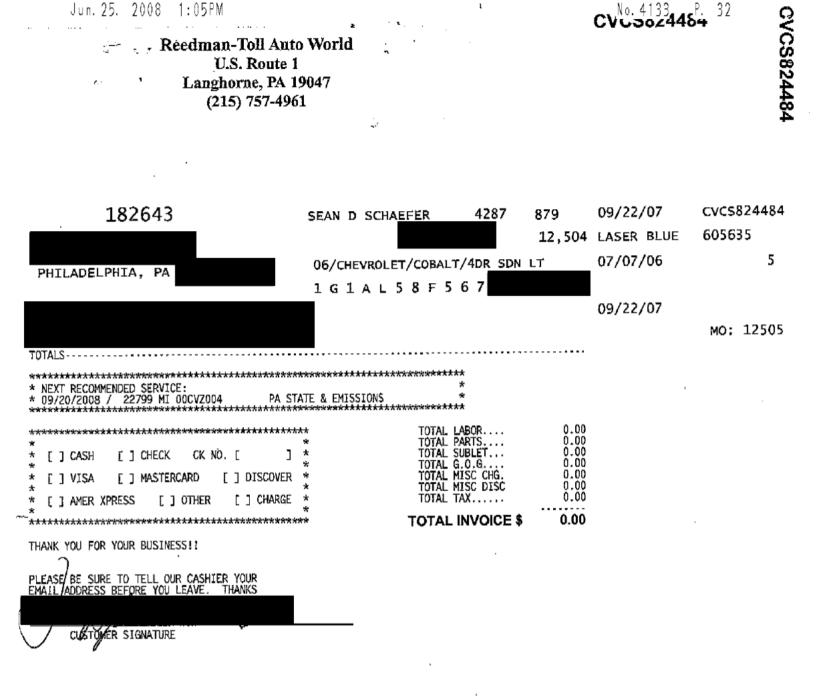
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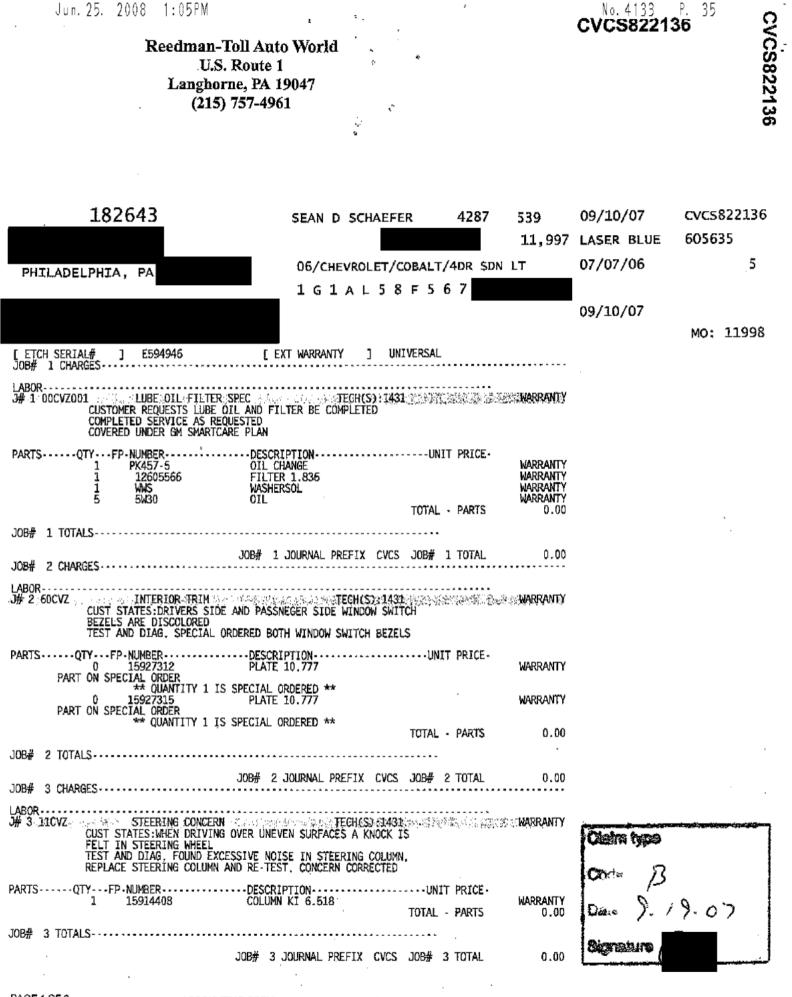
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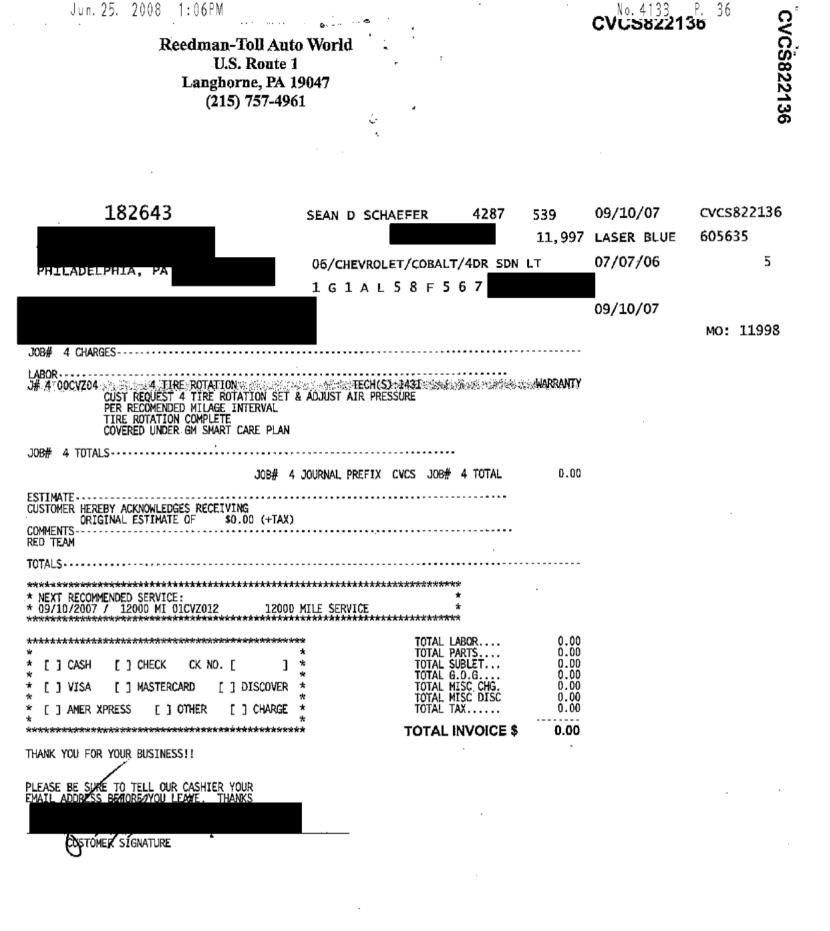
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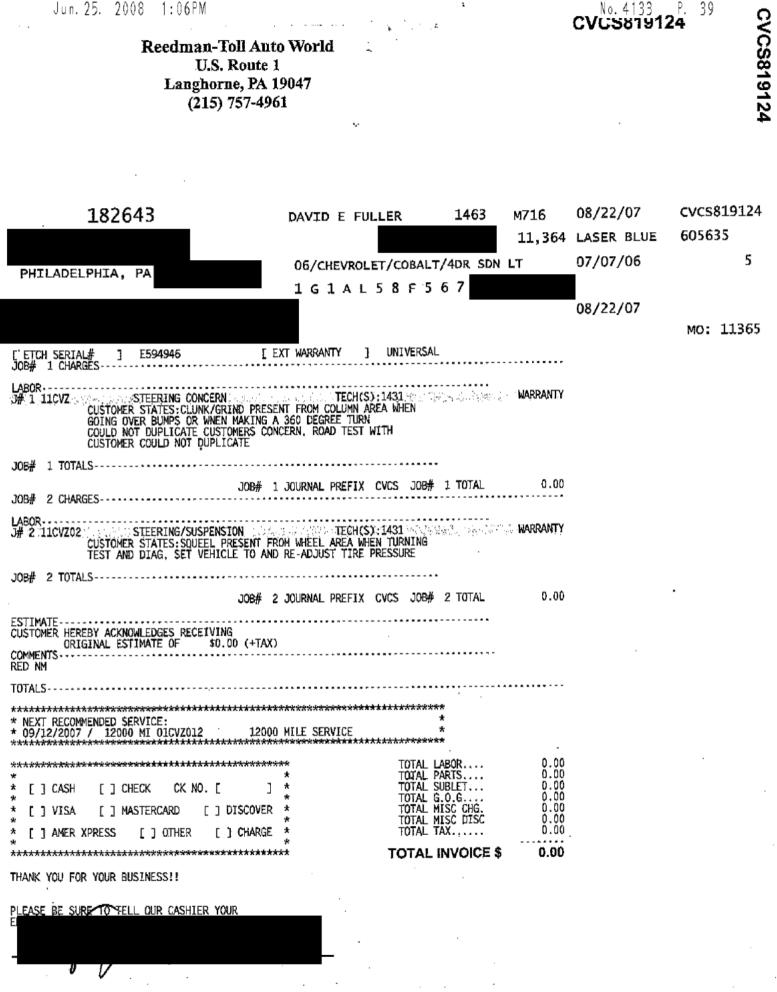
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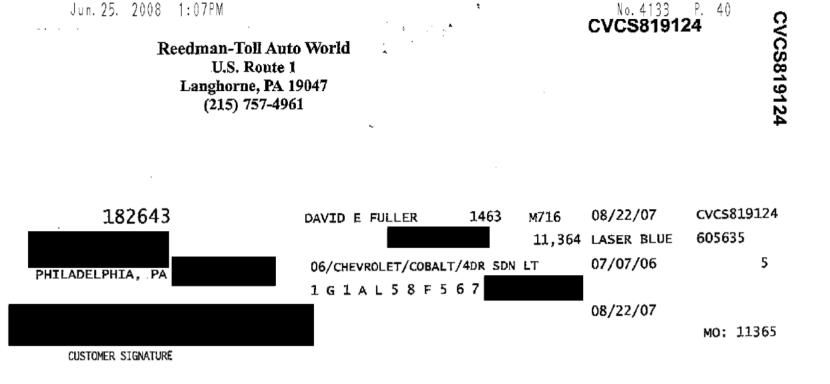
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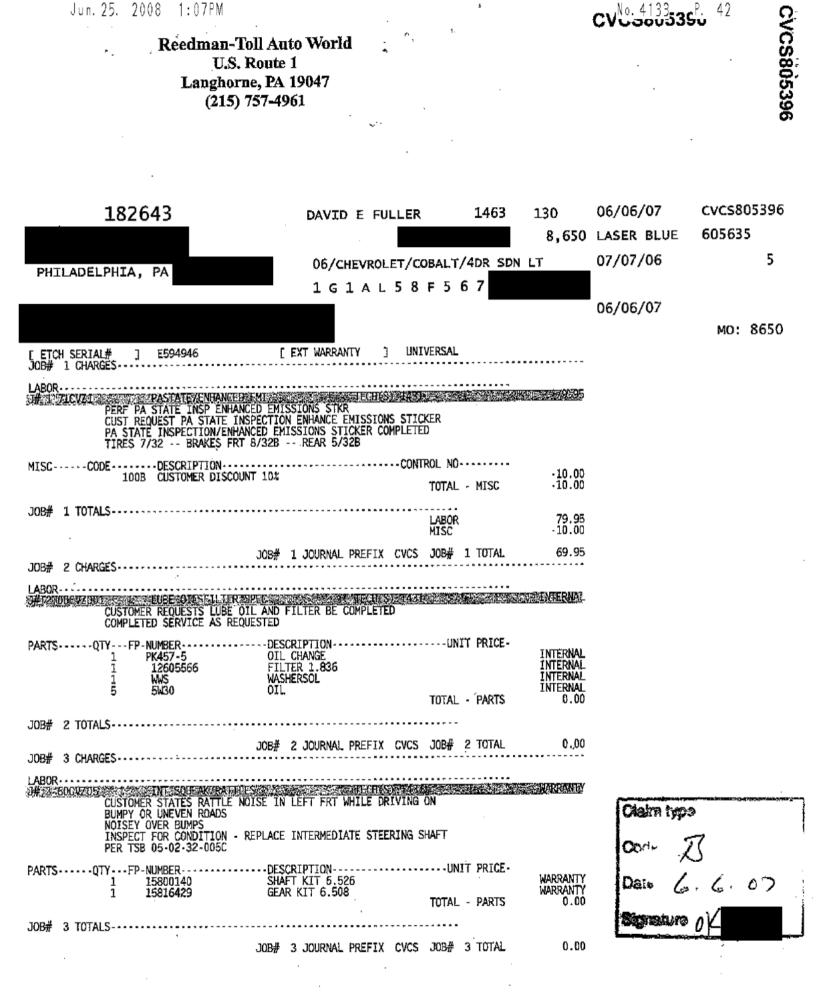
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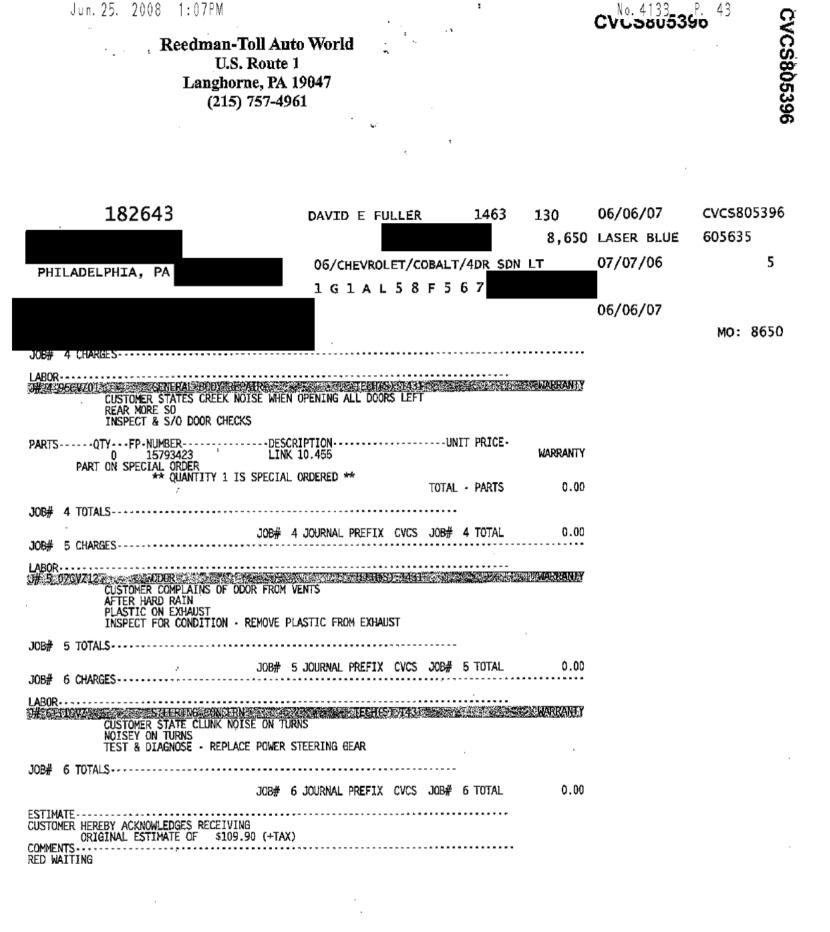


PAGE 1 OF 2



Jun. 25.	2008 1:07PM			1		No.4133		
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PAGE 2 OF 3

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Jun. 25. 2008 1:08PM	:	P. 44. 🔮			
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215-757-4961 www.reedmantoll.com

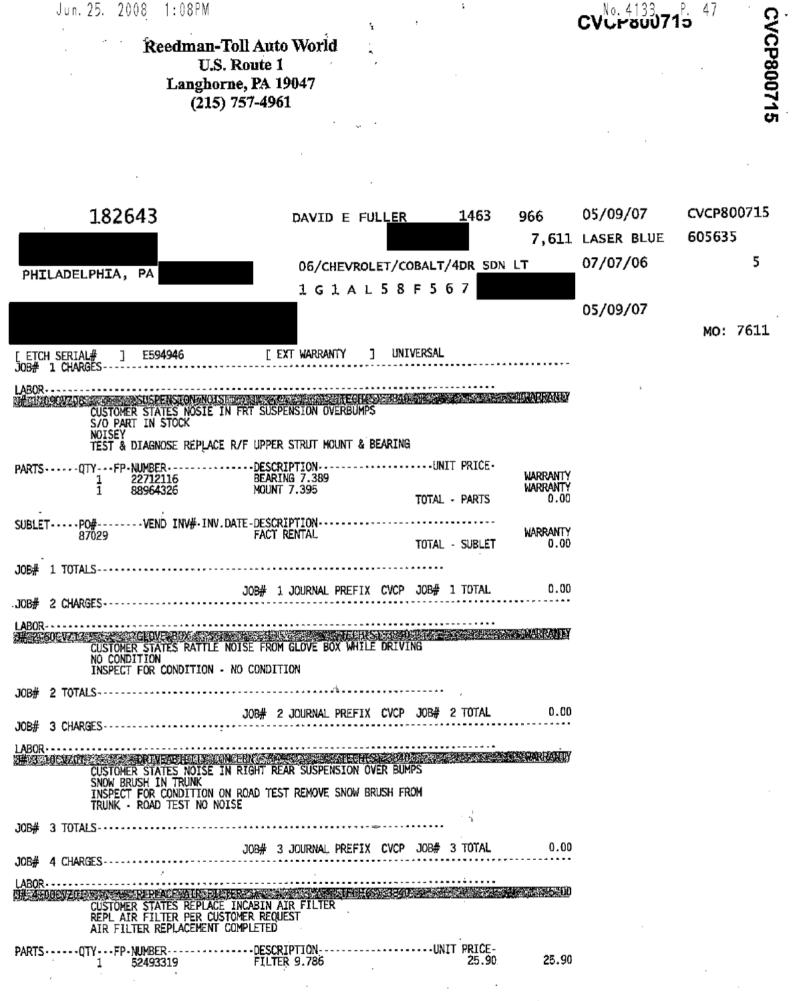
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PAGE 1 OF 2

Jun. 25. 2008 No. 4133. Þ 1:09PM 48 CVCP800715 งนาชบบ715 Ξ. **Reedman-Toll Auto World** U.S. Route 1 Langhorne, PA 19047 (215) 757-4961 182643 CVCP800715 1463 966 05/09/07 DAVID E FULLER 605635 7,611 LASER BLUE 5 07/07/06 06/CHEVROLET/COBALT/4DR SDN LT PHILADELPHIA, PA 1 G 1 A L 5 8 F 5 6 7 05/09/07 MO: 7611 25.90 TOTAL - PARTS JOB# 4 TOTALS-----5.00 LABOR 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 TOTAL S-----* NEXT RECOMMENDED SERVICE: * 07/04/2007 / 9000 MI 01CVZ009 9000 MILE SERVICE ÷ **** TOTAL LABOR.... ********************************* 5.00 25.90 0.00 TOTAL SUBLET ... ٠ [] CASH [] CHECK . CK NO. [3 * * TOTAL G.O.G. TOTAL MISC CHG. TOTAL MISC DISC DISCOVER 0.00 * [] VISA] MASTERCARD Γ 0.00 1.85 [] OTHER [] CHARGE TOTAL TAX..... ÷ [] AMER XPRESS * 32.75 TOTAL INVOICE \$ THANK YOU FOR YOUR BUSINESS !! PLEASE BE SURE TO TELL OUR CASHIER YOUR EMAIL ADDRESS BEFORE YOU LEAVE. THANKS

CUSTOMER SIGNATURE



215-757-4961 www.reedmantoll.com

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P. 49-

OUT

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

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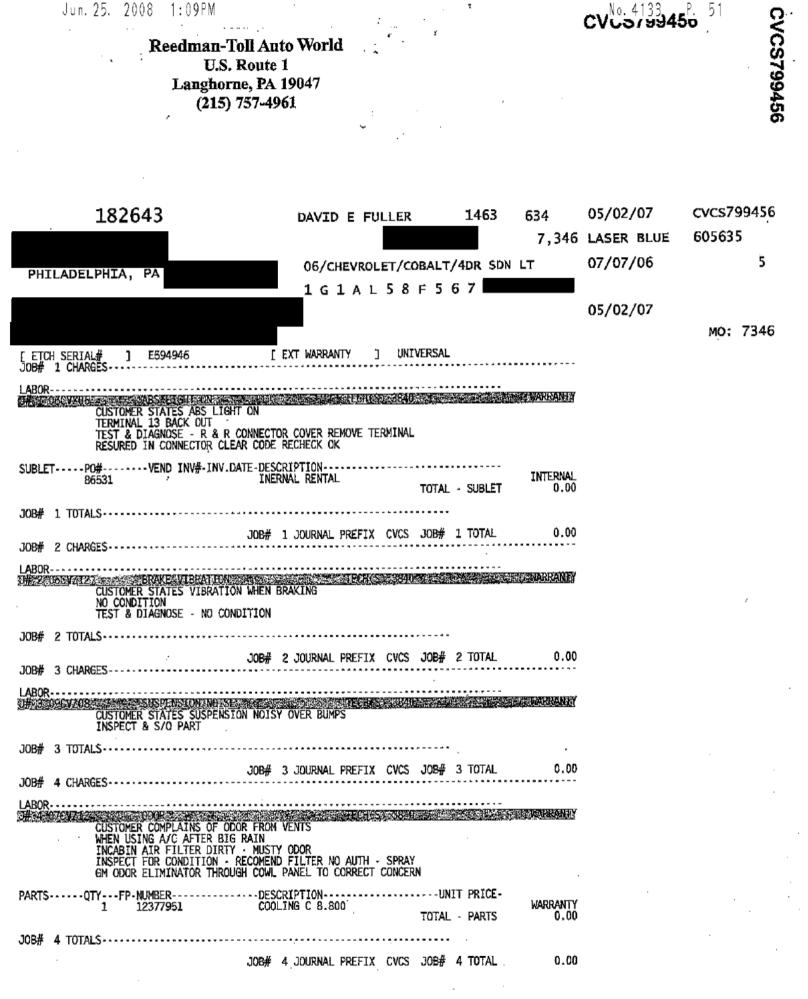
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Jun. 25. 2008 1:10PM Reedman-Toll Auto U.S. Route 1 Langhorne, PA 1 (215) 757-496	9047		CVບວາສ94	P. 52 CVCS799456
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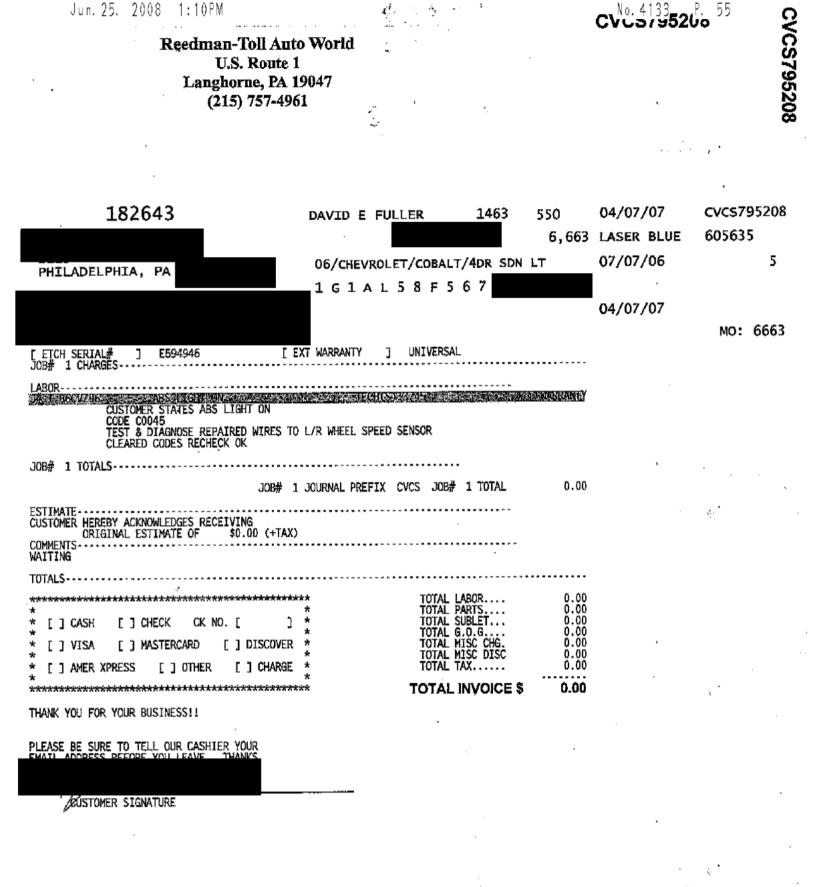
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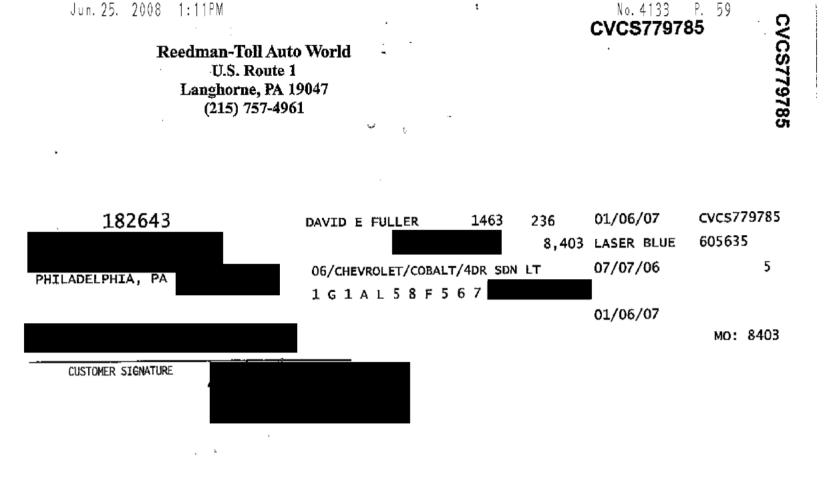
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PLEASE BE SURE TO TELL OUR CASHIER YOUR EMAIL ADDRESS BEFORE YOU LEAVE. THANKS



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

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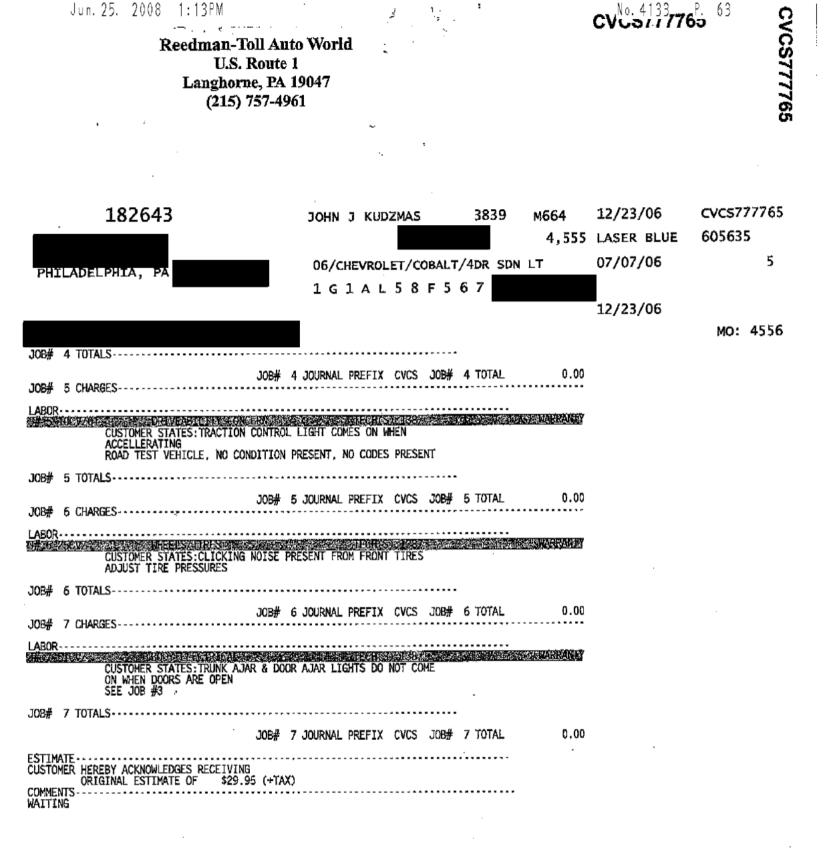
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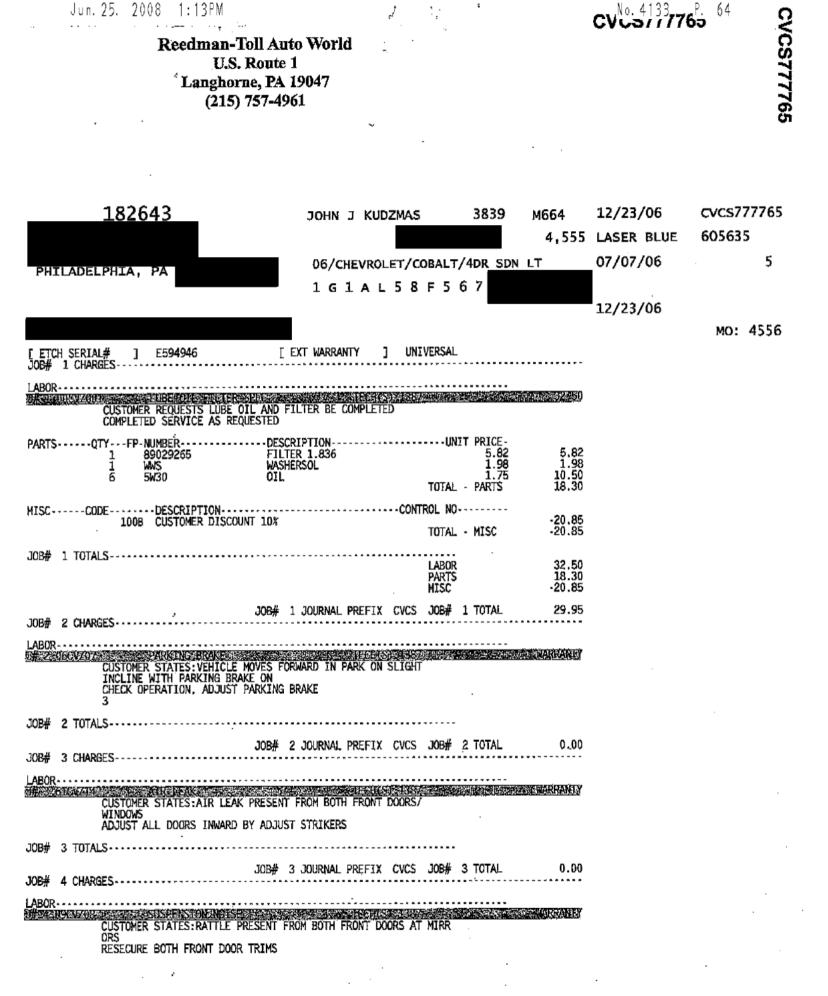
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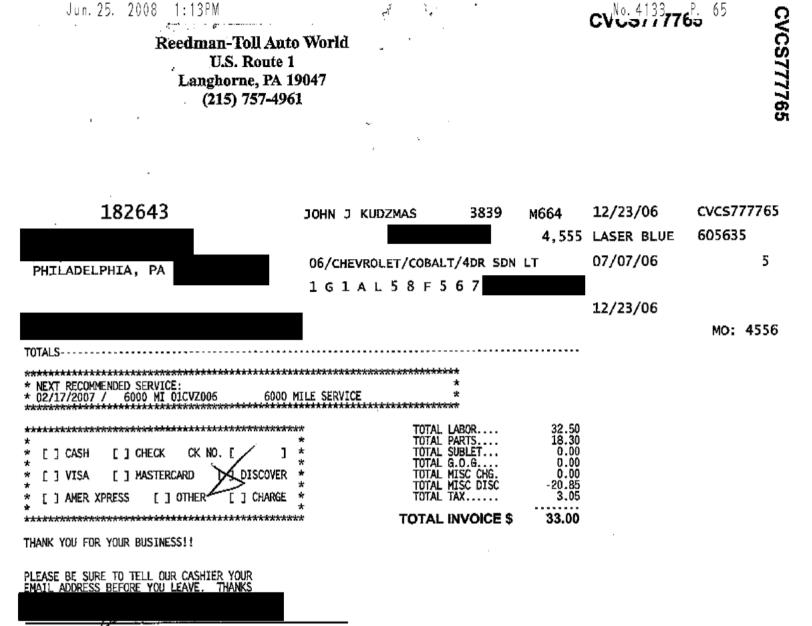
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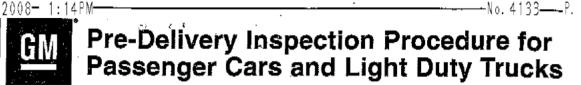
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Reedman-Toll Auto World
U.S. Route 1
Langhorne, PA 19047
(215) 757-4961

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Vehicle Identification Number

CIALSHEEL 7

For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. Remove wristwatches, lewelry, 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: LEG.) REC. LR 30 RR

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

Accessories:

Verify RPO and RPA options

Install all accessories; check fit, finish and operation

Road Test:

ODOMETER: Before _____ After_2

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), beater, 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 fidle, vibration while driving
- Wipers, delay and washers (front and rear)
- Brakes for noise, pulls, vibration or mudder at both high and low speeds 🗹 Unusual wind noise

Inusual noises/vibrations Z Squeaks and rattles

Dealer/BAC Code

206 48 14

- Transfer case or TAPshift function (if equipped)
- Cruise/adaptive cruise (if equipped)
- OnStar for connectivity (if equipped)
- 7 Transmission shifter, clutch, noise, shift moothness
- 🗹 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 DAT

- Remote hood release, latch and hood afety 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 regulred

<u>Body/Chassis</u>:

- Doors, locks, keys and keyless entry system
- Check child safety door/window locks are in normal (unlocked) position (if equipped)
- Sector 2 Neutral start safety switch (if equipped)
- Power mirrors (If equipped)
- Horn 7
- Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- Seats: Check operation and that removable seats are properly secured

Certification: Learning that this Pre-Delivery Inspection has been completed by

Seat belts: material, operation and latches

68

- Child Comfort Guide elastic cord visible (if equipped)
- Removable top/panel, convertible top
- Displays, gauges and lights (head, griving/fog tail, parking, turning,
- reverse, running, brake, and hazard)
- Munk 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)

<u>Under Vehicle:</u>

Stock # 105135 Repair Order # 243425

- Underbody, drivetrain, suspension, skid
- plates, exhaust system, lines, linkages. and noses
- Brake/fuel lines secured in clips
- Check all fluid systems for leaks

Final Inspection & Preparation:

- Perform just prior to delivery.
- Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- Install floor mats (if equipped)
- \square 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 records: (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

Service Manager (Signature)

1/05

1028095

Printed in USA

Technician (Print Name)

File With Repair Order



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

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

Customer:	SR #: 71-639443196	BBB#: CHV0843423

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

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

Section 1

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

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

Section 2

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

Section 3

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

Section 4	
Purchase Price	16500.00
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 0.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 16500.00
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

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

RFS 11616

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Joel Verburg State: Pennsylvania

Customer Name:

Service Request: 71-639443196

Vehicle ID No.: 1G1AL58F567 In Service Date: 7/5/06 Vehicle is: New

BAC Code: 206432

BBB Case No.: CHV0843423

Year, Make & Model: 2006 Chevrolet Cobalt Mileage at Time of BBB Filing (16,000) Lien holder: GMAC DVM Name: Ron Chieffe Phone/Cell Number: 215-527-0041 Vehicle Purchased Used on: n/a

Sale Type: Purchase CAM Name: Craig Joseph 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:	<u>RO #:</u>	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 – 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 – 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 – found excessive noise in steering column Repair: replace steering column and retest – 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 – road test vehicle – verified customer's concern – found excessive noise coming from the steering column Repair: replace steering column under GM parts warranty – re-road test vehicle – concern corrected

□ <u>{Sym</u>	ptom}			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 Date:
 RO #:
 Days Out:
 Mileage:
 Description of Complaint and Repair Performed:

Verified with customer if the vehicle has ever been involved in an accident Y N If yes are the RO's attached Y N Are there modifications to the Vehicle Y or N List:

Other

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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
4/7/07	795208	1	6,663	Repair: normal brake noise Customer states: ABS light on Dealer: code C0045
5/2/07	799456	1	7,346	Repair: test and diagnose – repaired wires to left rear wheel speed sensor. Cleared codes – rechecked - ok Customer states: ABS light on Dealer: terminal 13 back out
5/2/07	799456	* * *	7,346	Repair: test and diagnose – R&R connector cover – remove terminal – re- secured in connector – clear code – recheck - ok Customer states: vibration when braking Dealer: no condition
5/2/07	799456	* * *	7,346	Repair: test and diagnose – no condition 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
5/9/07	800715	1	7,611	odor eliminator through cowl panel to correct concern Customer states: noise in front suspension over bumps Dealer: special ordered part in stock Repair: test & diagnose – replace right front upper strut mount and
5/9/07	800715	* * *	7,611	bearing Customer states: rattle noise from glove box while driving Dealer: no condition
5/9/07	800715	* * *	7,611	Repair: inspect for condition – no condition 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
5/9/07	800715	* * *	7,611	 road test – no noise Customer states: replace in cabin air filter Dealer: replace air filter per customer request
6/6/07	805396	* * *	8,650	Repair: air filter replacement completed 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
9/22/07	824484	1	12,504	Repair: special ordered both window switch bezels Customer states: left side window switch bezel is discoloring Dealer: trim discoloring
9/22/07	824484	* * *	12,504	Repair: replace left side switch bezel Customer states: right side window switch trim is discoloring Dealer: right side bezel discoloring
9/22/07	824484	* * *	12,504	Repair: replace right side switch bezel 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 cost belt accombly
2/20/08	847492	***	15,725	Repair: removed and replaced left front seat belt assembly 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.
2/20/08	847492	* * *	15,725	Repair: recommend contacting Cindy to set appointment. 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
3/12/08	850885	***	15,918	Repair: replace wiper blade and re-test – concern corrected 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
3/26/08	853346	***	16,148	straighten fenders. Install cushion behind fenders to avoid rubbing. Refinish a-pillars to clear imperfections. Re-test. Concern corrected. 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

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

Number of repair attempts in the presumption period:4Total days out of service during the presumption period:16Total days out of service during customer's ownership:16

Vehicle Meets Presumption of Lemon Law YES

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sks: 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

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

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

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

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REEDMAN TOLL AUTO WORLD F B/25/2008 1:09:53 PM PAGE

2157570166 1/002 Fax Server **p.**1









General Motors Business Resource Center



To: Mary Richards

Company: Fax:

Phone:

215-702-8453

From: Joel Verburg

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

CC:

NOTES:

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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% payment that is late.	Credit Disability (Buyer Only)
payment that is late. Otherwise, the charge will be 2% per month of the part of the part of the late, figured based on a full calendar month for any part of a month that is more than 10 days.	Term M/A
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Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and socurity interest.	<u>_N/A</u>
the control date, and security interest.	(Insurance Company)
ITEMIZATION OF AMOUNT FINANCED	(Home Office Address)
1 Cash price (including any accessories, services, and taxes) \$16500,00 (1)	Credit life insurance and sealth discourse
2 Total downpayment = (If negative enter "C" and see line 4H below	Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to
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3 Unpaid balance of cash price (1 minus 2)	Insularice days the unbaid part of the product I
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BUYER'S ORDER

(215) 757-4961



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Jun 25 2008 2:43PM REEDMAN TOLL AUTO WORLD F 2157570166

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GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 25, 2008

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

Re:

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

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

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

Reedman Toll Chevrolet - Service



To:	Joel	Verburg		From:	David B. Stein	
Fax	1-86	6-259-4607		Pages:	5	
Phone:	1-80	0-231-1841 ext. 216	91	Date:	6/26/2008	
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Joel

Attached are the remaining documents you requested.

Dave Stein

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No.4160 P. 4

CVCS782097

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

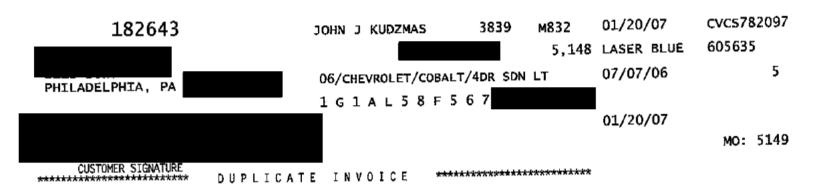
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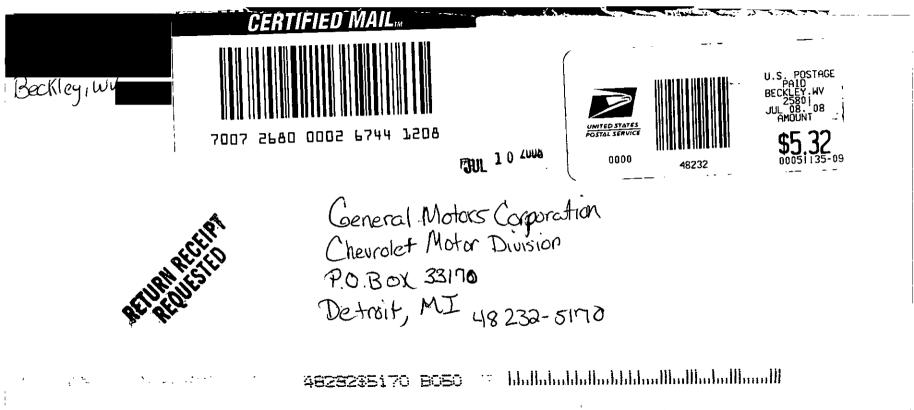
PLEASE BE SURE TO TELL OUR CASHIER YOUR EMAIL ADDRESS BEFORE YOU LEAVE. THANKS



CVCS782097

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





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:

f Vahislay 2005 Chausalat Cal

Re: Year and Model of Vehicle: 2005 Chevrolet Cobalt Vehicle Identification No. 1G1AL52F257 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

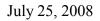
I believe all of these problems substantially impair the use of market value of my vehicle and these problems pose a safety risk.

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 the second of this opportunity please contact me. My address is the second of this opportunity of the following phone number:

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



Beckley, WV

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

Dear

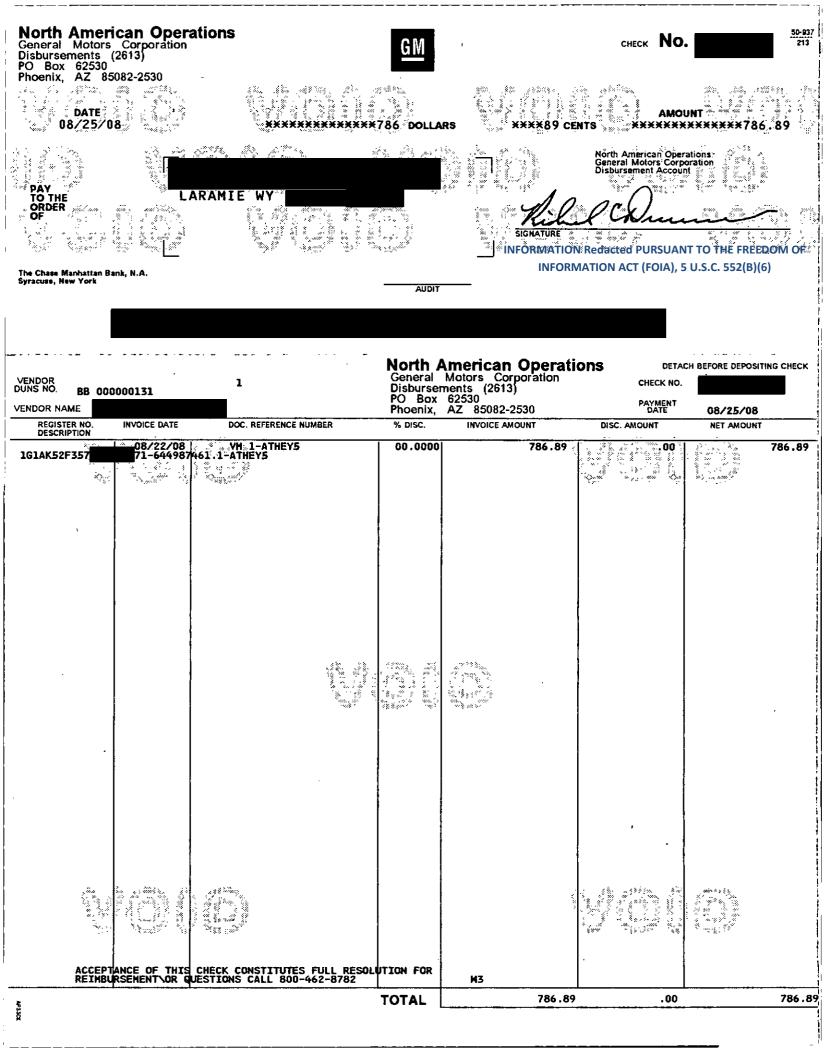
Thank you for your recent correspondence regarding your 2005 Chevrolet Cobalt. We are sorry you are dissatisfied with your Chevrolet. We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. Our continued success depends upon the satisfaction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

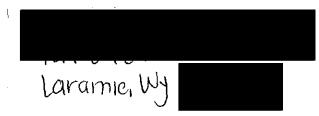
Unfortunately, our attempts to contact you to schedule a repair opportunity for your vehicle have been unsuccessful. We have tried to contact you on the following dates July 21, 2008, July 22, 2008, and July 24, 2008 and no response was received. As soon as you are available, please contact us to schedule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





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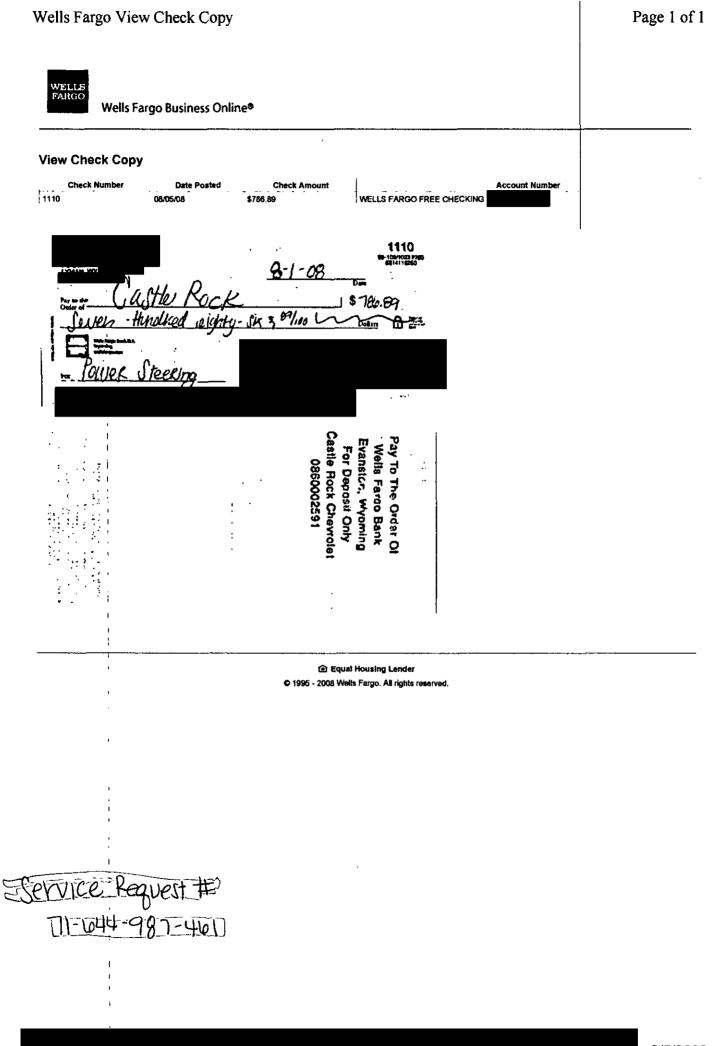
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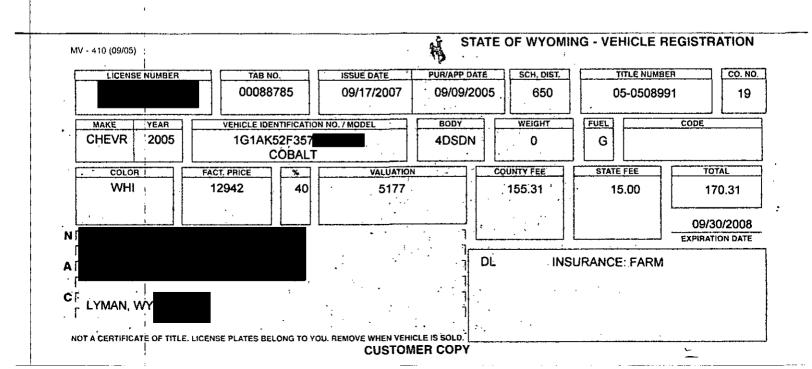
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permission secure the sold heret	n to operate the e amount of rep by are those ma	e vehicle herein descrit bairs thereto. ALL REPA	ed on streets, highw IRS SUBJECT TO A	ays or elsewhere for MINIMUM OF .5 [or the purpose of testin DIAGNOSTIC TIME. TE	g and/or inspection. An expr RMS: STRICTLY CASH UN	ress mechani'c lien is hereby gra ILESS ARRANGEMENTS M	ant you and/or you / acknowledged or ADE. Any warrant	r emolyees the vehicle to		IL 18 XOOK CEIVED
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permission secure the sold heret particular ARE SUB ORIGINAL	n to operate the e amount of rep by are those ma purpose, and r JECT TO A 20 L SALEABLE P	e vehicle herein descrit bairs thereto. ALL REP/ ade by the manufacture heither assumes nor aut % HANDLING CHARGI ACKAGING	ed on streets, highw IRS SUBJECT TO A The setter, hereby porizes any other pe NO REFUNDS ON	ays or elsewhere for MINIMUM OF .5 [expressly disclaim: rson to assume for ELECTRICAL PA	or the purpose of testing DIAGNOSTIC TIME. TE s all warranties, either i it any liability in conne RTS; SPECIAL ORDER	g and/or inspection. An expr sRMS: STRICTLY CASH UN express or implied, including ction with the sale of said pr R PARTS; OR PARTS VALU	ress mechani'c lien is hereby grai ress mechani'c lien is hereby ILESS ARRANGEMENTS M/ g any implied warranty or mer	int you and/or you / acknowledged or ADE. Any warrant inchantability or fit	r emolyees In the vehicle to les on the produst less for a		N. 18 2008 CEIVED Lureuch
permission secure the sold heret particular ARE SUB ORIGINAL	n to operate the e amount of rep by are those ma purpose, and r JECT TO A 20 L SALEABLE P	e vehiclé herein descrit varis thereto. ALL REP/ ade by the manufacture leither assumes nor au % HANDLING CHARGI %CKAGING any and all cost assoc	ed on streets, highw IRS SUBJECT TO A The setter, hereby porizes any other pe NO REFUNDS ON	ays or eisewhere fr MINIMUM OF 5.5 expressly disclaim rson to assume for ELECTRICAL PAI on of this debt inclu	or the purpose of testing DIAGNOSTIC TIME. TE s all warranties, either i it any liability in conne RTS; SPECIAL ORDER	g and/or inspection. An expr sRMS: STRICTLY CASH UN express or implied, including ction with the sale of said pr R PARTS; OR PARTS VALU	ress mechani'c lien is hereby grai ress mechani'c lien is hereby ILESS ARRANGEMENTS M/ g any implied warranty or mer	int you and/or you / acknowledged or ADE. Any warrant inchantability or fit	r emolyces the vehicle to less on the produst less for a HIN 5 DAYS AND MUST BE IN III	M. Good SERVICE	N. 18 2008 CEIVED Lureuch

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AC 313,93 14.07 549.00 743.57 37.18 780.75 19200751 DHO 9158 Power sty control module No stock next update July 18 Service request # 1-1044-987-4617

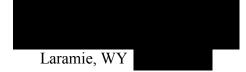


8/7/2008



(Service Pequeet #) [7]-1044-987-46]

June 16, 2011



Service Request: 71-644987461 Customer Relationship Specialist: Lauren Reynolds

Dear

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 <u>www.mygmlink.com</u>. 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

Burlington, NJ

Service request: 71-645894916 Vehicle Identification Number: 1G1AL55F367 Customer Relationship Specialist: Kimberly Gammage

Dear

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

PA0005							
V05112006							

June 16, 2011

Burlington, NJ

Service request: 71-645894916 Vehicle Identification Number: 1G1AL55F367 Customer Relationship Specialist: Kimberly Gammage

Dear

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

PA0005							
V05112006							

2006 COBALT 4-DOOR LT SEDAN		CHEVROLET	MOTOR DIV	ISION
46U BLUE GRANITE METALLIC	/L4G	GENERAL MO	OTORS CORPO	ORATION
14C GRAY		100 RENAIS	SSANCE CENT	ΓER
ORDER NO. JKSNKW/TRE STOCK NO.		DETROIT	MI 482	243-1114
VIN 1G1 AL55 F3 67		VEHICLE IN	VOICE 1AD	73090267
************	* * * * * * * * * *	*********	********1	3*15201S
MODEL & FACTORY OPTIONS		INV AMT	RETAIL - S	STOCK
1AL69 COBALT 4-DOOR LT SEDAN 1	6200.00	15147.00	INVOICE 09	9/19/05
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C	SHIPPED 09	9/19/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	748.00	EXP I/T 09	9/22/05
	N/C	N/C	INT COM 09	• •
T37 DELUXE FOG LAMPS	115.00	101.20	PRC EFF 09	9/19/05
T43 REAR DECK-LID SPOILER			KEYS G0138	
UQ3 PIONEER 7 SPKR AMPLIFIED SYSTEM	295.00	259.60	WFP-F QTR	OPT-1
			BANK: GMA	C - 020
			CHG-TO	15-201
			SHIP WT:	2833
			un•	18/

SHIP WIT	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

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)

	Customer:		SR #: 71-645894916	BBB#: CHV0844820
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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

Purchase Price	
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 18325.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	=
(If positive, look for Overallowance)	

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

Section 2

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

Section 3

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

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

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:

Service Request: 71-645894916

Vehicle is: New

BBB Case No.: CHV0844820

BAC Code:

164777

Vehicle ID No.: 1G1AL55F367

Svc Mgr Name:

Year, Make & Model: 2006 Chevrolet Cobalt

Mileage at Time of BBB Filing (48926) Lien holder: GMAC Other : {Name}

Phone/Cell Number: 914244--6164

DVM Name: Andrew Corvino

In Service Date: 1/23/2006

Vehicle Purchased Used on: n/a at odometer

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 ATTEMPED TO OBTAIN SERIVICE 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)

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

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

Date:	<u>RO #:</u>	<u>Days</u>	<u>Mileaq</u>	Description of Complaint and Repair Performed:								
		<u>Out</u> :	<u>e:</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:0Total days out of service during the presumption period:0Total days out of service during customer's ownership:{# of Days}

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

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 3rd party extended service contract.

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

Repeat concern.

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

The vehicle is out of warranty. There is an existing extended service contract.

Decision reached by CRS: Arbitrate case:

Settle case:

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

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

Privileged and Confidential Information

CASE ASSESSMENT

By: Kim Gammage State: NJ

Customer Name:

Service Request: 71-645894916

Vehicle is: New

BBB Case No.: CHV0844820

BAC Code:

164777

Vehicle ID No.: 1G1AL55F367

Svc Mgr Name:

Year, Make & Model: 2006 Chevrolet Cobalt

Mileage at Time of BBB Filing (48926) Lien holder: GMAC Other : {Name}

Phone/Cell Number: 914244--6164

DVM Name: Andrew Corvino

In Service Date: 1/23/2006

Vehicle Purchased Used on: n/a at odometer

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

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CRS HAS ATTEMPED TO OBTAIN SERIVICE DOCUMENTS FROM THE DEALER, BUT WITH NO SUCCESS. NONE OF THE CUSTOMER'S CONCERNS ARE LISTED IN GMVIS.

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

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

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

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Number of repair attempts in the presumption period:0Total days out of service during the presumption period:0Total days out of service during customer's ownership:{# of Days}

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

RECOMMENDATION AND RATIONALE

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SVM sts: Won't call back

CRS Rationale: There can be no assistance from GM because the customer has a 3rd 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.

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

The vehicle is out of warranty.

There is an existing extended service contract.

Decision reached by CRS: Arbitrate case:

Settle case:

:

Component	Description
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Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
НVАС	All components related to heating, air conditioning and temperature.
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Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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

ADR File Checklist

SR Number:71-645894916	BBB Case: CHV0844820
Customer:	VIN:1G1AL55F367
Make/Model/Year: Chevrolet/Cobalt/2006	5 In Service: 1/23/2006 Mileage: 48926
Received Date: 7/17 Day 15 D	ate: July 31 Goes Active:
Primary Concern: ?	
Case Scan / Acknowledgement (24 hr	s) Completion Date/Time:
☑ Initial Calls (72 hrs):☑ Customer	Completion Date/Time: 7/17/08 / 2:23 pm
\square Customer \square Dealer Svc Mgr	Completion Date/Time: 7/18/08 / 1:24 pm
Dealer Finance Mgr	Completion Date/Time: // 10/08 / 1.24 pm
\boxtimes 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
	r i i i i i i i i i i i i i i i i i i i
DVM. Ison Handy	Nodo/Dom 014055 2010
DVM: Ivan Hardy Somia Dealers Burlington Chamalat	Node/Box: 914055-8010
Service Dealer: Burlington Chevrolet	Svc Mgr: Contact:
Selling Dealer:	Contact:

NOTES:

Privileged and Confidential Information

CASE ASSESSMENT

By: Kim Gammage State: NJ

Customer Name:

Service Request: 71-645894916

Vehicle is: New

BBB Case No.: CHV0844820

BAC Code:

164777

Vehicle ID No.: 1G1AL55F367

Svc Mgr Name:

Year, Make & Model: 2006 Chevrolet Cobalt

Mileage at Time of BBB Filing (48926) Lien holder: GMAC Other : {Name}

Phone/Cell Number: 914244--6164

DVM Name: Andrew Corvino

In Service Date: 1/23/2006

Vehicle Purchased Used on: n/a at odometer

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

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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 }

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

{Symptom}

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

Symptom {

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

{Symptom}

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

□ <u>{Sym</u>	ptom}											
Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:								
<u> {Sym</u>	ptom}											
Date:	<u>RO #:</u>	<u>Days</u> <u>Mileag</u> <u>Description of Complaint and Repair Performed:</u> <u>Out</u> : <u>e:</u>										
Recall	/Campaig	<u>n (Not Rela</u>	ted to Oth	er Symptoms/Complaints)								
Date:	<u>RO #:</u>	<u>Davs</u> Out:	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:								
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>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:								
				upon the BBB Program Eligibility Guidelines and the States esumption? Explain with some Detail								
GM Prog	ram Sumn	nary Repure	chase/Rep	lacement:								
Lemon La	aw Repurc	chase/Repla	cement:									
1	_											

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

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

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

Decision reached by CRS: Arbitrate case:

Settle case:

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

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

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

June 16, 2011

Sandyville, WV

Service request: 71-646654767 Vehicle Identification Number: 1G1AL15F767 Customer Relationship Specialist: Elizabeth Crossen

Dear

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 21st, 2008 at 9:33 am, July 21st, 2008 at 2:32 pm, July 22nd, 2008 at 10:00 am and July 22nd, 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

PA0005 V05112006



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 21, 2008

John Vanwhy MCCLINTON CHEVROLET COMPANY PO BOX 1048 PARKERSBURG , WV 26102-1048

Re:

Siebel Request: 71-646654767 2006 Chevrolet Cobalt VIN # 1G1AL15F767

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 -6301 Fax # 304 -485 -6392

"In Service" to be "of Service" to "Completely satisfy" all of our Customers wants and needs.

Jo 17 Crossen From McClinton Cheurolet Fax 866-259-4607 Date 7-24-08 Telephone

Comments. Comes you request



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 21, 2008

John Vanwhy MCCLINTON CHEVROLET COMPANY PO BOX 1048 PARKERSBURG, WV 26102-1048

Re: Siebel Request: 71-646654767 2006 Chevrolet Cobalt VIN # 1G1AL15F767

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Liz Crossen

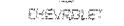
Liz Crossen BRC Customer Relationship Specialist Pb# 800-231-1841, prompt 9, prompt 5, extension 11619 FAX# 866-259-4607

> General Motors Corp. - CARS - Legal, c/o MSX International, MC 336-105-000 1426 Pacific Drive, Auburn Hills, MI 48326

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(AND)

Phono: 304-422-6501 KERSBURG, WV 28102-1648 www.mcolintoncheyrelet.com



MOTOR VEHICLE PURCHASE AGREEMENT

2

PURCHASER'S NAME	DATE	- : //	
ADDRESS A SANDYVILLE WV			
RESIDENCE PHONE BUSINESS PHONE	ALES REPRESENTATIVE	X . Arrent	
Please enter my order for one XX USED YEAR 2006	MARE CHEVROLEI MODEL LOCALT		
ORANGE TOP	TRIM STOCK NO 687971	· · · ·	
VIN 3131742157702 MILFAGE 211	TO BE DELIVERED	N/ 1// -	
BEMARKS: BONUS LASH 500.00 CSG		177 177 S 15990.007	
REBATE 500.00 13A			
	<u><u><u></u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u></u>		02
<u> CK # 504 - 15847.50</u>	· · ·		031
<u></u>			04
	12 1-6-6-5		05
DASSE POTUSTAGAT DXP 118	e-1		06
Level and the blastestory by XP 110			07
SPECAL DELTITESTICS BOK # NBL	PAYMENT: 15847.60		08
	· · · · · · · · · · · · · · · · · · ·		091
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 \$	Total Cash Price (1 thru 9)	17990 (**	10
negative equity from my trade-in be included in the cash price of the vehicle.	Less trade-in \$	k	11
Description of trade-in: Year Make	Difference (9 minus 10)	1998660	12
	Total taxable amount	() () () () () () () () () ()	1 3
	Plus balance owed \$ N / A		14
Title No. Mileage	Sub total	Charles and Charles	١
Balance owed to:	Privilege Tax collected \$ 7401, 00		1:5
Address	Title Fee		1
Account No. Good till / /	Lien Fee		16
ODOMETER MILEAGE STATEMENT THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS	License Fee ORDER - 30,00 M/M		19
MILES/KILOMETERS AND IS ACCURATE UNLESS	Transfer Fee		20
CHECKED BELOW.	Temporary Fee		2
STATEMENT FOR FULL DISCLOSURE.	Doc Fee 50.00		20
Dealer hereby warrants this vehicle for months or miles, whichever comes	Doc Fee Tax		23
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	Service contract tax		24
supplier other than dealer are theirs. <u>NOT</u> dealers, and only such manufacturer or other supplier shall be liable for performance under such warranties, express or implied.	Total Taxes and Fees (16 thru 24)		253
The front and back of this Order and the altrached limited warranty comprise the entired	Mechanical Service Contract		29
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.	Car Care Maintenance	· [. //	2/
has been extended to me for the purchase of this motor vehicle except as it appears in	Road Hazard Protection		28
official with the second secon	Gao Insurance	···· ·· ·· /// ·+·	29
CONTRACTUAL DISCLOSURE STALEMENT	Life Insurance		30
(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	Accident & Health Insurance		3
GUIDE OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.	Secure Etch Program	e se e e e e e e e e e e e e e e e e e	37
	Bank Fee		32
	Total (25 plus 26 thru 33)		34
- 07 17/ 20	peposit (cash down payment)		35
Porchasers anginature (2011)	Rebates		
·	Balance due on delivery (34 minus 35 & 36)	· · · · · · · · · · · · · · · · · · ·	38
Dealer or its Authorized Representative		S (1997) - 13	3*]
DEAL NUMBER .	33076 M7265 Mp - Cumbra Pray		i

Beenolds and Reynolds - Storonike or gizzne

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2006 COBALT 2-DOOR LT COUPE 56U SUNBURST ORANGE METALLIC /L4 14C GRAY ORDER NO. JMXCM6/TRE STOCK NO. /// VIN 1G1 AL15 F7 67	100 RENAISSANCE CENTER
1AL37 COBALT 2-DOOR LT COUPE 16200 FE9 FEDERAL EMISSIONS L61 2.2L DOHC 4 CYL ENGINE MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE 850	N/C N/C SHIPPED 10/05/05 N/C N/C EXP I/T 10/07/05

ENTERED JUN 15 200 the second se

paujoff 166

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

17325.00	16137.00	ACT	231	16207.25
590.00	590.00	H/B	261	519.75
	173.25	ADV	261	173.25
	173.25	EXP	65A	173.25

BURT GREENWALD CHEVROLET, INC.

REMIT TO GMAC NO. 010 VIN IGLAL15F767

11 (1) A standamarchana/hars/display_doc.isp?doc.D11

Jul. 23 2008 04:44PM P4

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 //
<i>Dealership acknowledgement:</i> 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 and click on "GM Dealer Bonus Certificate Program."

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
<i>Dealership acknowledgement:</i> 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 and click on "GM Dealer Bonus Certificate Program."

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
	/
<i>Dealership acknowledgement:</i> 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 and click on "GM Dealer Bonus Certificate Program."

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 //
<i>Dealership acknowledgement:</i> 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 and click on "GM Dealer Bonus Certificate Program."

	GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT (i) = (i)
	(excludes Saturn)
	CUSTOMER NAME:
	VIN: 1 /6 /1 / A /L / 1 /5 E // /6 //
1. Cu	istomer Incentive
I a inc (B	ssign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer centive(s) be applied: (a) $\chi\chi$ to the down payment of this vehicle, (b) where permissible by law, as a price reduction ill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) a check be used in my name by Dealer named below:
	Incentive Program Reference Amount GM Incentive Code
	RONDS CASH\$_500_00
	<u>RIBATI STILLES STILLE</u>
	\$N/A
	Total Incentive Amount Received \$000_00
	her Program Selection (Which may or may not be in lice of customer incentive programs; for example, Division
a	ported financing/leasing, etc) I elect to receive <u>REBATE</u> in lieu of <u>RATE</u> and/or
ь	. I elect to receive
	- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -
а.	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 $\underline{-0/1}/\underline{-05}$ 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? $\underline{\times}$ Yes No
L	
Ъ,	I <u>Terms and Conditions Acknowledgment</u> . 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 <u>a vehicle only</u> 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 TTX 1.877.248.2080 and request that my Services be cancelled.
	Purchaser/Lessee Signature: Date:
l'he und	
ias take:	ersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the e(s) described in Item and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who n delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been ed to General Motors or Saab Cars USA.
ias take: orwarde	ersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the e(s) described in Item and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who n delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been

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retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

GM3795 9/05

MCCLINTON CHEVROLET-IMPORTS COMPANY

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	712 Liberty St. P. O. Box 1048 / PARKERSBURG, WV 26102 / (304) 422-6501
	CHEVROLET-GEO-MITSUBISHI
	POWER OF ATTORNEY
	OF SANDYVILLE WV-25275
	WE(I)MCCLINTON CHEVROLET COMPANY
	DO HEREBY AUTHORIZE RECEINTOR CHEVROLET CONTANT
1	
	MATTERS AS BUYER OR SEPLER 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 FIRM (ME) IN AME AS BUYER OR SELLER AND MAKE AFFIDAVIT FOR THE FIRM (ME) TO ANY APPLICATION SUBMITTED BY THES FIRM (ME) HEREBY RATIFYING AND CONFIRMING ANYTHING AND EVERYTHING ()
	HEREBY RATIFYING AND CONFIRMING AND OUR (MY) AGENT SHALL DO ON THE PREM: ATTEST:SIGNATURE
	OUR (MY) AGENT SHALL DO ON THE PREM.
	OUR (MY) AGENT SHALL DO ON THE PREM.
	OUR (MY) AGENT SHALL DO ON THE PREM.

Established 1915

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McCLINTON CHEVROLET & MITSUBISHI

7th & Liberty St. PARKERSBURG, WV 26102-1048 (304) 422-6501 www.mcclintonchevrolet.com

CVCS136817

Where customers

send their friends

for service!

JSTOMER NO.	54664	DAVID MELL	ON 116	°5191	07/18/08	
			MILEAGE	68,657	COPPER/	
		YEAR / MAKE / MODEL			07717706	DEUVERY MILES 211
SANDYVI	LE, WV		ET/COBALT/COBALT		SELLING DEALER NO.	PRODUCTION DATE
			15F767		B O DATE - 4 A B	
		Έ.Τ.Ε.ΝΟ.	P. 0, NO.		ዕ ንፇቿ7/08	
		COMMENTS				MQ: 6865
#BOR ≢ 1 03CVZ2	ΛΙ ΤΈΩΝΔΤΩΡ	TECH(S LACEMENT ALT. WILL NOT CHA	;) : 352 RGE	0.00		
2+27CVZ	RENTAL RENTAL RENTAL	TECH(S	5):352	INTERNAL		
			TOTAL - LABOR	0.00		
JBLET DB <i># 2</i>	PO#VEND INV#-INV. 75390 07/1		TOTAL - SUBLET	INTERNAL 0.00		
• · · · · · · · · · · · · · · · · · · ·	- · - · · · · · · · · · · · · · · · · ·	****	******			
	WENDED CONVICE.	ALIGNMENT ********************	^			
	WARRANTY WORK PERFORMED C EIVE A SURVEY FROM THE MA HOW MUCH WE CARE AND YOU OMPLETELY SATISFIED. IF Y KEVIN MCFARLAND & DAVID MELLON &	CAN ANSWER ALL THE 'OU CAN NOT PLEASE CALL 365-6843	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL MISC DISC TOTAL TAX	0.00 0.00 0.00 0.00 0.00 0.00 0.00		
MAKE	ADAM DOWAN S	365-6845 FOR COUPON SAVINGS	TOTAL INVOICE \$	0.00		
CUS	OMER SIGNATURE	PLICATE INVOI	CE *************	**** *****		
			I END OF INVOICE	1.001.0.0		57 G28 6 0 -

McCLINTON CHEVROLET & MITSUBISHI

7th & Liberty St. PARKERSBURG, WV 26102-1048

(304) 422-6501

www.mcclintonchevrolet.com

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Bit Control Bit Control Bit Control Bit Control Mit Control	· Erik Askari (strad	o services		www.incomm						
02115 008 20073 106 330 W 10202 Mile CARDARALITY CALL 02115 008 115607 16112 115 330 W 10202 Disc Particular 0131 13b 115607 16112 116 330 W 18002 Disc Particular ALESPERSON NO. 20 NICHARD J THOMPSON SERVICE SERVICE STATE REGRISSION 200 16000 16000 SANDYVILLE, WV 062(CHVVOLET/COBALT 07170 1011 07170 101 07170 SANDYVILLE, WV 062(CHVVOLET/COBALT 07170 1010 07170 1010 1010 1010 12.37 pm 07.18/08 01.42 pm 1010 1010 1000 1000 1000 10100 10100 10100 <th>A CONTRACTOR</th> <th>SOL OFFICATION DESCRIPTION</th> <th>CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC</th> <th>Annual Statement of Statements</th> <th>All Content of the second second</th> <th>the second s</th> <th></th> <th></th> <th>1- 1</th> <th></th>	A CONTRACTOR	SOL OFFICATION DESCRIPTION	CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC	Annual Statement of Statements	All Content of the second second	the second s			1- 1	
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TÖMER NO.	54664	DAVISOR MELI			07/15/08	CVCS136684
				MILEAGE 68,570	COPPER/	
			LET/COBALT/COBAL	т	87717706	211
ANDYVIL	LE, WV		_ 1 5 F 7 6 7		SELLING DEALER NÓ.	PRODUCTION DATE
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		COMMENTS	,		/ /	MO: 68575
3ÚR		TECH	(\$):530	63.60		
1 17CVZ	MISC BODY E KEY STUCK IN IGNIT REPLACED SHIFTER AS	TON NEEDS SHIFTER SSEMBLY			c.	
2 40CVZ	CUST SAYS ENGINE R REPLACED PLUGS AND SHORTED 6C/0J	AS A MISFIRE AND WILL NOT GO A EDUCED POWER MESSAGE ON IN DI	(S):530 ABOVE 30 MPH C AND HAS	WARRANTY		
	N4800 1.3 TESTED SYSTEM, FOU	ND ECM INTERNALLY SHORTED, RE T DROVE, SPEEDOMETER AND POWE M, FOUND INSTALLED ECM FAULTY				
			TOTAL LAB)R 63.60		
RTS(B # 1 B # 2	QTYFP-NUMBER 1 15926820 1 12599714	DESCRIPTION CONTROL 4.004 ECM 3.670	-LIST PRICE-UNIT PRIC 127.85 127 TOTAL - PAR	WARRANTY		
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	DAVID MELLO	LAND 865-6843 N 865-6841	TOTAL TAX	11.4		
MAKE	ADAM ROWAN SURE TO VISIT OUR W WWW.MCCLINTON	865-6845 EBSITE FOR COUPON SAVINGS CHEVROLET.COM	TOTAL INVOI	CE\$ 202.94	•	
 CUS	TOMER SIGNATURE	DUPLICATE INVO	ICË *******	*** *** ********	*	

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OMER NO.	54664	· · · · ·	DAVISOR MELL		116 TAG N		07/15/08	CVCS136738
	9400	···	LABOR RATE		MILEAGE	68,570	COPPER/	687971
				LET/COBALT/			87717706	DLUVERY MILES
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CHEVROLET & MITSUBISHI	
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TAG NO. 8330 CVC5115607 10731706 DAVID MELLON 116MILEAGE COPPER/ LABOR BATE 16,109DELIVERY MILES 211 ፝፝፝፝፝፝ 877፝፟ጟ፝፝፝፝፝፝፞ጞ፝ዀ፝፝፝፝፝፝፝፝፝፞፞፝፞ዀ፝ 06/CHEVROLET/COBALT/COBALT SELLING DEALER NO. PRODUCTION DATE THE TNAL 15F76 7 P. Ó. NO. <u>ትፅዎ</u>ቻ1/06 F.T.E.NO. MO: 16112 COMMENTS. NEXT RECOMMENDED SERVICE: 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. 41.93 TOTAL LABOR 26.92 TOTAL PARTS.... TOTAL SUBLET... 0.00 0.00 TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC 3.65 -9,00 KEVIN MCFARLAND 865-6843 DAVID MELLON 865-6841 3.81 TOTAL TAX..... ADAM ROWAN 865-6845 MAKE SURE TO VISIT OUR WEBSITE FOR COUPON SAVINGS 67.31 **TOTAL INVOICE \$** WWW, MCCLINTONCHEVROLET.COM CUSTOMER STGNATURE ***** DUPLICATE INVOICE ···

TO CRIDER, www.is/source.com, 1-300-344-0595, fax 1-300-531/3266 ERALZ3INWN and Hey delen ă

CUSTOMER NO.

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SANDYVILLE, WV

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USTOMER NO.	54664	DAVID MELLON	11	L6 TAG NO8330	10731706	2025115607
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460 7.			·····	WARRANTY		
# 1 1.8CVZ	MISC INTERIOR TRIM CUST SAYS DOME LIGHT RATTLES NO/2W RATTLE C2684 .2			n-carat -		
	C2684 .2 DUPLICATED CUSTOMER CONCERN. D TERMINAL CONNECTIONS			WARRANTY		
1# 2 18CVZ3	DOOR CUST SAYS PASS. SIDE DOOR PA ON/2W LOOSE C3330 .2 REPLACED PASS, SIDE DOOR PAN		30	MARANIT		
)# 3 16CVZ	DASH ACCESSORIES CUSTOMER SAYS PAINT PEELING HAVE TO ORDER RADIO-ADVISED	TECH(S):5	30	WARRANTY		
7# 4 19CVZ7	GLASS CUSTOMER SAYS CRACK IN WINDS HAVE TO HAVE GLASS SHOP ADVI	TECH(S):5	530	0.00		
J# 5 01CV711	LUBE OIL AND FILTER PERFORM LUBE OIL AND FILTER PERFORMED OIL AND FILTER CH/ APPLICABLE.INSPECTED ALL FL OF AS REQUIRED.PROVIDED FRE	ITTS AND EVALUATED. TOPPE	IF	11.98		
Ĵ# 6+80CVZ3	AIR FILTER SERVICE INSTALL NEW AIR FILTER . INSTALLED NEW AIR FILTER.	TECH(S):	530	6.00		
J# 7+04CVZ	TIRE ROTATION PERFORM TIRE ROTATION TO PR PERFORMED TIRE ROTATION TO	TECH(S): DLONG TIRE LIFE. PROLONG TIRE LIFE.	530	23,99	5	
	PERFORMED THRE ROTATION TO		TOTAL • U	ABOR 41.9	3	
PARTS JOB # 2 JOB # 2 JOB # 5 JOB # 5 JOB # 6	QTYFP-NUMBLR 1 15261916 1 22733528 1 FREE 1 FREE 1 PF456 1 21999324	-DESCRIPTIONLIS PANEL 14.685 PLATE 10.777 OIL OIL FILTE 1.836 ELEMENT 3.410	9.00 4.97	9.00 9.0 4.97 4.5 12.95 12.9	Y 0 77	
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BUCOMMENDED SERVICES

TOTAL COPERATION TOTAL MO/MI TOTAL OPERATION OPERATION DESCRIPTION MO/MI MAINTENANCE1 SERVICE MI 80CVZ1 MI 80CVZZ13 FUEL FILTER REPLACE AIR FILTER SERVICE M3 80CVZ3 MI MAINTENANCEIISERVICE 80C VZ2 CABIN AIR FILTER MI 80CVZZ6 ANNUAL MAINTENANCE MI 80CVZ4 LUBE OIL AND FILTER MI OTC VZ11 STRVICE HISTORY OPERATION DESCRIPTION OPERATION DATE ADVISOR TECHNICIAN TYPE MISC INTERIOR TRIM 18CVZ 01CVZ11 26CVZ W 1076 4668 116 LUBE OIL AND FILTER 112806 0X 16/06 ĉ 246 246 w ŵ 18CVZ7 REAR 153 STATE INSPECTION 70CVZZ 107 530 211 1 07/17/06 111699 STATE REG# 550334288 C Ε R Ι **RICHARD J THOMPSON** S v Ε 20 SALESPERSON NO. 20 CENSE NO R 0.NO. PRODUCTION DATE ARMAKE/MODEL 115607 1G1AL15F767 06/CHEVROLET/COBALT/COBALT R. O. DATE \overline{NO} DELIVERY DATE DEÜVEBY M SET ING OF ALEE GUSTOMER NO SERVICE CONTHACT 0/31/06 211 EXPIRATION DATE 07/1**7**/06 54664 EXEMPTION :AG : CONTHACT NO. COLOR 8330 COPPER/ ADVINO? Saverore NO SANDYVILLE, WV MILEAGE M/MC AR COND TRANS TURBO 16,109 116 DAVID MELLON CVZZ I horeby sufforize the repair work therein set forth to be cone by you, together with the furnishing by you of the necessary parts and other mittored for such repair, and agreet that you are not responsible for any delege estaded by unaveilability or delayed availability of parts or necessary parts are environed for any delege estaded by unaveilability or delayed availability of parts or necessary parts are environed for any delege estaded by unaveilability or delayed availability of parts or necessary parts are environed for some or authorize any other person to assume for you any liability in connection with sould repair, that you shall not be responsible to lower unsame or above which, or arbitrar preserve assume to your my assume to unsame must some opant, that you angle not be responsible tor loss or damage to the above which is or arbitrar lifering in case of life. That or other exuse beyond your opand; that an express mechanical life is to not by extended ago on the above volved to see which to arbitrar thereto; that your opprove may operate the above volvely on stroats, highways or elsewhere to the purpose of testing and/or inspecting with volte). TIME RECOVED | | DALL/TIME PROMISED 3 03:54pm 10 41 am 10/31/06 LAUOR BATE A PROVIDENT $X^{\mathsf{v}_{\mathsf{c}_{\mathsf{c}}}}$ -No. -10B LUBE OIL AND FILTER C * 01CVZ11 5 PERFORM LUBE OIL AND FILTER AND FLUID EVALUATION. PROVIDE OWNER FREE OIL THIS SERVICE VISIT. 153 BAIR Filter Rotate ż ÷ ÷ 115607 HARD COPY AGE 2 OF 2

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MCCLINTON CHEVROLET & MITSUBISHI 7th & Liberty St.

PARKERSBURG, WV 26102-1048 (304) 422-6501 www.mcclintonchevrolet.com Where customers send their friends for service!

USTOML'A NO. 54664	DAVISOR MELLON	116 TAG NO.	605	08/18/06	CVCS112806
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McCLINTON CHEVROLET & MITSUBISHI

7th & Liberty St. PARKERSBURG, WV 26102-1048 (304) 422-6501 www.mcclintonchevrolet.com

CVCS112806

Where customers

send their friends

for service!

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July 18, 2008

COREY KNIGHT CHEVROLET P O BOX 33170 DETROIT MI 48232-5170

Re:m01 CHV0844871: vs Chevrolet Motor Division

Dear Madam/Sir:

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

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, if the case is deemed eligible, it will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely, Carolyn Hill at Extension 509

BBB AUTO LINE Customer Claim Form

Case number: CHV0844871 Contact Date: 07/18/08 Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner:		
Mailing address:		
City: Sandyville	State: WV	Zip code:
Day phone	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

_{Make:} Chevrolet	Model:	Cobalt	_{Year:} 2006	Current mileage: 68826
Name(s) that appears on the vehicle t	itle:	,		
Selling dealer/city/state: McClintior	n Chevro	let & Mits	ubishi, Parkersburg,	WV
Primary Servicing dealer/city/state:	McClin	ion Chev	rolet & Mitsubi,	
Acquired as 🛛 new 🗌 used 🗌 de	emo 🔲 I	eased	Is the vehicle in your p	ossession? 🛛 yes 🔲 no
Purchase/lease date: 07/23/06			Mileage at purchase/lea	ase:
First repair attempt date: 08/01/06			First repair attempt mi	eage: 2000
How often is the vehicle used for business purposes (percentage):	0 0		er of vehicles owned ed by the business:	Transmission type:
Has the vehicle been in an accident/ha	ad body c	lamage? [yes ⊠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 purchaces 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 INDENTIFICATION NUMBER	
Lienholder/Leasing Company	Phone Number
Account Number	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

SECTION 4: VEHICLE PROB			30)	1
Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
			4/23/06 3,500 miles 5 days	
A/C won't cool properly	Any Dealer, Inc.	2	6/10/07 12,700 miles 1 day	yes
interior riped on drivers side		1		no
interior bubbled where it was stretched to fit		2		yes
dome light has rattle		2		yes
Key stuck in iginition 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 _____ 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 <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

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

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
ECM Faulty		1		no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____ 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.

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



General Motors

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

LEMON LAW CLAIMS

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

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

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

Please note:

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- Claims alleging that an airbag failed to deploy or deployed when it should not have.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB AUTO LINE claim or at any other time that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB AUTO LINE claim or at any other time that the vehicle defect has caused bodily injury.
- Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- The customer must own or lease the vehicle throughout the entire arbitration process.
- If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on an alleged defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- Repairs.
- Reimbursement for money the customer paid to repair the vehicle.
- Repurchase of the vehicle.
- Replacement of the vehicle if it was purchased or leased new

Repairs/Reimbursement for Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase or Replacement

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

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

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

If a repurchase or replacement is awarded, the arbitrator may award up to the following remedies:

- **Owned vehicle repurchase** The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- **Leased vehicle repurchase** To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- **Replacement of a vehicle purchased or leased new** The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

Important: Replacement is not an available remedy if the current customer purchased or leased a **used** vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

• The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

Use	# miles attributable to the customer		Vehicle purchase
Deduction/ =	<u>at the time of the arbitration hearing</u>	х	price or gross
Payment	100,000		capitalized cost

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

STANDARDS OF THE 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.

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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

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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.

This information is not intended as legal advice. Please direct specific questions to your legal counsel. © 2005, Council of Better Business Bureaus, Inc.

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:	VIN:1G1AL15F767				
	rolet In Service : 7/17/2006 Mileage : 68,826				
•	ate: 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 I	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				

Contact: John Vanwhy

NOTES: Unable to assist due to age/mileage of vehicle

Selling Dealer: McClinton Chevrolet

Privileged and Confidential Information

CASE ASSESSMENT

By: Elizabeth Crossen State: WV

Customer Name:		e Request: 6654767	BBB Case No.: CHV0844871
Vehicle ID No.: 1G1AL15F767	In Service Date: 7/17/2006	Vehicle is: New	BAC Code: 112860
Year, Make & Model: 2006 Chevr Mileage at Time of BBB Filing 68,		Vehicle Purchased	Used on: n/a
Lien holder: GMAC Other	: {Name}	Sale Type: Purch {Type}	ase X Lease Other :
DVM Name: Tim Dodds Phone/Cell Number: 404082 800 Svc Mgr Name: John Vanwhy	5	CAM Name: Aubre Phone Number: 6	, .

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

Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileag</u> <u>e:</u>	Description of Complaint and Repair Performed:
8/18/2 006	1128 06	* * *	4,668	Customer States: Material on passenger side door panel cup pulling away form panel. Concern: material on passenger side door panel cup pulling away.
10/31/2 006	11560 7	* * *	16,109	Repair: Duplicated customer concern. Replaced passenger side door cup. Customer States: passenger side door panel fabric loose. Concern: passenger side door panel fabric loose. Repair: replaced passenger side door panel.

X Dome Light

Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:
8/18/2 008	1128 06	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.
10/31/2 006	11560 7	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</u> Out:	<u>Mileaq</u> <u>e:</u>	Description of Complaint and Repair Performed:
7/14/2	1366	* * *	68,57	Customer States: Key stuck in ignition
008	84		0	Concern: key stuck in ignition. Repair: Needs shifter. Replaced shifter assembly.
Х <u>ЕСМ</u>				
Date:	<u>RO #:</u>	Days	Mileag	Description of Complaint and Repair Performed:
7/14/2	1366	<u>Out</u> : 1	<u>e:</u> 68,57	Customer States: Engine has a misfire and will not go
008	84	•	00,57	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.
7/15/20	13673	1	68,570	Part replacement Ro# 136684-Faulty ECM-speedometer
08	8			inoperative after replacement.
				Installed and programmed ECM.
X <u>Power S</u>	Steering			
X <u>Power S</u> Date:	Steering RO #:	Days	Mileaq	Description of Complaint and Repair Performed:
	-	<u>Days</u> <u>Out</u> : n/a	<u>Mileaq</u> <u>e:</u> n/a	
Date:	<u>RO #:</u>	Out:	<u>e:</u>	Power steering was found to be inoperative after test drive under RO 136684 due to a faulty ECM that was
Date:	<u>RO #:</u>	Out:	<u>e:</u>	Power steering was found to be inoperative after test
Date:	<u>RO #:</u>	Out:	<u>e:</u>	Power steering was found to be inoperative after test drive under RO 136684 due to a faulty ECM that was
Date:	<u>RO #:</u> n∕a	Out:	<u>e:</u>	Power steering was found to be inoperative after test drive under RO 136684 due to a faulty ECM that was
<u>Date:</u> n/a X <u>Speedo</u>	<u>RO #:</u> n/a meter	<u>Out</u> : n/a	<u>e:</u> n/a	Power steering was found to be inoperative after test drive under RO 136684 due to a faulty ECM that was installed.
Date: n/a	<u>RO #:</u> n∕a	Out:	<u>e:</u>	Power steering was found to be inoperative after test drive under RO 136684 due to a faulty ECM that was
<u>Date:</u> n/a X <u>Speedo</u>	<u>RO #:</u> n/a meter	<u>Out</u> : n/a <u>Days</u>	<u>e:</u> n/a <u>Mileaq</u>	Power steering was found to be inoperative after test drive under RO 136684 due to a faulty ECM that was installed. Description of Complaint and Repair Performed: Speedometer was found to be inoperative after test drive
Date: n/a X <u>Speedo</u> Date:	<u>RO #:</u> n/a <u>meter</u> <u>RO #:</u>	<u>Out</u> : n/a <u>Days</u> <u>Out</u> :	<u>e:</u> n/a <u>Mileaq</u> <u>e:</u>	Power steering was found to be inoperative after test drive under RO 136684 due to a faulty ECM that was installed.
Date: n/a X <u>Speedo</u> Date:	<u>RO #:</u> n/a <u>meter</u> <u>RO #:</u>	<u>Out</u> : n/a <u>Days</u> <u>Out</u> :	<u>e:</u> n/a <u>Mileaq</u> <u>e:</u>	Power steering was found to be inoperative after test drive under RO 136684 due to a faulty ECM that was installed. Description of Complaint and Repair Performed: Speedometer was found to be inoperative after test drive
Date: n/a X <u>Speedo</u> Date: n/a	<u>RO #:</u> n/a <u>meter</u> <u>RO #:</u> n/a	<u>Out</u> : n/a <u>Days</u> <u>Out</u> : n/a	<u>e:</u> n/a <u>Mileaq</u> <u>e:</u> n/a	Power steering was found to be inoperative after test drive under RO 136684 due to a faulty ECM that was installed. Description of Complaint and Repair Performed: Speedometer was found to be inoperative after test drive
Date: n/a X <u>Speedo</u> Date: n/a	<u>RO #:</u> n/a <u>meter</u> <u>RO #:</u> n/a	<u>Out</u> : n/a <u>Days</u> <u>Out</u> : n/a	<u>e:</u> n/a <u>Mileaq</u> <u>e:</u> n/a	Power steering was found to be inoperative after test drive under RO 136684 due to a faulty ECM that was installed. Description of Complaint and Repair Performed: Speedometer was found to be inoperative after test drive under RO 136684 due to a faulty ECM that was installed.
Date: n/a X <u>Speedo</u> Date: n/a	RO #: n/a meter RO #: n/a	<u>Out</u> : n/a <u>Days</u> <u>Out</u> : n/a <u>n (Not Rela</u>	<u>e:</u> n/a <u>Mileaq</u> <u>e:</u> n/a ted to Oth	Power steering was found to be inoperative after test drive under RO 136684 due to a faulty ECM that was installed. Description of Complaint and Repair Performed: Speedometer was found to be inoperative after test drive under RO 136684 due to a faulty ECM that was installed. er Symptoms/Complaints)

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

Date:	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileag</u> <u>e:</u>	Description of Complaint and Repair Performed:
8/18/2 006	1128 06	* * *	4,668	Customer States: Front tires are wearing uneven Concern: front tires are wearing uneven. Repair: performed alignment to factory specs.
10/31/2 006	11560 7	* * *	16,109	Customer States: crack in windshield Concern: crack in windshield. Repair: have to have glass shop advise of needed repair.
7/18/20 08	13681 7	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: Total days out of service during customer's ownership:

Vehicle Meets Presumption of Lemon Law NO

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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 17th.

CRS Rationale: unable to assist due to age/mileage of vehicle.

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

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

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

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



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

Atlanta, GA 30345	1 1 2004	
	AUG 1 1 2000	
	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

 NOTICE OF CONSUMER WARRANTY LAW VIOLATION

 Our Client:
 Our Client:

 Vehicle:
 2005 Chevrolet Cobalt

 VIN:
 1G1AL54F157

 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. ¹2-608. 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 <u>Rule</u>] 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

E. Scott Fortas, Esq. Attorney at Law



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STATE OF GEORGIA MOTOR VEHICLE REGISTRATION

1G1AL54P157	- 200	S CHE	V CORALT COBA	LT 45	
Tag Number:				Expires:	03/07/2009
Valuation	106645	5373	1	Teg Fee:	20.00
Title Number:				Equip, No.	
County: 070	District: 2	23	Mill Rate: 26.9770	Fuel:	G
Farm Vehicle?	N		GVW:	Color:	WHI
Classification:	PASSEN	GER C	AR/LIGHT TRUCH	(S	
Insurance Status	S: VALID I	NSUR/	NCE COVERAGE		
Customer 1 No	:		Custome	1 2 No:	

GROVETOWN GA

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07/24/2008

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Signature

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07/24/2008 11:10 17067919000 Seller GERALD JONES VOLVO JUEARU **RETAIL INSTALLMENT CONTRACT** AND SECURITY AGREEMENT 4022 NAJHINGTON RD MARTINEZ, GA. 30907-Gratetter, W. No. "You" and "your" mean each Buyer above, and "We" and "us" mean the Seller above, its Date 9/29/2007

successors and assigns.

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, logether with the usual accessories and attachments.

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guarantor, jointly and individually.

Description of Year 2005 VIN 1G1AL54F157 Motor Vehicle Make CHEVROLET Lic. No./Year Purchased Model COBALT LS Invex	Other:
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Description of Trade-In II 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. 13,638.50 plus finance

PROMISE TO PAY AND PAYMENT TERMS: You promise to pay us the principal amount of \$ _ 17.95 % per year from today's date until maturity. Finance charges accrue on a charges accruing on the unpaid balance at the rate of _ day basis. After maturity, or after you default and we demand payment, we will earn finance charges on the unpaid 365 17.35 % per year. You agree to pay this Contract according to the payment schedule and late charge provisions shown in balance at

the TRUTH IN LENDING DISCLOSURES. You also agree to pay any additional amounts according to the terms and conditions of this Contract. that will be ADDITIONAL FINANCE CHARGE: You agree to pay an additional, nonrefundable finance charge of \$ _ paid in cash. added to the Cash Price. paid proportionally with each payment.

11 1 If you pay this Contract in full MINIMUM FINANCE CHARGE: You agree to pay a minimum finance charge of \$ _ 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 RAT The cost of your credit a yearly rate. 17.95	as The dollar amount the credit will cost you.	AMOUNT FINANCED TOTAL OF PAYMENTS The amount of credit provided to you or on your behalf. \$ 13, \$38, \$9 \$ 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 givi	ing a security interest in the l	Motor Vehicle purchased.

Eate Charge: If all or any portion of a payment is not paid within 10 days of its due date, you will be charged

5% of the unpaid amount of the payment due or \$50.

Prepayment: If you pay off this Contract early, you I may Fivill 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 penalities.

07/24/2008 11:10 17057919000

CHEDII INSUMANCE: Creat his, creat usadinity (account in the 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	H/A Term	<u>H/A</u>
Credit Disablility: In:		
🗌 Single 🛄 Joint		<u>H/A</u>

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	đ/o/b
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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 11/ A . If you get insurance deductible may not exceed \$. - H/A H A for from or through us you will pay \$. of coverage. U∕ ā This premium is calculated as follows: 11-3 <u>N/A</u> Deductible, Collision Coverage \$ □\$. II. A 11 A Deductible, Comprehensive Cov. \$.

N-A Fire-Theft and Combined Additional Coverage \$ HÄ 11 - 3

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 .

10, 45				
		, Th	is Service Co	ontract will be in
effect for	91 A			· · · · · · · · · · · · · · · · · · ·
	•	·		
ASSIGNA	ENT: This Contr ERICREDIT	act and Sec	Unity Agreem	ent is assigned
the Assigne	e, phone le terms of a sepa VMENT BY SELLE	arate agreer	This assignent. 🔲 und	inment is made ler the terms of
with recou Seller: By	SE. GERALD JOHR	as vouvo	3UBADate_	3/20/2001

GEORGIA RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT Exercity @ 1982, 1995 Bankers Systems, Inc., SI. Cloud, MN. Form RSSIMVLF-GA 12/15/2005

1		PAGE 08/37
Vehicle Price (incl. sales tax of \$,	\$.	12,831.00
Service Contract, Paid to:	\$	
Amount to Finance line e. (if e. is negative)	\$	۰۰۰ ، ۱۹۰ ۲ ۰۰۱ - ۱۰۰ - ۲۰۰
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Deferred Down Payment \$N/A		
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		IL A
d. Net Trade-In (o. minus c.) \$		an enan te state that the state of
Down Payment (e., disclose as \$0 if negative)	\$	
Unpaid Balance of Cash Price	\$	12,891.00
Paid to Public Officials - Filing Fees	Ś	19,00
Insurance Premiums"	\$	N/A
Additional Finance Charge(s), Paid to Seller	\$	tir A
To: Loc Inc.	ŝ	289.50
AFX3 GAY	ŝ	500.00
To: n/A	\$	
To:	\$	Ci / PA
To: Total Other Charges/Amounts Pd. to Others	ŝ	. 307.50
Less: Prepaid Finance Charges	5	17A
Amount Financed	\$	1 1 0 3 3 3 1
runvunt i Inanoca	φ	

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



Seller: By

(page 1 of 2)

MOTOR VEHICLE - NOT FOR MANUFACTURED HOMES

07/24/2008	11:10	17067919000
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PAGE 10/37

SERVICE **Gerald Jones Volvo Subaru** INVOICE 4022 Washington Rd. SUBARU. Martinez, GA 30907 VOLVO 706-228-7600 · Fax 706-228-7612 Toll Free 877-344-5544 DATE IN VIN 02/18/08 1G1AL54F157 27972 TIME IN YEAR WAKE MÓDEL 02:11 WHITE 2005 CHEVROLET COBALT LS CLOSED Grovetown GA MILES IN MILES OUT FIRST USE USC. 02/18/08 42015 00/00/00 42014 WRITER 2098 RES. SERVICE CONTRACT TRICIA W : н: (1) CUSTOMER STATES SHIFTER WILL NOT GO OUT OF 2 94,95 т12 Labor DRIVE OR NEUTREL 1 122.28 22719080 (HANDLE) REPLACED SHIFTER KNOB 94,95 CUSTOMER PAYS 50 % USED CARS PAYS 50% Total Labor 122.28 Total Parts 217.23 F Total Repair (Customer) (12-7732 GARY-) . 237,18 Cash: ::::'" · ·· · · · · . :' • : х CUSTOMER SIGNATURE CUSTOMER IFT. TERMS 94,95 No Returns On Electrical Of Labor Next-Service MAX- 08-Lube-011 Fifter Disclaimer of Warranties Boosial Order Items. A 10% 122.28 Parts Restocking Chargo Will Be Any worranties on the practical sold hereby are those made by the manufacturar. The setter hereby expressly discipline all warranties officer expressed or implied, including any implied warranty of .00 Sublet Applied On All Merchantilan 11.39 Returned For Credit. No matchantability of Rhoss for a particular purpose, and notinor assumes not suth-vizes any person to Returns After 30 Days Or .00 assume for a may inblidy in connection with the area of said products. Any imitation co **Oil/Grease** Without This Involce class not apply where prohibited by low Sub Total 228.62 Page 1 of 1 Job 27972 Reprint (1) .00 Tax 8.56 237.18 Total (Cash) 27972 Customer Copy

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36399 LOST REMOI	E 0.5HR REPLACE	ED AND PR	OGRAMMED REMOTE		
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1 HET AR	四(14		assumes nor authorizes any other person to essume for it any liability in connection with the sele of this	TUTAL CHANGES	<u>89.87</u> 0.00
	WARRANTY ON AL	LL NEW PARTS	item/items.	SALES TAX	3.32
86	ARE 12 MONTHS	S OR 12.000	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	93.19

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Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Maggie Davis S

State: GA

Customer Name:

Service Request: 71-646841410 GM Legal File No.: {Number}

In Service Date: 04/23/2005

Vehicle ID No.: 1G1AL54F157 I Year, Make & Model: 2005 Chevrolet Cobalt Vehicle is: Used BAC Code: Non GM Vehicle Purchased Used on: 9/29/07 at odometer 34690 DVM requests Purchase Price of involvement?: No Vehicle: \$ 11538

Lien holder: Other

Was TAC contacted for this vehicle (Y/N)? : N

VEHICLE REPAIR HISTORY

🗌 <u>Steerii</u>	<u>ng</u>						
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:			
07/22/08	362315	1	47995	Customer paid for diagnostic time C/S power steering in-op Repair: declined repairs			
Transmission							
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:			
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% used car pays 50%
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

Denei	u usuls as abittou	مام مربا المسلم مم
Repair	: replace shifter	CONTROL KNOD

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:				
10/04/07	79898	1	36399	Customer paid				

10/04/07	79898	1	36399	Customer paid Customer request program remote Repair: lost remote replaced and programmed remote
10/04/07	79930	*	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:
 OFFER TO CUST: \$
ATTORNEY FEES: \$
OR INCLUSIVE OFFER: \$

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

TEAM MANAGER APPROVING:

Date:

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

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



General Motors Corporation Business Resonance Center PO Box 33170 Defroit, 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:

Service Request: 71-646841410 2005 Chevrolet Cobalt Vehicle Identification Number: 1G1AL54F157 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









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RELEASE OF LIEN INFORMATION

Ι	,
(Client's Name)	(Client's Social Security Number)
hereby authorize	
(Lien holder Na	ame)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regard	ding my loan account #
	ling my loan account #(Account Number)
with	
(Lien holder Name)	
	ng but not limited to a complete payment history of my account, a
Date	
VI	EHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	- Signature
LG0006 V08012008	





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			including any implied warranty of merchantability or fitness for a		0.00
			narticular nurnosa Seller opither	MISC. CHARGES	0.00
			assumes nor authorizes any other person to assume for it any liability	TOTAL CHARGES	0.00
			in connection with the sale of this item items	LESS INSURANCE	0.00
		in an		SALES TAX	0.00
			CUSTOMER SIGNATURE	PLEASE PAY	
	l	⇒		THIS AMOUNT	0.00

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734807	79930	MILTON RUBEN 3514 Washington Road Augusta, Georgia 30907 PHONE (706) 868-0588 FAX (706) 860-1404		
	ACCOUNTING			
GROVETOWN, GA HOME: BUS:	PAGE 1	www.miltonruben.com		
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							including any implied warranty of		hereby expressly disclaims all warranties either express or implied.				ENVIRONMENTAL CHARGE	0.00
					merchantability or fitness for particular purpose. Sellar neit assumes nor authorizes any ot person to assume for it any liabi				0.00					
								particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability	ller neither	MISC. CHARGES	5.85			
									in connection with the sale of this	any liability		48.80		
										sale of this	LESS INSURANCE	0.00		
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734807 GROVETOWN, GA BUS: HOME: BUS:	79898 *ACCOUNTING* PAGE 1 SERVICE ADVISOR: 2	MILTON RUBEN 3514 Washington Road Augusta, Georgia 30907 PHONE (706) 868-0588 FAX (706) 860-1404 www.miltonruben.com 2 JACK KICKLIGHTER LICENSE MILFAGE IN/ OUT 1 TAG			
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		assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	1	89.87
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GROVETOWN, GA BUS:			PAGE 1		
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PLEASE PAY THIS AMOUNT

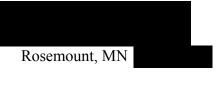
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INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

August 21, 2008



Service Request: 71-647505777 Customer Relationship Specialist: Lynn Foster

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 Smart Care Plan for your 2005 Chevrolet Cobalt, Vehicle Identification Number 1G1AL52F357

- 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 <u>www.mygmlink.com</u>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

🎒 GM Globa	alConnect	- Microsoft Internet	Explorer prov	ided by GMCA	R5							
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		P.O.Box 33170										
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VIN: 101AL52F357	Status:	Pending				
Dealer Code: 32888	User ID:	1wGjfm				
Transaction Date: 08/21/2008	User Role:	Central Office Administrator				
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1097 - GMPP sent to MIC						
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Rosemount, MN

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

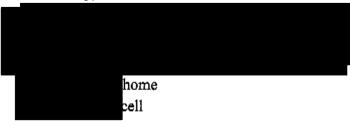
This is a formal written notice that if the problems that are reoccurring with our Chevrolet Cobalt are not properly repaired under this service request we will take the next steps necessary to pursue a GM buyback under the Minnesota Lemon Law.

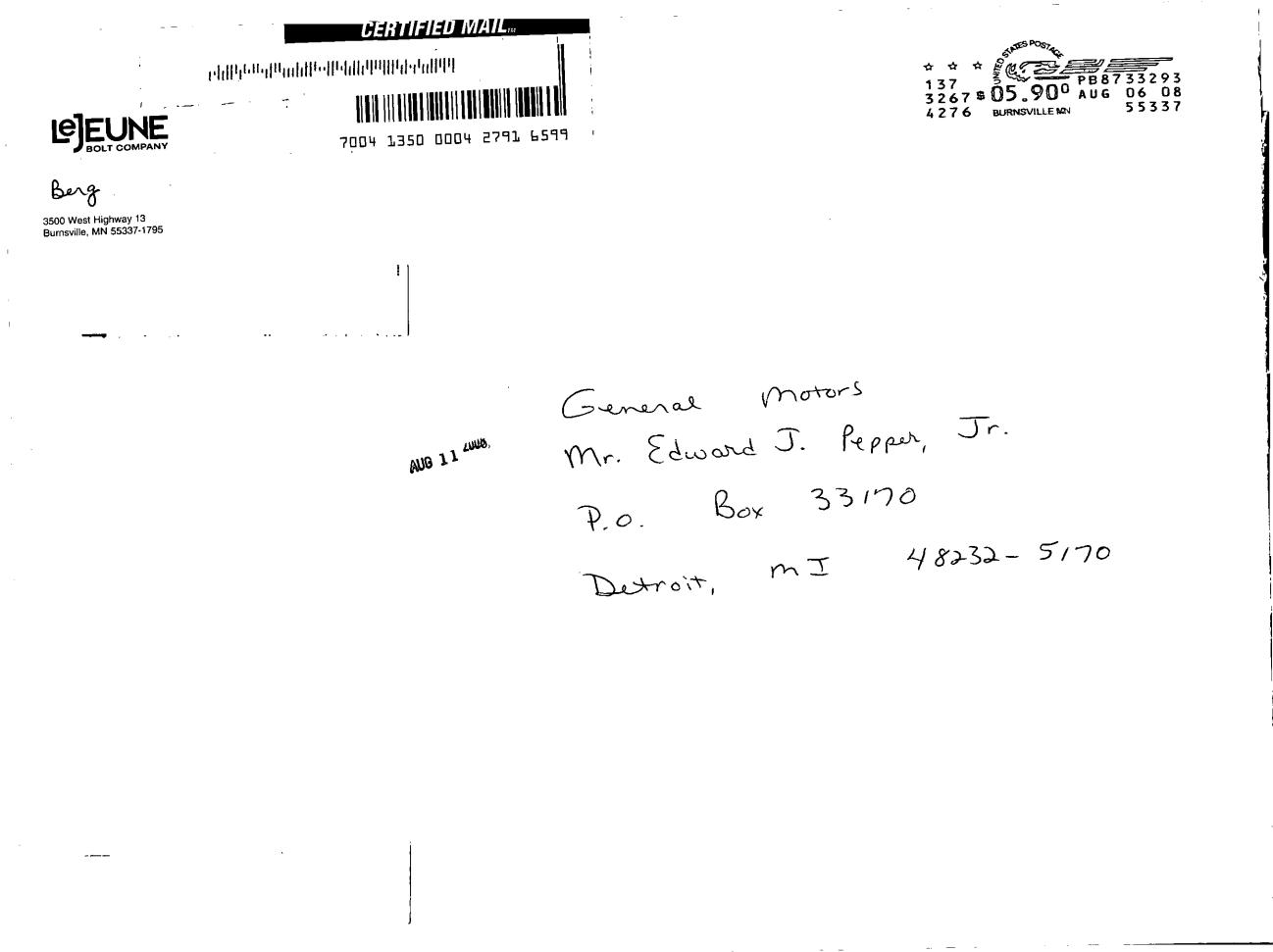
We have been in contact with Tracy Norman, a GM representative, and are waiting a call from Grossman Chevrolet to set up an appointment to have the car examined and another repair attempt by a regional field engineer.

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,





Rosemount, MN

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

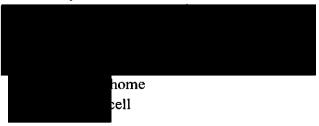
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This letter will also be mailed via certified mail.

Sincerely,



October 30, 2008

David Gorberg, Esq. David J Gorberg & Associates 1234 Market St Ste 2040 Philadelphia, PA 15387

RE: v. General Motors Corporation Service Request: 71-648803890 2007 Chevrolet Cobalt Vehicle Identification Number: 1G1AL55F777 Customer Relationship Specialist: Benjamin Patterson

Dear Mr. Gorberg:

Enclosed please find a check in the amount of \$4,900.00 made payable to and David J. Gorberg and Associates, P.C. to settle the above-referenced case.

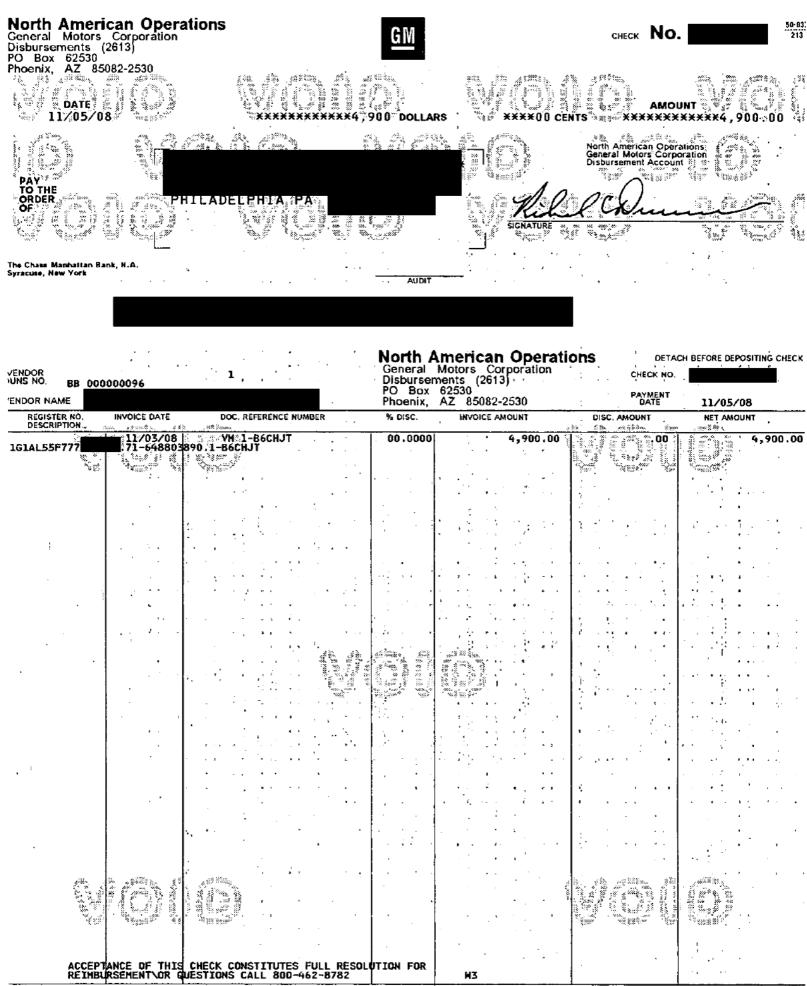
A 60 month/60,000 mile (whichever comes first) Steering Component Letter will be sent directly to Sharon Tabor after processing.

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



TOTAL

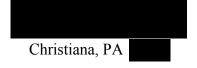
UP5 SCI

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4,900.0

June 16, 2011



Service Request: 71-648803890

Dear

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 or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

2007 COBALT 4-DOOR LT SEDAN		GENERAL M	OTORS CORI	PORATION
29U SPORT RED TINT COAT	/L4G	& SUBSIDI	ARIES	
14C GRAY		RENAISSAN	CE CENTER	
ORDER NO. KXFN7S/TRE STOCK NO	ο.	DETROIT	MI 48	3243-1114
VIN 1G1 AL55 F7 77		VEHICLE I	NVOICE 1A	05934244
******	*********	*******	*******	L3*15308S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL -	STOCK
1AL69 COBALT 4-DOOR LT SEDAN				
AP3 REMOTE VEHICLE START	190.00	167.20	SHIPPED (04/28/07
FE9 FEDERAL EMISSIONS	N/C	N/C	EXP I/T ()5/07/07
L61 ENGINE, 2.2L DOHC 4V ECOTEC	N/C	N/C	INT COM ()5/07/07
L61 ENGINE, 2.2L DOHC 4V ECOTEC MX0 TRANSMISSION, 4 SPD AUTOMATIC	850.00	748.00	PRC EFF (04/28/07
R6P PREMIUM PAINT	295.00	259.60	KEYS G292	21 G2921
			WFP-S QTE	R OPT-1
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			HP:	
				14979.68
				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	Н/В 261	468.90

TOTAL

16245.00 15298.58 PAY 310 15298.58

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 14615.25

JEFFREY D'AMBROSIO CHEVROLET, OLDSMO

REMIT TO GMAC NO. 020 VIN 1G1AL55F777 \$ 15298.58 INV 1AD05934244 DUE 05/07/07 DEALER 15-308

RCMPR010	VEHICLE DEL PROCESSING	SOURCE: CHE	TIVE HISTORY VROLET			12/08 16:55 1
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CODE PAY SS/SITE FFC 01 13 15308	INV/INC NO 00032439189	DATE 05/29/07	AMOUNT 25.12	MTHD OA	DLR SHR 0.00	STAT 9
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POLICY PYMT CMNT:				ACTV	TYPE: 6	
CODE PAY SS/SITE PDN 01 13 15308	INV/INC NO 00032439189	DATE 05/29/07	AMOUNT 500.00	MTHD OA	DLR SHR 0.00	STAT 9
PROCESS TYPE: 001 DATA SCE: DLR MISC DATE: 05/28/07	INC MEMO NO:		SSN: AUTH PUR	CD:		
POLICY PYMT CMNT:	_			ACTV	TYPE: 6	



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LAW OFFICES DAVID J. GORBERG & ASSOCIATES, P.C. SUITE 2040

1234 MARKET STREET PHILADELPHIA, PA 19107

First Class Mail

SEP 0 4 2008

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

ղիկներիկերություններներին,

LAW OFFICES

DAVID J. GORBERG & ASSOCIATES, P.C.

1234 MARKET STREET

SUITE 2040

PHILADELPHIA, PA 19107-3789

NEW JERSEY OFFICE



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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: Vehicle: 2007 Chevrolet Cobalt Vin #: 1G1AL55F777

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. ID J. GORBERG

DJG/jm

li Ambrosi evrolet	• ※ □		2158 Baltimon Pike DXFORD, PA 19363 (610) 932-9990	35390 RECEIPT NO.
IVED OF	- 11	11	1. hadel Z	hft all 1914282.8
Sant	u Vellin	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	17 1 (V V 1) 30	
GETAIL	ACCOUNT 1	NOTE		
GETAIL AMOUNT DUE	ACCOUNT			
AMOUNT DUE NOUNT	ACCOUNT			07-528
AMOUNT DUE	ACCOUNT		HOW PAID CASH CHECK CREDIT	07-528 Dun C
AMOUNT DUE YOUNT	ACCOUNT		HOW PAID CASH CHECK C CREDIT CARD	

Detach Here 1 OF 1

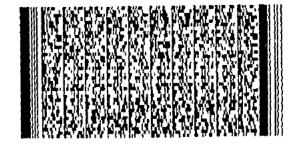
COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

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





s

Detach Here

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SIGNATURE

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

Repair Order 301628

Appointment: 120543

R507 Version MPK2.60.86

. . . .

Clustomers 1 S04	Vehicle
	2007 Chevrolet Cobalt 4-Door Lt Sedan
	Color
Christiana, PA	VIN 1G1AL55F777
Work:	Mileage In: 16172 Out: 16172
Home	Tag Number 089 Plate No.
Cell:	In-Service 05/28/07
	Engine
	Coverage
	Build Date
	Comments SERVICE CONTRACT
	MAINTENANCE PLAN

Task	Opcode	Description	Part or Technician	Qty	Рау Туре	Price
	cs	Douglas L Bennett	133		WR	\$0.00
		Belt-Gen & A/C Cmpr	24466973	1	WR	\$0.00
	30667	Douglas L Bennett	133		WR	\$0.00
		Failure 2C:				
					Task Discount:	0.00
					Task Totai:	0.00
	2 P R.	Shop Supplies				
		Shop Supplies	A46900	1	CP	\$1.00

,		Repairs properly completed and checked by:	i	Labor:	\$60.00
mana	l.		,	Parts:	\$5.88
of Mirvice Unchaser,				Miscellaneous:	\$1.00
arianuka nixed	4		(Deductible:	\$0.00

The Factory Warranty consultates all of the warranting with respect to the sple of this derivitients. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the ourchasser. The seller hereby expressly disclaims all warranties wither express or implied including any implied.

-

Customer 11304	Vehicle
	2007 Chevrolet Cobalt 4-Door Lt Sedan
	Color
Christian and Ave.	VIN 1G1AL55F777
Work:	Mileage In: 16172 Out: 16172
Hame	Tag Number 089 Plate No.
Cell:	In-Service 05/28/07
	Engine
· · · · · · · · · · · · · · · · · · ·	Coverage
	Build Date
	Comments SERVICE CONTRACT
	MAINTENANCE PLAN
)

Task	Opcode	Description	Part or Technician	Qty	Рау Туре	Price
要4章	SIPASS	PRENNSYLVANIA STATE INSPECTION				
	Complai Correctio					
	SI-PA	Douglas L Bennett	133		ISI	\$0.00
					Task Discount:	0.00
					Task Discount:	
لى رويى رويى مى مەربىي مەربىي مەربىي	ماسولة جامله ماليا والارتباط والمراجعة والمراجعة والمراجعة والمراجعة والمراجعة والمراجعة والمراجعة والمراجعة وا				Task Total:	0.00
5 - 2	SE-PA Complain Correctio				Task Total:	0.00
	Complain	nt PENNSYLVANIA EMISSIONS TEST	133		Task Total:	0.00
	Complain Correctio	nt PENNSYLVANIA EMISSIONS TEST ISSUED EMISSIONS STICKER			Task Total:	0.00

Complaint BELL SOURAL WHEN WE Cause GLAZED Correction REPLACED DRIVE BELT FC-NV-2C J0667 .80

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1		· · · · ·	
}	Color		
Christiana, PA	VIN 1G1AL55F777		
Work:	Mileage In: 16172 Out: 16172		
Home	Tag Number 089 Plate No.		
Cell:	In-Service 05/28/07		
	Engine		
	Coverage		
	Build Date		
	Comments SERVICE CONTRACT		
	MAINTENANCE PLAN		

Tas	k Opcode C	lescription	Part or Technician	Qty	Рау Туре	Price
573	COLOF CONTRACT	UBENOIL-ANDATILTER CHANGE				
	Complaint	LUBE, OIL AND FILTER CHANGE				
	Correction	CHANGED ENGINE OIL & FILTER, LUBED ADJUSTED TIRE PRESSURES	CHASSIS COMPONENTS, TOPP	PED OFF ALL FLU	JIDS AND	
	LOF D	ouglas L Bennett	133		1CT	\$0.00
		ilter-Oil	12605566	1	1CT	\$0.00
	c	N I	QIL	5	1CT	\$0.00
					Task Discount:	0.00
-					Task Total:	0.00
3						
	Complaint	REAR BRAKE ADJUSTMENT				
	Correction	CLEANED AND ADJUSTED REAR BRAKES				
		ouglas L Bennett	133		CP	\$30.00
	C C	leaner, Brk Parts 15oz Aerosol Low Voc	88862650	1	CP Task Discount:	\$5,88 0.00
					Task Total:	35.88

	2007 Chevrolet Cobalt 4-Door Lt Seda			
	Color	217		
	VIN 1G1AL55F777			
Unnstiana, PA	Mileage In: 21671 Out: 21671			
Work	Tag Number 227 Plate No.			
Cell:	In-Service 05/28/07			
Cen:				
	Coverage			
	Build Date			
	Comments SERVICE CONTRACT			
	MAINTENANCE PLAN			
	<u> </u>			
	Part or			
Task Opcode Description	Technician	Qty	Рау Туре	Price
	Technician	Qty	Рау Туре	Price
4 27901 A. R. COURTESVAT	Technician	City	Рау Туре	Price
Complaint COURTE	Technician	City	Рау Туре	Price
4 Z7901/A COURTES/AT Complaint COURTE Correction PROVIDE	Technician	City		
Complaint COURTE	Technician	City	WR	\$0.00
4 Z7901/A COURTES/AT Complaint COURTE Correction PROVIDE	Technician	City	WR Task Discount:	Price 50.00 0.00
4 Z7901/A COURTES/AT Complaint COURTE Correction PROVIDE	Technician	City	WR	\$0.00
4 Z7901 A COURTES AN Complaint COURTE Correction PROVIDE Z7901 Sublet Tech	Technician CANSPORTATION - ONE DAY/RENTAL SY TRANSPORTATION - ONE DAY RENTAL D 1 DAY RENTAL PO# 999		WR Task Discount:	\$0.00 0.00
4 27901/3 COURTES Complaint COURTE Correction PROVIDE 27901 Sublet Tech 5 LOF LUBE OIL AN	Technician XNSECREATION CONE DAY/RENTAL SY TRANSPORTATION - ONE DAY RENTAL ED 1 DAY RENTAL PO# 999 DEILTER CHANGE		WR Task Discount:	\$0.00 0.00
4 Z7901/4 COURTES II Complaint COURTE Correction PROVIDE Z7901 Sublet Tech 5 LOF LUBE OILAN Complaint LUBE, OI	Technician ANSECRIATION-ONE DAY/RENTAL SY TRANSPORTATION - ONE DAY RENTAL D 1 DAY RENTAL PO# 999 DEILTER CHANGE		WR Task Discount: Task Total:	\$0.00 0.00
4 Z79014 COURTES II Complaint COURTE Correction PROVIDE Z7901 Sublet Tech 5 LOF EUBESOLIAN Complaint LUBE, OI Correction CHANGE	Technician ANSPORTATION - ONE DAY/RENTAL SY TRANSPORTATION - ONE DAY RENTAL D 1 DAY RENTAL PO# 999 999 DEILTER CHANGE L AND FILTER CHANGE D ENGINE OIL & FILTER, LUBED CHASSIS COMPONENT		WR Task Discount: Task Total:	\$0.00 0.00
4 Z79014 COURTESATT Complaint COURTE Correction PROVIDE Z7901 Sublet Tech 5 LOF EUBESOILTAN Complaint LUBE, OI Correction CHANGE ADJUSTE	Technician SY TRANSPORTATION - ONE DAY/RENTAL ED 1 DAY RENTAL PO# 999 DEILTER CHANGE L AND FILTER CHANGE D ENGINE OIL & FILTER, LUBED CHASSIS COMPONEN ED TIRE PRESSURES		WR Task Discount: Task Total: UIDS AND	\$0.00 0.00 0.00
4 27901 Complaint COURTE Correction PROVIDE Z7901 Sublet Tech 5 LOF UBESOLUAN Complaint LUBE, OL Correction CHANGE ADJUSTE LOF Unassigned	Technician SY TRANSPORTATION - ONE DAY RENTAL ED 1 DAY RENTAL PO# 999 DEILTER CHANGE L AND FILTER CHANGE D ENGINE OIL & FILTER, LUBED CHASSIS COMPONEN ED TIRE PRESSURES UA		WR Task Discount: Task Total: UIDS AND 1CT	\$0.00 0.00 0.00 \$0.00
4 27901 Complaint COURTE Correction PROVIDE Z7901 Sublet Tech 5 LOC LUBE OILTAN Complaint LUBE, OI Correction CHANGE ADJUSTE LOF Unassigned Filter-Oil	Technician SY TRANSPORTATION - ONE DAY RENTAL ED 1 DAY RENTAL PO# 999 DEILTER CHANGE D ENGINE OIL & FILTER, LUBED CHASSIS COMPONEN ED TIRE PRESSURES UA 12605566	NTS, TOPPED OFF ALL FL	WR Task Discount: Task Total: UIDS AND 1CT 1CT	\$0.00 0.00 0.00 \$0.00 \$0.00
4 27901 Complaint COURTE Correction PROVIDE Z7901 Sublet Tech 5 LOF UBESOLUAN Complaint LUBE, OL Correction CHANGE ADJUSTE LOF Unassigned	Technician SY TRANSPORTATION - ONE DAY RENTAL ED 1 DAY RENTAL PO# 999 DEILTER CHANGE L AND FILTER CHANGE D ENGINE OIL & FILTER, LUBED CHASSIS COMPONEN ED TIRE PRESSURES UA		WR Task Discount: Task Total: UIDS AND 1CT 1CT 1CT	\$0.00 0.00 \$0.00 \$0.00 \$0.00 \$0.00
4 27901 Complaint COURTE Correction PROVIDE Z7901 Sublet Tech 5 LOC LUBE OILTAN Complaint LUBE, OI Correction CHANGE ADJUSTE LOF Unassigned Filter-Oil	Technician SY TRANSPORTATION - ONE DAY RENTAL ED 1 DAY RENTAL PO# 999 DEILTER CHANGE D ENGINE OIL & FILTER, LUBED CHASSIS COMPONEN ED TIRE PRESSURES UA 12605566	NTS, TOPPED OFF ALL FL	WR Task Discount: Task Total: UIDS AND 1CT 1CT	\$0.00 0.00 0.00 \$0.00 \$0.00

			Task Discount:	0.0
			Task Total:	0.0
				. •
. The Factory Warranty constituties all of the			Labor:	\$0.00
warranties with respect to the sale of that item/items. Unless a separate writter document	Repairs property of	completed and checked by:	Parts:	\$0.00
showing the terms of any dealer waitanty or service contract is furnished by the dealer to the purchaser.			Miscellaneous:	\$0.00
the seller hereby expressly discisine at warrantes wither express or implied, including any implied.			Deductible:	\$0.00
warranty of merchantability or fitness for a particular purpose, and the seller neither assumes			Subtotal:	\$0.00
nor authorizes any other person to assume for it any liability in connection with the sale of this			Sales Tax:	\$0.00
		Í	Total:	\$0.00
ានការដែរកាន់.	4		10(2).	

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Christiana, PA	Color VIN 1G1AL55F777
Work: Home Cell:	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	Рау Туре	Price
					· · · · ·	
	CŚ	Joseph A Klim, fil	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
73 .	CS	CUSTOMER STATES EXHAUST/A	IR TYPE OF NOISE CO			
	Complai	nt CUSTOMER STATES EXHAU	IST/AIR TYPE OF NOISE COMING FROM EN	GINE COMPAR	MENT ON	
		START-UP - INTERMITTENT	CONCERN			
	Correctio		ISTOMERS REPORTED CONCERN AT THIS ' TO HAVE PARTS INSTALLED	TIME TIME - WI	LL RECHECK	
	CS	Joseph A Klim, III	403		ISP	\$0.00
					Task Discount:	0.00
					Task Total:	0.00

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	Color	
Christiana, PA	VIN 1G1AL55F777	
Wark:	Mileage In: 21671 Out: 21671	
Home	Tag Number 227 Plate No.	
Cell:	In-Service 05/28/07	
	Engine	
1	Coverage	
· ·	Build Date	
{	Comments SERVICE CONTRACT	
}	MAINTENANCE PLAN	
1		
L		

Task	Opcode	Des	cription		Part or Technician	Qty	Рау Туре	Price
- 18	e s	dicide	no) IERSIANESSAIII	REISARIUSARONIA	Anie statistical statis			
	Complai	nt	CUSTOMER STATES,	"THERE IS A PULSATIO	N / RATTLE WHEN BRAKING"			
	Cause		ROTORS WARPED					
	Correcti	on	TECH RESURFACED	FRONT ROTORS				
			H0122 1.80					
			FC OR 3M					
	CS	Jose	ph A Klim, III		403		WR	\$0.00
			INTERMITTENT CONC	CERN - MORE SO WHEN	WARMED UP ON WHEN ON I	DECLINE (HIL		
	H0122	Jose	ph A Klim, III		403		WR	\$0.00
			Failure 3M:					
							Task Discount:	0.00

Task Total: 0.00

2-CS-CS-CS-CS-COMERSIATESICALHEAR/RATIUNGNOISEFRO

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	

Customer 11304		
1	2007 Chevrolet Cobalt 4-Door Lt Sedan	
	Color	
 Christiana, PA 	VIN 1G1AL55F777	
Work:	Mileage in: 1 Out: 1	
Home:	Tag Number J183 Plate No.	
Cell:	In-Service 05/28/07	
	Engine	
	Coverage	
	Build Date	
	Comments SERVICE CONTRACT	
	MAINTENANCE PLAN	

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Task	Opcode	Description	Part or Technician	City	Рау Туре	Price
		Column Kit,Strg	19200751	1	WR	\$0.00
					Task Discount:	0.00
					Task Total:	0.00

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I The Factory Warranty constitutes all of the warranties with respect to the sale of the iterritients. Unless & apparate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchasor, bits satisf horeby expressity disclams all warranties either express or implied, including any implied.	Repairs properly completed and checked by:	Labor: Parts: Miscellaneous; Subtotal:	\$0.00 \$0.00 \$0.00 \$0.00
entrol express of implied, including any inplied warranty of mechanipship of fitness for a particular purpose, and the selfer nerther assumes nor authorizes any other general to assume for it any liability in connection with the sale of this item/liems.		Sales Tax: Total:	\$0.00 \$0.00
- Pro for universe left longer	· · · ·		

Customer 11304	Vehicle	
	2007 Chevrolet Cobalt 4-Door Lt Sedan	
	Colar	
Christiana, PA	VIN 1G1AL55F777	
Work:	Mileage In: 1 Out: 1	
Home	Tag Number J183 Plate No.	
Cell:	In-Service 05/28/07 -	
	Engine	
	Coverage	
	Build Date	
	Comments SERVICE CONTRACT	
	MAINTENANCE PLAN	
	Comments SERVICE CONTRACT MAINTENANCE PLAN	

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Price	Pay Type	Qty	Part or Technician	Description	Task Opcode De
			WINDOW STIC	CUSTOMER STATES PASSENGER SID	i cs ci
	KS ABOUT H	OR DOWN - STICH	SIDE WINDOW STICKING GOING UP	int CUSTOMER STATES PASSENGE ALFWAY	Complaint
			WINDOW RUNNER	Ion REPLACED RIGHT FRONT DOOR	Correction
\$0.00	WR		403	Joseph A Klim, III	CS Jo:
			TH TECHNICIAN	TECHNICIAN 403 - TEST DRIVE W	
\$0.00	WR	1	15814119	Weatherstrip Asm-Frt S/D Wdo	We
0.00	Task Discount:				
0.00	Task Total:				
			DMING FROM DA	CUSTOMER STATES RATTLE NOISE	2 CS
	Y ROAD -	HEAR ON BUMPY	SE COMING FROM DASH AREA - CAN	int CUSTOMER STATES RATTLE NO	Complaint
	OUNCED	E IS MORE PRON	SE - CUSTOMER THINKS THAT NO	SOUNDS LIKE SOMETHING IS LO	
	SE BECOME	QUENT THE NOIS	LONGER YOU DRIVE, THE LESS FR	WHEN AT SLOWER SPEEDS - TH	
				Ś	
		G COLUMN KIT	RING SHAFT - REORDERED STEERIN	on REPLACED INTERMEDIATE STEE	Correction
		-			
\$0.00	WR		403	Joseph A Klim, ill	CS Jo:

a de la companya de l

おたはやれいに いくべいいいし

	CUST# 11304 KEY TAG: 808	RO# W281855 PG START 8/27/07 09:4 BILLED 8/27/07 11:1
CHRISTIANA PA PHONE: HOME WORK		PO# WRITER MJC APPROVAL MJC /MJC
OWNER 11304 UNIT# 77 DELIVERED: 5/28/07 VIN: 1G1AL55F777 2ND KEY: CYLINDERS: GVWR:		
WARRANTY EFF: 5/28/07 EXT	F: Y UNIT: GMPP MG 60/50 ENG: 2HR\$35RENTAL DRV: EXP: 50,010 M	\$0DED EXP: 5/28/12 \$50TOW EXP: HILES EXP:
		ITS
LABOR :		04
(W) 2. CONCERN: CUSTOMER CORRECTION: TECH NOTE VEHILE		VER SIDE FENDER OM SOMETHING STRICKING THE
		04
LABOR:		
LABOR: (W) 3. CONCERN: CUSTOMER CORRECTION: NO CHARGE		EILING

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		CUSTOME	R COPY
	CUST# 11304	RO# W279025	PG 2
	FC-BV-2P B AUTH: OK RELATED REPAIR \$26.63		
LABOR: B5410 SUBLE OTHER: WATER DOCTO		04 04	
CAUSE :	CUSTOMER REPORTS ODOR FROM CARPET CONDENSATION/MOISTURE REMOVED CARPET, DRYOUT AND REINSTA FC-OP-1W B AUTH: OK RELATED REPAIR \$50.13	ALL	
LABOR: C4208 SUBLE OTHER: WATER DOCTO		04 04	
(W) 5. CONCERN: CORRECTION:	RENTAL VEHICLE PROVIDED 1 DAY RENTAL 3GNDA23D865		
LABOR: Z7901 OTHER: RENTAL		04 04	
	TOTAL LABOR TOTAL PARTS		.00 .00
	REPAIR ORDER	TOTAL	.00

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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

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CUSTOMER COPY

	ANA PA	CUST# 11304 KEY TAG: 889 WARR VEN GM	RO# W279025 START 6/04/07 BILLED 6/05/07 PO# WRITER JGF	08:0 11:3
PHONE :	WORK		APPROVAL JGF	/JGF
DEL VIN 2ND	IVERED: 5/28 1: 1G1AL55F7 0 KEY: INDERS:		5 SPD MAN	357.
	CAUSE:	LIST UNIT CUSTOMER REPORTS WHEN DRIVING IN T BRAKES AND WATER RAN OUT FROM UNDE HAPPENED A FEW TIMES INSUFFICENT SEALANT WATER TESTED VEHICLE SEVERAL TIMES FC-BV-2P \$46.61	R DASH, UNDER LEFT FOOT	
	C0020 SUBLE WATER DOCTOR		04 04	
	CAUSE:	CUSTOMER REPORTS WATER LEAKING UND INSUFFICIENT SEALANT RESEALED COWL AREA FC-BV-2P B AUTH: OK RELATED REPAIR \$26.63	ER DRIVER SIDE DASH	
	C0010 SUBLE WATER DOCTO		04 04	
	CONCERN: CAUSE:	CUSTOMER REPORTS WATER LEAKING UND INSUFFICIENT SEALANT	ER DRIVER SIDE DASH	
		INSUFFICIENT SEALANT RESEALED BODY SEAM UNLESS ARRANGEMENTS MADE		

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Custome	1304 Jennifer Frazier Service Advisor	Toll Free (800) 252-5080 Ext. 15 Fax (610) 932-4108
	2007 Chevrolet Coball 4-D	
	Color	Our goal. If for any reasons
Christiana, PA	VIN 1G1AL55F777	Complete Satisfaction is Our goal, if for any reason you cannot give us a "Completely Satisfied" please Contact the Friel before
, Work:	Mileage In: 21411 Out: 21411	Satisfied" a "Complete
Home	Tag Number Plate No.	
Cell:	In-Service 05/28/07	Ambroal SURVey
	Engine	610-932-9090
	Coverage	
	Build Date	
	Comments SERVICE CONTRACT	
	MAINTENANCE PLAN	

	Com	ments SERVICE CONTRACT MAINTENANCE PLAN			
Task Opcode I	Description	Part or Technician	Qty	Pay Type	Price
CS CS	USTOMER STATES WHINING NOI	SE WHEN TURNING			
Complaint	CUSTOMER STATES WHINING	NOISE WHEN TURNING STEERING WHEE	EL		
Cause	LOOSE				
Correction	DIAGNOSED, REPLACED POW	/ER STEERING GEAR			
	FC-NZ-2W				
	E9740 1.70				
		TION (DIFFERENT CUSTOMER CONCERN	AND AREA OF R		
	Joseph A Klim, III	403		WR	\$0.00
	Gear Kit-Strg	15816429	1	WR	\$0.00
E9740 F	REPLACED POWER STEERING GEA Failure 2W: LOOSE	AR 403		WR	\$0.00
				Task Discount:	0.00
				Task Total:	0.00

it was finded as a second s	(wan intern cont (ha esthe wan part part nor any any	Factory Warranty constitutes all of the printes with respect to the sale of this forms. Unless a separate written document wing the listine of any dealer warranty or service ract is furnished by the dealer to the purchaser, lear hereby expressive dicatems all warrantices in express or impleed, including any impleed anty of merchanisheliky or fitness for a cutar purpose, and the seler nesther assumes sufficients any other person to assume for it lightly in connection with the sale of this	Repairs property completed and checked by:	Labor: Parts: Miscellaneous: Subtotal: Sales Tax: Total:	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00
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		2007 Chevrolet Cobalt 4-Door Lt Sedan	
		Calor	
	Christiana, PA	VIN 1G1AL55F777	
	Work:	Mileage In: 24285 Out: 24285	
	Home:	Tag Number Plate No.	
•	Cell:	In-Service 05/28/07	
		Engine	
		Coverage	
		Build Date	
		Comments SERVICE CONTRACT	
		MAINTENANCE PLAN	
		!	
-		Bast or	

Task Opcode	Description	Part or Technician	Qty	Рау Туре	Price
	Column Kit,Strg	19200751	1	WR	\$0.00
				Task Discount:	0.00
				Task Total:	0.00
	A CONTRACTOR OF				
3 Z7901 Compla	COURTESY TRANSPORTATION ONE DAY				
	aint COURTESY TRANSPORTATION - ON				
Compla	aint COURTESY TRANSPORTATION - ON			СР	\$0.00
Compla Correct	aint COURTESY TRANSPORTATION - ONE PROVIDED 1 DAY RENTAL PO#	E DAY RENTAL			\$0.00 0.00

		· .	
The Factory Warranty constitutes all of the warrantes with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service	Repairs properly completed and checked by:	Labor: Parts: Miscellaneous:	\$0.00 \$0.00 \$0.00
Contract is furthered by the dealers to the bunchaser. (The selier hereby expressly dactains all warrances (effer express or moled, including any implied		Subtotal:	\$0.00 \$0.00
warranty of marchamability or fitness for a particular furbose, and the seller netter assumes nor authorizes any other person to assume for a any ligbility is connection with the axie of the any ligbility is connection with the axie of the		Sales Tax: Total:	\$0.00 \$0.00

Customer 11304	Vehicle-	
	2007 Chevrolet Cobalt 4-Door Lt Sedan	1
	Color	
Christiana, PA	VIN 1G1AL55F777	
Work	Mileage In: 24285 Out: 24285	
Home	Tag Number Plate No.	1
Cell:	In-Service 05/28/07]
	Engine	
	Coverage	
	Build Date	μ. μ
	Comments SERVICE CONTRACT	
	MAINTENANCE PLAN	
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Task	Opcode	Description	Part or Technician	Qty	Рау Туре	Price
	Contraction Contraction Contraction		SIDEWINDOWSVIC			
	Complaint CUSTOMER STATES PASSENGER ALFWAY		IGER SIDE WINDOW STICKING GOING UP (OR DOWN - STI	CKS ABOUT H	
	Correctio	n REPLACED RIGHT FRONT DO	OOR WINDOW RUNNER	·	· ·	
	CS	Joseph A Klim, III	403		WR	\$0.00
	TECHNICIAN 403 - TEST		E WITH TECHNICIAN			
		Weatherstrip Asm-Frt S/D Wdo	15814119	1	WR	\$0.00
	• • •			-	Task Discount:	. 0.00
					Task Total:	0.00
2	CS 2	COUSTOMER STATES RATETUEINOS	I-COMINGEROM DA	and Plantaneous		
	Complain	nt CUSTOMER STATES RATTLE	NOISE COMING FROM DASH AREA - CAN I	HEAR ON BUMP	PY ROAD -	
	•		LOOSE - CUSTOMER THINKS THAT NOISE	IS MORE PRO	NOUNCED	
		WHEN AT SLOWER SPEEDS -	THE LONGER YOU DRIVE, THE LESS FREE	QUENT THE NO	ISE BECOME	
		S				
	Correctio	n REPLACED STEERING COLUM	MN KIT		•••	
	CS	Joseph A Klim, III	403		WR	\$0.00
		Shaft Kit-Inter Stro	15800140	1	WR	\$0.00

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VIA FAX ONLY

September 18, 2008

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

RE:

Service Request: 71-648803890 2007 Chevrolet Cobalt Vehicle Identification Number: 1G1AL55F777 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 <u>separately from all other settlement documents</u>. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044 V01032008

At	ta	cl	h
a	ua		4.

$\frac{28,07.8}{Chem s signature}$	Chent's Signature <u>A Octor, 2008</u> Date
*	

RELEASE OF CLAIM

(hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and We. 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: ("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 $\frac{28,078}{2}$ 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

Jeta72008 DATE SIGNED: Claimant's Signature Claimant's Signature Christianopa Audress ity. State, Zip Code City, State, Zip Code STATE OF COUNTY OF Sworn to (or affirmed) and subscribed before me this 27% day of DCtolles, 2008, by Signature of Notary Publica 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 Armera license My commission expires: 12/16/10

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CC: File

LG0024 V6302006

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

VIA FAX ONLY

September11, 2008

Brian Friel Jeffery D Ambrosio Chevrolet, Oldsmobile, and GMC Truck 2158 Baltimore Pike Oxford, PA. 19363-4011

RE:

Service Request: 71-648803890 2007 Chevrolet Cobalt Vehicle Identification Number: 1G1AL55F777 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





C238448.....



85 927 94 JANER VITAR NARMATA BARK





Privileged and Confidential Information

CASE ASSESSMENT - LEGAL (NON SMALL CLAIMS)

By: Cynthia Reyes State: PA

Customer Name:	Service Request: 71-648	3803890 GM Legal	File No.: N/A
Vehicle ID No.: 1G1AL55F777	In Service Date: 5/28/2007	Vehicle is: New at 10 miles	BAC Code: 113855
Year, Make & Model: 2007 Chevrolet Coba	alt	10 miles	
Lien holder: GMAC Other: No lie	n	DVM requests	Purchase Price of
Was TAC contacted for this vehicle (Y/N)?	?:N	involvement?: No	Vehicle: \$ 15,329.26

VEHICLE REPAIR HISTORY

response

Brakes	<u>6</u>		_	
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/24/08	306057	4	21,671	C/S There is a pulsation/rattle when braking. / Rotors warped. – Resurfaced front rotors.
				1 day rental.
🛛 <u>Engine</u>	e/Fuel/Ex	<u>khaust</u>		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/27/07	281855	1	4,917	C/S Hesitation when attempting to accelerate on cold start-up. / No warning lights. – Tech could not duplicate customer concern at this time.
				1 day rental.
11/13/07	284543	1	8,531	C/S Vehicle runs rough. – Tech could not duplicate customer concern at this time.
				C/S Vehicle has poor fuel mileage. / Scanned computer, no codes found. – All systems seem to be functioning properly. Tech could not duplicate customer concern at this time .
				C/S Vehicle drags going up hill. – Tech could not duplicate customer concern at this time.
6/24/08	306057	*	21,671	C/S exhaust air type of noise coming from engine compartment on start up. Intermittent concern. / Could not duplicate customer's reported concern at this time. Will recheck when vehicle returns to have parts installed.

⊠ <u>Steering</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
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. – Replaced intermediate steering shaft.	
6/03/08	305249	1	21,411	C/S Whining noise when turning steering wheel. / Loose. – Replaced power steering gear.	
6/24/08	306057	*	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. – 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. – 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 #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. – 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. – Related to line #1.	

Body/Trim									
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:					
6/04/07	279025	9025 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. – Resealed windshield. Sublet Water Doctor.					
				C/S Water leaking under driver side dash. / Insufficient sealant. – Resealed cowl area.					
				C/S Water leaking under driver side dash. / Insufficient sealant. – Resealed body seam. Sublet Water Doctor.					
8/27/07	281855	*	4,917	C/S Ink pen mark on ceiling. – No charge.					
				C/S Odor from carpet. / Condensation/moisture. – Removed carpet, dry out and reinstall.					

	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/15/08	306894	*	24,285	C/S Passenger side window sticking going up or down. Sticks about halfway. – Replaced right front door window runner.
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
8/27/07	281855	*	4,917	C/S Paint chip on driver side fender. – Tech noted paint chip from something striking the vehicle.
Suspe	nsion			
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
5/19/08	304674	*	20,462	C/S Rattle noise in front suspension. / Found worn steering rack clatter – Replaced steering rack.
□ <u>Whee</u>	l/Tires			
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
8/12/08	307873	1	25,673	C/S Driver side front tire was flat. Customer added air to tire. / Tire leaking at sidewall. – Replaced tire.
8/26/08	308361	*	26,308	C/S Driver side tire looks like it's wearing excessively. / Checked tire w Has new tire on left front, can't tell any unusual wear. – Characteris of this brand.
Other				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
	284966	*	4,199	LOF.
11/27/07				
11/27/07				Tire rotation
11/27/07 8/27/07	281854	*	4,917	Tire rotation LOF.
	281854 301628	*	4,917 16,172	
8/27/07				LOF.
8/27/07				LOF. LOF.
8/27/07				LOF. LOF. Pennsylvania Sate Inspection.
8/27/07				LOF. LOF. Pennsylvania Sate Inspection. Pennsylvania Emissions Test.

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:2Total days out of service during the presumption period:3Total days out of service during customer's ownership:13

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

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$4,900 and a 60/60 CCL for Steering

PLAINTIFF'S FINAL DEMAND:

DATE:

AMOUNT TO CUST: \$

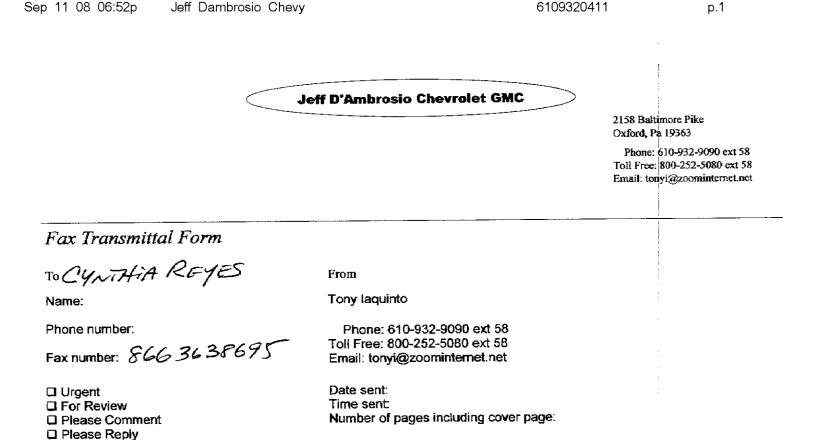
ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

TEAM MANAGER APPROVING:

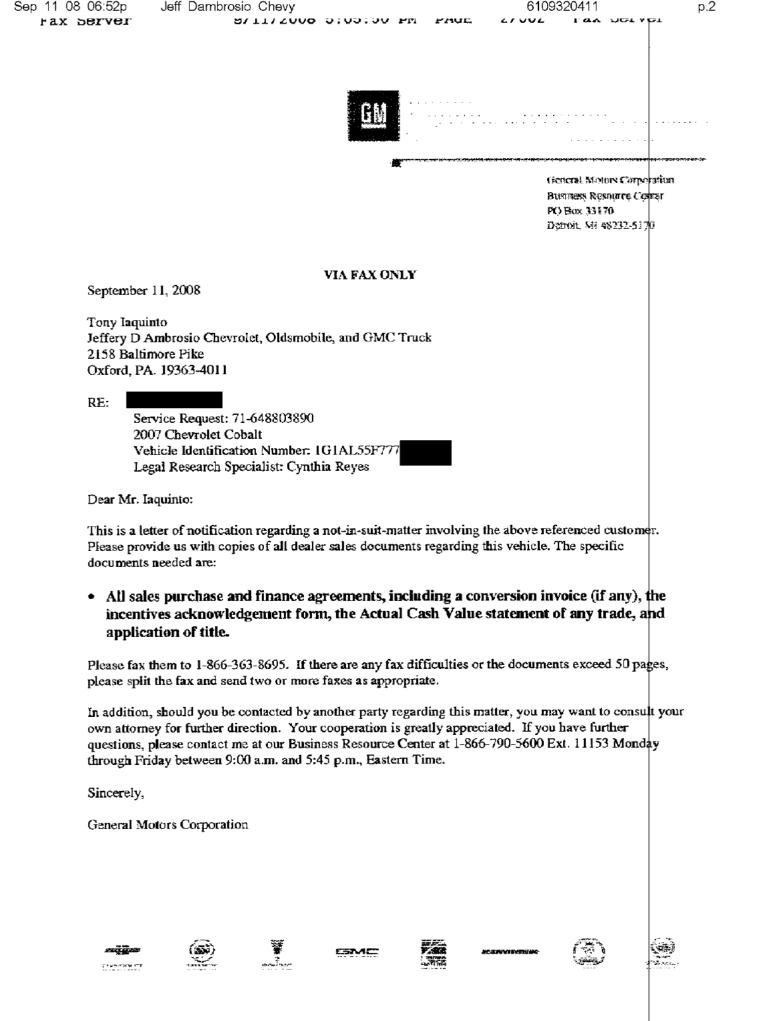
Date:

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

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



Message:



Jeff D Ambrosic Chevrolet 2158 Baltimore Pike Oxford PA 19363 610-932-9898

6109320411

Customer EMail

Mar Dused Demo 13 car , Mar No 2007 Chevrolet COBALT	I TELIOK LABO	E5+28-2667
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COKNO SALESMAN 17528 Covingtor	10 BE DELIVERED OF 05/28/2	307 <u>48</u>
		PRICE OF VEHICLE
		Rebate al plan discultant de 2500.
Loni TAIM	NILEASE	Credit Life Insurance NZ
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IG CENTRAL		WARBANTY THE
ECRIVE DATE EXC. DATE 3-21-2607 09-21-2	2007 DAVE	MONTHS DO MILES DODDO 520. Cash Price of Vehicle & Accessories 13349.
WARRANTY INFO		Sales Tay APA.
Implied warranty of merchantability or titness for a para ant/pression of the parameters of the second billing in com- USED CAR, WARFANTY - Used car is created by a You may obtain a full copy of any applicable warranty from use	enaction with the sale of this term/dems. Instadi warramy defailed in a separ s	le document. Documentary Fee 55.
AS IS - THIS MOTOR VEHICLE IS SOLD 'AS IS' WITHOUT. THE PURCHASED WITH BEAR THE ENDER EXPENSE OF	ANY WARRANTY EITHER EXPRESSED E REPAIRING OR CORRECTING ANY	OH MYELEL
THE PURCHASED WILL BEAR THE ENTERS EXPONEED PRESENTLY SINCHASE GIVATURE SED CAR BUYERS GUIDE: THE INF	EREALENS OR CORRECTING ANY	Notary Fee M/ Notary Fee M/ DA Tire Tax 5.
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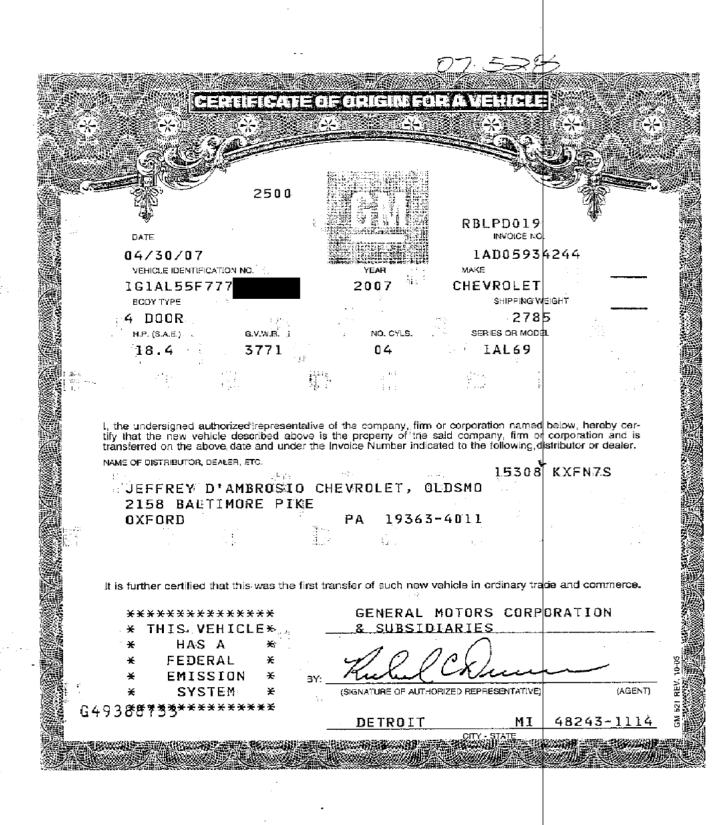
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. Customer Incentive			
I assign the total amount of customer incentive(s) listed to the	deale r named below	and request that	t the available customer
incentive(s) be applied: (a) $\frac{x}{x}$ to the down payment of this vel	hicle, (b) wher	e permissible by l	aw, as a price reduction
(Bill of Sale indicates pre-incentive price, amount of incentive, a	and final price with i	ncentive applied)	, or (c) a check be
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	Amount	<u>GM Incenti</u>	ve Code
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Total Incentive Amount F		2500.00	
2. Other Program Selection (Which may or may not be in lieu of c	ustomer incentive p	rograms; for exan	nple, Division supported
financing/leasing, etc) a. I elect to receive			
in lieu of			
b. I elect to receive	and/or		
- CUSTOMER AND DEALER ACKNOWLEDGMENT			
a. Vehicle Incentive Acknowledgment. I am the ultimate	retail purchaser or l	lessee of the vehi	icle bearing this vehicle
identification number, which was sold/leased to me by the for personal/business use and not resale and I took de	livery on 2323/2	I acknowledge r	eceipt of incentive(s) as
described in Item 1 and release GM Division from a	ny future claim or ol	bligation for incer	tive(s) on this unit.
Is vehicle equipped with OnStar ?	Yes	× No	
b. Orstar Terms and Conditions Acknowledgment. I ac		e received the Ter	ms and Conditions unde
which the OnStar service in my vehicle is provided	d (copies are availa	able in the vehi	cle glovebox, from the
dealer, at <u>www.onstar.com</u> , or by contacting OnStar as d			
I understand that in order to cancel the OnStar ser in my vehicle or call 1.888.4OnStar (1.888.466	vice in my vehicle (7827) or TTY 1	e, 1 must press t .877.248.2080	he blue UnStar buttor and request that m
Services be cancelled.			
		~	te: <u>85 £8 /87</u>
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The undersigned person, as Dealer representative, certifies that the	e information on thi	s application is tr	ue and correct, and the
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has taken delivery of referenced unit through this dealership, and forwarded to General Motors or Saab Cars USA			
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p.7

Sep 11 08 06:55p Jeff Dambrosio Chevy

 Benjamin
 To
 david.woods@gm.com

 Patterson/Austin/GM1
 cc

 10/30/2008 03:52 PM
 bcc

Subject Field Resolution Email

David Woods-DVM:

This email is to follow up on Service Request 71-648803890 for customer **Constant of Constant Service** The customer's vehicle is a 2007 Chevrolet Cobalt with 28,078 miles. The customer has been working with Jeff D'Ambrosiao 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 mail. 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 Demoit, 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:

Service Request: 71-648803890 2007 Chevrolet Cobalt Vehicle Identification Number: 1G1AL55F777 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





C2384/96.....



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VIA FAX ONLY

September 18, 2008

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

RE:

Service Request: 71-648803890 2007 Chevrolet Cobalt Vehicle Identification Number: 1G1AL55F777 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.

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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

5.12.2

Page 2

for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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

Sincerely,

General Motors Corporation

cc: FILE

L-00044 V01032008

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date



RELEASE OF CLAIM

We(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) Genéral 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 ("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 by	affirmed) and subscribed before me this	day of	, 20,
	Signature of Notary Public		
	Print, type of stamp Commissioned Na	une of Notary Public	
	Personally KnownOR Pro	oduced 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 **1000** The customer's vehicle is a 2007, Chevrolet Cobalt with 21,671 miles as of 6/24/08. VIN#1G1AL55F777 **1000**. 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 Demoit, 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:

Service Request: 71-648803890 2007 Chevrolet Cobalt Vehicle Identification Number: 1G1AL55F777 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





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STER INTERVIEW MENTLE INTER







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

R009 Version MPA2.00.29				
Customer 11 Christiana, PA Work: Home:	304 2007 Chevro Color VIN Mileage Tag Number In-Service Engine Coverage Build Date Comments	05/28/07 SERVICE CONTRACT	308361 09/08/08 308361 09/08/08 308361 09/08/08 308361 09/08/08 306894 08/29/08 306894 08/29/08 306894 08/29/08 306894 08/29/08 307873 08/12/08 307873 08/12/08 306057 06/27/08 306057 06/27/08	26308 CUSTOMER STAT 26308 CUSTOMER STAT 24285 CUSTOMER STAT 24285 CUSTOMER STAT 24285 COURTESY TRAN 25673 CUSTOMER STAT 25673 Shop Supplies 21671 CUSTOMER STAT
		MAINTENANCE PLAN	• • •	
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				Task Discount: \$0.0
· .				Task Total; \$25.0
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Correction CLEA	NED AND ADJUSTED REAR BRA	KES		그는 그들은 것이 같은 물건을 받았다.
	ouglas L Bennett		0.5	CP. 60.00 30.0
Cleaner,Brk Pa				
	arts 15oz Aerosol Low Voc	88862650		CP 5.88 5.8 Task Discount: \$0.0 Task Total: \$35.0

Printed 09/11/08 11:58 AM

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

		2007 Chevrol	et Cobalt 4-Doo	r Lt Sedan	30836			CUSTOME	
Christiana, PA		VIN	40441		30836	- · ·		CUSTOME	
Work:		4	1G1AL55F777		30836			CUSTOME	
		Mileage	In: 16172 Out		30689			CUSTOME	
Home		Tag Number		te No.	30689			CUSTOME	
		In-Service	05/28/07		30689			COURTES	
	1	Engine			30787			CUSTOME	
		Coverage			30787			Shop Suppl	
		Build Date			30605			CUSTOME	
		Comments	SERVICE CON MAINTENANCE		30605	7 06/27/08	21671	CUSTOME	R STA
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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

Christiana, P# Work: Home:	Customer 11304	2007 Chevrol Color VIN Mileage Tag Number In-Service Engine Coverage Build Date Comments	Vehicle et Cobalt 4-Door Lt Sedan 1G1AL55F777 In: 16172 Out: 16172 089 Plate No. 05/28/07 SERVICE CONTRACT MAINTENANCE PLAN	308361 308361 308361 306894 306894 306894 307873 307873 307873 306057	09/08/08 09/08/08 09/08/08 08/29/08 08/29/08 08/29/08 08/29/08 08/12/08 06/27/08 06/27/08	26308 C 26308 C 26308 C 24285 C 24285 C 24285 C 24285 C 24285 C 25673 C 25673 S 21671 C	y USTOMEF USTOMEF USTOMEF USTOMEF OURTESY USTOMEF hop Suppli USTOMEF USTOMEF	R STA R STA R STA R STA R STA (TRAI R STA R STA
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Page 3

Printed 09/11/08 11:58 AM

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301628



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

	omer 11304	1949 - 1940 - 1943. 1949 - 1940 - 1943.	Venicle		10.12CL	vce Lieu	xy	
UDIC			t Cobalt 4-Door Lt Sedan	308361	09/08/08		CUSTOMER	
	Colo		· · · · · · · · · · · · · · · · · · ·	308361	09/08/08	26308	CUSTOMER	STA
Christiana, PA	VIN		1G1AL55F777	308361	80/80/00	26308	CUSTOMER	STA
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łome		-	623 Plate No.	306894	08/29/08	24285	CUSTOMER	STA
	In-S	Service	05/28/07	306894	08/29/08	24285	COURTESY	TRA
	Eng	line		307873	08/12/08	25673	CUSTOMER	STA
		verage		307873	08/12/08	25673	Shop Supplie	es
		d Date		306057	06/27/08	21671	CUSTOMER	STA
	Con		SERVICE CONTRACT MAINTENANCE PLAN	306057	06/27/08	21671	CUSTOMER	STA STA
sk Opcode Descri	iption		Part or Technician		Qty	Pay Type	Unit Price	Pr
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Complaint	CUSTOMER STATES RATTLE WHEN JUST DRIVING DOWN ' INSUFFICIENT LUBRICATION	NOISE CO THE ROAD	MING FROM FRONT END OF	VEHICLE - CAI	N BE HEARD	- CANE		ja kog
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Complaint	CUSTOMER STATES RATTLE WHEN JUST DRIVING DOWN ' INSUFFICIENT LUBRICATION	NOISE CO THE ROAD	MING FROM FRONT END OF	VEHICLE - CAI	N BE HEARD			
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Technician: Joseph A Klim, III Failure 2N:

Task 2 moved to appointment 123917

Task Discount: \$0.00

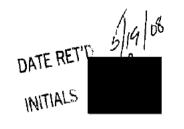
Task Total: \$154.36

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\$0.00	Misc:			
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\$0.00	Sales Tax:			
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Page 1

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304674



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Repair Order 305249

Service Advisor: Jennifer Frazler Started: 06/03/08 7:28 AM Completed: 06/03/08 2:59 PM Priority: 5 Appointment: 123917

R509 Version MPK2.66.29

	Clisto	mer 11304		Vehicle 👘			Ser	vice Hist		
			2007 Chevrol	et Cobalt 4-Door Lt Seda	an	308361	09/08/08		CUSTOMER	
			Color			308361	09/08/08	26308	CUSTOMER	STATE
Christiana, P	A		VIN	1G1AL55F777;		308361	09/08/08	26308	CUSTOMER	STATE
Work:			Mileage	In: 21411 Out: 21411		306894	08/29/08	24285	CUSTOMER	STATE
Home:			Tag Number	Plate No.		306894	08/29/08	24285	CUSTOMER	STATE
			In-Service	05/28/07		306894	08/29/08	24285	COURTESY	TRANS
			Engine	00/20101		307873	08/12/08	25673	CUSTOMER	STATE
			Coverage			307873	08/12/08	25673	Shop Suppli	es
			Build Date			306057	06/27/08		CUSTOMER	
			Comments	SERVICE CONTRACT		306057	06/27/08		CUSTOMER	
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		B AUTH: OK RELATED C	PERATION (DI	FFERENT CUSTOMER C	ONCERN A	ND AREA	OF REPAIR)		
	Technic	tian: Joseph A Klim, III						WR	68.63	0.00
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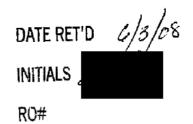
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305249

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Custa Stats noise in Steering found Steering Geor to be Worn Replace Steering Geor





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		Yeh			Ser	vice History
			-Door Lt Sedan	308361	09/08/08	26308 CUSTOMER STATE
	Color			308361	09/08/08	26308 CUSTOMER STATE
Christiana, PA	VIN	1G1AL55F	-777	308361	09/08/08	26308 CUSTOMER STATE
Work:	Mileage	in: 21671	Out: 21671	306894	08/29/08	24285 CUSTOMER STATE
Home:	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		CONTRACT ANCE PLAN	304674	05/19/08	1 CUSTOMER STATE
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Task Opcode	Descripti	on	Part or Technician	· · ·	Qty	Pay Type	Unit Price	Price
1.CS Com	plaint	CUSTOMER STATES, "TH CUSTOMER STATES, "THERE IS A PULSAT	e denne i constante e la constante e compañía presidente e la compañía de la compañía de la compañía de la cons		ien Braking".			
Caus	se i	ROTORS WARPED		· · ·			· · · · · ·	
Corre	ection '	TECH RESURFACED FRONT ROTORS			and the second		·	
	1	H0122 1.80						
	I	FC OR 3M						· · · ·
	Technicia	n: Joseph A Klim, III				WR	68.63	0.00
		INTERMITTENT CONCERN - MORE SO WHE	EN WARMED UP ON WHE	N ON DEC	LINE (HILL)			
					1.8	WR .	68.63	123.53
	Correction TECH RESURFACED FRON H0122 1.80 FC OR 3M Technician: Joseph A Klim, III INTERMITTENT CONCERN Technician: Joseph A Klim, III Failure 3M: CUSTOME	Failure 3M:						
						Task Disco	unt:	\$0.00
					1	Task To	tal:	\$123.53
2 CS Comp	plaint (CUSTOMER STATES CAN CUSTOMER STATES CAN HEAR RATTLING					ONCERN	g -
,	•	WILL RATTLE ON START-UP - SOUNDS LIKE	EIT'S ON THE DRIVER SI	DE NEAR	DASH AREA		e generation de la companya de la co	
Cause	ie ł	RACK BAD	*					
Corre	ection 1	TECH REPLACED STEERING RACK E9740	1.70 FC NQ 4X B AUTH:	FAILED P	ART REPLACED			
	· E	3.3.08 AT 21,411 MILES ON RO305249 G AU	TH: SERVICE MANAGEM	ENT APPR	OVAL			



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		Set	vice History	
		2007 Chevrol	et Cobalt 4-Door Lt Sedan	308361	09/08/08	26308 CUSTOME	ER STATE
		Color		308361	09/08/08	26308 CUSTOME	RISTATE
Christiana, PA		VIN	1G1AL55F777	308361	09/08/08	26308 CUSTOME	
Work:		Mileage	In: 21671 Out: 21671	306894	08/29/08	24285 CUSTOME	R STATE
Home:		Tag Number	227 Plate No.	306894	08/29/08	24285 CUSTOME	R STATE
		In-Service	05/28/07	306894	08/29/08	24285 COURTES	
		Engine		307873	08/12/08	25673 CUSTOME	
		Coverage		307873	08/12/08	25673 Shop Sup	
		Build Date		305249	06/03/08	21411 CUSTOME	
		Comments	SERVICE CONTRACT	304674	05/19/08	1 CUSTOME	ER STATE
			MAINTENANCE PLAN				
					:	· · · · · · · · · · · · · · · · · · ·	
L			Part or			Pay Unit	
Task Opcode	Description		Technician	-	Qty	Туре Ргісе	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
			EXHAUST/AIR TYPE OF NOISE (MENGINE	·	
A COMPANY AND A MARCINE AND MARCHINE AND	CUST Inplaint CUSTOMER STATES E	XHAUST/AIR TY	PE OF NOISE COMING FROM EN	GINE COMP	ARTMENT	ON	
001	START-UP - INTERMIT						
Corr			REPORTED CONCERN AT THIS	TIME TIME -	WILL REC	HECK	
	WHEN VEHICLE RETUR					en e	
	Technician: Joseph A Klim, III				an an an An an Anna an	ISP 60.00	0.00
					en gent en la classica	Task Discount:	\$0.00
						Task Total:	\$0.00
·					· · ·		-

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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	.86.29

Custo		Vahicle	. Hilder by research the second of the second	rvice History	
		nevrolet Cobalt 4-Door Lt Sedan	308361 09/08/08	26308 CUSTOMER 26308 CUSTOMER	
	Color		308361 09/08/08 308361 09/08/08	26308 CUSTOMER	
Christiana, PA	VIN	1G1AL55F777 In: 21671 Out: 21671	306894 08/29/08	24285 CUSTOMER	I
Work:	Mileage Tao Nir		306894 08/29/08	24285 CUSTOMER	
Home	Tag Nu In-Servi		.306894 08/29/08	24285 COURTESY	
	Engine		307873 08/12/08	25673 CUSTOMER	
	Covera	De	307873 08/12/08	25673 Shop Suppli	es
	Build Da	-	305249 06/03/08	21411 CUSTOMER	STATE
	Comme		304674 05/19/08	1 CUSTOMER	STATE
		MAINTENANCE PLAN			
		Part or	Oh -1	Pay Unit Type Price	Price
Task Opcode Descri	·	Technician	Qty	Type Price	- THE
4 Z7901	COURTESY TRANSPORTATION -	INSPORTATION - ONE DAY RENTAL			
Complaint Cause	CUSTOMER SATISFACTION	UNE BOT DENTAL			awigi.
Cause		RVICE MANAGEMENT APPROVAL			
Goneotion	27901			ta ang sa	· · ·
Technic	cian: Sublet Tech			WR 68.63	0.00
				Task Discount:	\$0.00
				Task Total:	\$0.00
5 LOF Complaint Correction	LUBE, OIL AND FILTER CHANGE	FILTER CHANGE	PPED OFF ALL FLUIDS	AND	
0	ADJUSTED TIRE PRESSURES			Sec. 2 March 19	y 1997 il Maria
Techni	cian: Thomas C Brown		0.5	1CT 19,58	9.79
Filter-C	Di	12605566	1	1CT 7.46	7.46
Oil		OIL	5	1CT 1.55	7.75
				Task Discount:	\$0.00
				Task Total:	\$25.00
x					
· · · ·					40.00
i					249.99 293.91
!	ļ			arts: \$2 Misc:	\$0.00
			Disco		\$0.00
			l Sub		543.90
					\$0.00

Page 3

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Sales Tax: Total: \$0.00

\$543.90

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306057

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300057

Cust. State noise in Dash area found Prematurely worn steering rack Replace Steering Rack

Cost. Stats Brakes Polsake when warred up found heat warfed Front Brake Rotor Machine Front Brake Rotors

Cost. Stats Exhaust Air type noise Could not duplicate

1-Steering rack 2-Machine Front Brake votors

.943 - .937 /.896 Diserre .870

NITIALS 25 RO# 306057



Repair Order 279025

Started: 06/04/07 Completed: 06/06/07 Priority: 0

R509 Version MPK2.66.29

509 Version Wir N2.00.25					Ser	rice Hist	а <u>у</u> – – –	
Custor	ner 11304			308361	09/08/08	26308	CUSTOMER	STATE
			DLET COBALT LT	308361	09/08/08	26308	CUSTOMER	STATE
		Color		308361	09/08/08	26308	CUSTOMER	STATE
hristiana,		VIN	1G1AL55F777 In: 357 Out: 0	306894	08/29/08	24285	CUSTOMER	STATE
/ork		Mileage	Plate No.	306894	08/29/08	24285	CUSTOMER	STATI
iome:		Tag Number	Flate No.	306894	08/29/08	24285	COURTESY	TRAN
		In-Service		307873	08/12/08	25673	CUSTOMER	STAT
		Engine		307873	08/12/08		Shop Supplie	
•		Coverage Build Date		306057	06/27/08		CUSTOMER	
		Comments	SERVICE CONTRACT	306057	06/27/08	21671	CUSTOMER	STAT
		Comments	MAINTENANCE PLAN	1 .				
					- -			
					· · · · · · · · · · · · · · · · · · ·	Pay	Unit	
			Part or Technician		Qty	Туре	Price	Prie
sk Opcode Descri			ien Driving In This Morning, Hit Th	e				
	Customer Reports When D	priving In This M	Aorning, Hit The	122.32 - 100093 - 1144				
Complaint	Brakes And Water Ran Ou	t From Under D	Dash, Under Left Foot,			• • • •	- 1	<u>.</u>
	Happened A Few Times			2 H T		-	i ana ang ang ang ang ang ang ang ang ang	
Cause	Insufficent Sealant							
Correction	Water Tested Vehicle Sev	eral Times, Res	sealed Windshield	19 10 B		• (* * * * *		19 e 1
Collactori	Fc-By-2p					•		
	\$46.61							
	cian: Labor Line for Task 1 of	n RO 279025		· · ·			66.58	0.
Techni	CIAN: LADOF LINE IOF TASK I C		47		a da ang sa	Task Di	scount:	് ട്ര.
						• •		*0
				· · ·		Tas	k Total:	\$0
		ner Reports W	ater Leaking Under Driver Side Da	sh				18 W
2 Complaint	Customer Reports Water	Leaking Under	Driver Side Dash					
Cause	Insufficient Sealant	C						
Correction	Resealed Cowl Area					as é s		
Conection	Fc-Bv-2p					2012		
	B Auth: Ok Related Repai	ir						
	COG 63							

\$26.63

Page 1



Repair Order 279025

Started: 06/04/07 Completed: 06/06/07 Priority: 0

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R509 Version MPK2.66.29

Custom					San San	vice Histor	y	and the second
	er 11304	A CHEVR	Vehicle LET COBALT LT	308361	09/08/08	26308 C	USTOMER	
				308361	09/08/08		USTOMER	
	i Vil	olor N	1G1AL55F777	308361	09/08/08		USTOMER	
Christiana,		ileage	In: 357 Out: 0	306894	08/29/08		USTOMER	
Wark:		ng Number	Plate No.	306894	08/29/08		USTOMER	
Home:		-Service		306894	08/29/08		OURTESY	
		ngine		307873	08/12/08		USTOMER	
	1	overage		307873	08/12/08		Shop Supplie	
		uild Date		306057	06/27/08		USTOMER	
		omments	SERVICE CONTRACT MAINTENANCE PLAN	306057	06/27/08	21671 (CUSTOMER	STAI
ask Opcode Descript	ton		Part or Technician		Qty	Pay Type	Unit Price	Pri
on operation of	an: Labor Line for Task 2 on R	279025				· .	66.58	٥.
rechnick						Task Disc	ount:	\$0.
						Task [*]	Total:	\$0.
				eorread attaine Maria Part	tom taries			
3 .	Customer	Reports W	iter Leaking Under Driver Si	de Dasio				11.12 <u>00</u> 59
Complaint	Customer Reports Water Lea	king Under I	Driver Side Dash					
Cause	Insufficient Sealant							
Correction	Resealed Body Seam							
	Fo-Bv-2p							
	B Auth: Ok Related Repair							
	S26.63					-		•
	+			. 1 .			66 58	0
Technici	ian: Labor Line for Task 3 on §	RO 279025					66.58	·
Technici	+	RO 279025				Task Disc		· • •
Technici	+	RO 279025				1.1		\$0
Technici	ian: Labor Line for Task 3 on 9					1.1	count:	\$0
Technici	ian: Labor Line for Task 3 on f Customer Customer Reports Odor From	Reports O	dor From Carpet			1.1	count:	\$0
	ian: Labor Line for Task 3 on 6 Customer Customer Reports Odor Fron Condensation/Moisture	Reports O n Carpet	dor From Carpet			1.1	count:	\$0
4 Complaint	ian: Labor Line for Task 3 on f Customer Customer Reports Odor From	Reports O n Carpet	dor From Carpet			1.1	count:	\$0
Complaint Cause	ian: Labor Line for Task 3 on 5 Customer Reports Odor From Condensation/Moisture Removed Carpet, Dryout And Fc-Op-1w	Reports O n Carpet	dor From Carpet			1.1	count:	\$0.
Complaint Cause	ian: Labor Line for Task 3 on 5 Customer Customer Reports Odor From Condensation/Moisture Removed Carpet, Dryout An	Reports O n Carpet	dor From Carpet			1.1	count:	\$0
Complaint Cause	ian: Labor Line for Task 3 on 5 Customer Reports Odor From Condensation/Moisture Removed Carpet, Dryout And Fc-Op-1w	Reports O n Carpet	dor From Carpet			1.1	count:	\$0
Complaint Cause	ian: Labor Line for Task 3 on 5 Customer Reports Odor Fron Condensation/Moisture Removed Carpet, Dryout And Fc-Op-1w B Auth: Ok Related Repair	Reports O n Carpet	dor From Carpet			1.1	count:	\$0
Complaint Cause	ian: Labor Line for Task 3 on 5 Customer Reports Odor Fron Condensation/Moisture Removed Carpet, Dryout And Fc-Op-1w B Auth: Ok Related Repair	Reports O n Carpet	dor From Carpet			1.1	count:	\$0.
Complaint Cause	ian: Labor Line for Task 3 on 5 Customer Reports Odor Fron Condensation/Moisture Removed Carpet, Dryout And Fc-Op-1w B Auth: Ok Related Repair	Reports O n Carpet	dor From Carpet			1.1	count:	0. \$0. \$0

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Started: 06/04/07 Completed: 06/06/07 Priority: 0

R509 Version	MPK2.66.29
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R509 Version MPK2.66.29							
Customer 11304					09/08/08	vice History 26308 CUSTOMER	STATE
	2007 CHEVR	DLET COBALT LT		308361 308361	09/08/08	26308 CUSTOMER	
	Celor			308361	09/08/08	26308 CUSTOMER	
Christiana,	VIN	1G1AL55F777		306894	08/29/08	24285 CUSTOMER	
Work	Mileage	In: 357 Out: 0 Plate No.		306894	08/29/08	24285 CUSTOMER	STAT
Home:	Tag Number In-Service	Figle No.		306894	08/29/08	24285 COURTESY	
	Engine			307873	08/12/08	25673 CUSTOMER	
	Coverage			307873	08/12/08	25673 Shop Suppli	
	Build Date		-	306057	06/27/08	21671 CUSTOMER 21671 CUSTOMER	
	Comments	SERVICE CONTRACT MAINTENANCE PLAN		306057	06/27/08	21071 C0310ME	U IAI
		MAINTENANCE FLAN					
				<u> </u>		Pay Unit	
ask Opcode Description		Part or Technician			Qty	Type Price	Pri
Technician: Labor Line for Tas	k 4 on RO 279025					66.58	0.0
				•	•	Task Discount:	\$0.
					н н. 19	Task Total:	\$0.
	ntal Vehicle						
5 Complaint Rental Vehicle		initiani anti-	1 == : - : #40 8:00 (
Correction Provided 1 Day Renta	al					a a series a	1.11
3gnda23d86s662197							
Technician: Labor Line for Tas	sk 5 on RO 279025					66.58	0.
		•				Task Discount:	\$0
					alar da angelaria. Nga sangeraria	Task Total:	\$0
					e til fræ		· ·
				'	i su processione	1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 -	
				• •			,
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							, • · ·
		· · · · · · · · · · · · · · · · · · ·					ge si
				:			
				÷.			· . · * .
						abor:	\$0.0
				÷		Parts:	\$0.0
Ì	, I			• •		Misc:	\$0.0 \$0.0
					UISC	ounts:	φυ.ι

Subtotal:

Total:

Sales Tax:

\$0.00

\$0.00

\$0.00

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The second se		r, Wir	ng in Automotive nd & Dust Leaks nce 1976		•		
	2			REM	AIT PAY	MENT TO:	
Corporate Headquarters North Myrtle Beach, South Caroli (843) 272-4597 www.waterdoctors.com				anda a sela Anter Teles Contra sela Contra sela		- 2000 MARIANASI MARA	, - ,
DEALER ALL CALLER	<u>in Charr</u>	2	<u>Ba Attic</u> d			20	
ADDRESS							
YEAR MAKE MODEL	PURCHASE ORD	DER	WORK ORDER #			REPAIRED BY	
OTT AMAN CARA			279025		10	<u> - K/ Cluze</u>	•.
CORREC				PRODUCTION DAT	E		
	🖾 L/S 🗆 R/S W/SH			REPAI	rs m/	NDE	
🛄 L/S 🛄 R/S P/CHAMBER	🖾 L/S 🗆 R/SZOWE		DER				
🗆 AIR VENT 🔲 ECC MODULE.	📋 L/S 🔲 R/S 1/4 GI						
POWER BRAKE GROMMETS	—		R GLASS TOP/SIDE/BOTTOM				
🗋 L/S 🔲 R/S DASH / FIREWALL	CARGO LITE						
	SUN ROOF drain t						
	i 🔲 MOON ROOF adju:						
	□ L/S □ R/S DRIP						
L/S []] R/S FRONT DOOR ADJUST DOOR GLASS							
L/S R/S REAR DOOR			IT SIDE				
SLIDING DOOR BARN DOORS							
			PANEL				
📋 L/S 🗔 R/ŞʻA/B/C/D/E POST	L/S 🗌 R/S DECK						~
L/S 🔲 R/S DOOR W/STRIP	🔲 DECK W/ STRIP						
	🗌 L/S 🗌 R/S WAVE		L/S 🛄 R/S TAIL LITE	- · -			
INOT MANUFACTURERS WARRANTY	WIND NOISE						-
🗀 KEEP DRY FOR 24 HRS.	🗌 ROADTESTED 🗌) HWY	MILES				
🔲 R/R DETNER/UNDERPAD 🛛 CARPETS WET	📋 LIQUID METAL US	SED					
	🖹 RE/RE INTERIOR	TRIM					
REMOVE ODOR FROM UNIT	NOT GUARANTEE	D THRO	UGH CARWASH	DISARM AIRBAG	\$		
TRIM DAMAGE PAINT DAM	AGE	GLAS	SS DAMAGE	DIAGNOSTIC FEE	\$		
COMMENTS/CC	7		PAIRS GUARANTEED	ODOR TRTMT	\$		_
North Anna A				CLEAN UP	\$		
			□ 160 DAYS ☑ 1 YEAR	DETNER/UNDERPAD	\$		
				SEALING MATERIAL	\$		
RELEASED OF DAMAGES				LABOR	\$		
		=	Thank You	TAX	\$		
NOT RESPONSIBLE FOR ARTICLES LE	FT IN VEHICLE	-		TOTAL	\$		

White - Service Yellow - Accounting Pink - Operator Gold - Head Office

Reynolds and Reynolds - R0809224 Q (9/04)

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Leak tost For when When the Leaking Llopper by APillar Sublet to water Doctor

- TIME

279025



Repair Order 281854

Started: 08/27/07 Completed: 08/29/07 Priority: 0

R509 Version MPK2.66.29

	omer 11304	Vehicle		Ser	vice History		* 48 1
		ROLET COBALT LT	308361	09/08/08	26308 CUS	STOMER S	TAT
	Color		308361	09/08/08	26308 CUS	STOMER S	TAT
	VIN	1G1AL55F777	308361	09/08/08	26308 CUS		
Work:	Mileage	In: 4917 Out: 0	306894	06/29/08	24285 CUS		
Home	Tag Numbe		306894	08/29/08	24285 CUS		
nome.	In-Service		306894	08/29/08	24285 COU		
	Engine		307873	08/12/08	25673 CUS		TAI
	Coverage		307873	08/12/08	25673 Sho		
	Build Date		306057	06/27/08	21671 CUS		
	Comments	SERVICE CONTRACT MAINTENANCE PLAN	306057	06/27/08	21671 CUS	STOMER S	TAT
				an da s San san san san san san san san san san s			
		Part or Technician		Qty	Рау Туре	Unit Price	Pri
ACK CREAKS DOCAL	intion	echnician		uaty .	1340		
a. August maarin maa garaa aa ay	iption						İst
ask Opcode Descr 1. Complaint	iption Lube, Oil, And Filter Lube, Oil, And Filter Change						ier:
	Lube, Oil, And Filter						er.
1. Complaint	Lube, Oil, And Filter Lube, Oil, And Filter Change Reset Oil Reminder Light	Change					
	Lube, Oil, And Filter Lube, Oil, And Filter Change Reset Oil Reminder Light Changed Engine Oil & Filter, Lubed Cha	Change					
Complaint	Lube, Oil, And Filter Lube, Oil, And Filter Change Reset Oil Reminder Light Changed Engine Oil & Filter, Lubed Cha Topped Off All Fluids, Adjusted Tire Pre	Change assis Components, assure		0.5		19.58	9.
Complaint Correction Techr	Lube, Oil, And Filter Lube, Oil, And Filter Change Reset Oil Reminder Light Changed Engine Oil & Filter, Lubed Cha Topped Off All Fluids, Adjusted Tire Pre- nician: Labor Line for Task 1 on RO 281854	Change assis Components, assure					9.
Complaint Correction Techr	Lube, Oil, And Filter Lube, Oil, And Filter Change Reset Oil Reminder Light Changed Engine Oil & Filter, Lubed Cha Topped Off All Fluids, Adjusted Tire Pre	Change assis Components, assure		0.5		19.58 11.00	
Complaint Correction Techr	Lube, Oil, And Filter Lube, Oil, And Filter Change Reset Oil Reminder Light Changed Engine Oil & Filter, Lubed Cha Topped Off All Fluids, Adjusted Tire Pre- nician: Labor Line for Task 1 on RO 281854	Change assis Components, assure		0.5		19.58 11.00 nt:	9. 5.
Complaint Correction Techr	Lube, Oil, And Filter Lube, Oil, And Filter Change Reset Oil Reminder Light Changed Engine Oil & Filter, Lubed Cha Topped Off All Fluids, Adjusted Tire Pre- nician: Labor Line for Task 1 on RO 281854	Change assis Components, assure		0.5	Task Discout	19.58 11.00 nt: al: \$	9. 5. \$0.
Complaint Correction Techr	Lube, Oil, And Filter Lube, Oil, And Filter Reset Oil Reminder Light Changed Engine Oil & Filter, Lubed Cha Topped Off All Fluids, Adjusted Tire Pre- nician: Labor Line for Task 1 on RO 281854 nician: Labor Line for Task 1 on RO 281854	Change assis Components, assure		0.5	Task Discout	19.58 11.00 nt: al: \$	9. 5. \$0.

Labor: \$15.29
Parts: \$24.46
 Misc: \$0.00 Discounts: \$0.00
Discounts: \$0.00 Subtotal: \$39.75
Sales Tax:
Total: \$39.75

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Repair Order 284543

Started: 11/13/07 2:58 PM Completed: 11/19/07 Priority: 0

R509 Version MPK2.66.29

Cluston	er 11304	Vehicle	. 1999 - Maria Maria - Maria - Angela -		vice History 26308 CUSTOMI	ER STATE
an light ann an Ann Ann an Ann		2007 CHEVROLET COBALT LT	308361	09/08/08	26308 CUSTOME	
		Color	308361	80/80/08 00/08/08	26308 CUSTOME 26308 CUSTOME	
		VIN 1G1AL55F777	308361	09/08/08 08/29/08	24285 CUSTOM	
Vork:		Mileage in: 8531 Out: 0	306894	08/29/08	24285 CUSTOM	
lome:		Tag Number Plate No.	306894 306894	08/29/08	24285 COURTES	
		In-Service	306894	08/12/08	25673 CUSTOM	
		Engine	307873	08/12/08	25673 Shop Sup	
		Coverage	306057	06/27/08	21671 CUSTOM	
		Build Date Comments SERVICE CONTRACT	.306057	06/27/08	21671 CUSTOM	
		Comments SERVICE CONTRACT MAINTENANCE PLAN	500007			
		Part or			Pay Unit	
sk Opcode Descrip	41	Part or Technician		Qty	Type Price	Pric
isk Opcode Descrip	ALIGATI				ALC: NE SEL CARTER	are la la
1 Complaint	Cust States That Vehic	t States That Vehicle Runs Rough				
1 Complaint Correction	Cust States That Vehic	cle Runs Rough ate Customer Concenr At This Time			66.58 Task Discount:	
1 Complaint Correction	Cust States That Vehic Tech Could Not Duplic	cle Runs Rough ate Customer Concenr At This Time			66.58 Task Discount: Task Total:	\$0.0
1 Complaint Correction	Cust States That Vehic Tech Could Not Duplic tian: Labor Line for Task	cle Runs Rough ate Customer Concent At This Time			Task Discount:	\$0.0
1 Complaint Correction Technic	Cust States That Vehic Tech Could Not Duplic tian: Labor Line for Task	te Runs Rough ate Customer Concent At This Time 1 on RO 284543 States That Vehicle Has Poor Fuel Milage			Task Discount:	\$0.0
1 Complaint Correction Technic 2 Complaint	Cust States That Vehic Tech Could Not Duplic ian: Labor Line for Task Cust States That Vehic	cle Runs Rough ate Customer Concent At This Time (1 on RO 284543 at States That Vehicle Has Poor Fuel Milage cle Has Poor Fuel Milage			Task Discount:	\$0.0
1 Complaint Correction Technic 2 Complaint Correction	Cust States That Vehic Tech Could Not Duplic tian: Labor Line for Task Cust States That Vehic Tech Could Not Duplic	cle Runs Rough ate Customer Concenr At This Time (1 on RO 284543 at States That Vehicle Has Poor Fuel Milage cle Has Poor Fuel Milage cate Customer Concern At This Time.			Task Discount:	\$0. \$0.
1 Complaint Correction Technic 2 Complaint Correction	Cust States That Vehic Tech Could Not Duplic ian: Labor Line for Task Cust States That Vehic	cle Runs Rough ate Customer Concenr At This Time (1 on RO 284543 at States That Vehicle Has Poor Fuel Milage cle Has Poor Fuel Milage cate Customer Concern At This Time.			Task Discount: Task Total:	\$0. \$0. 8 0,
1 Complaint Correction Technic 2 Complaint Correction	Cust States That Vehic Tech Could Not Duplic tian: Labor Line for Task Cust States That Vehic Tech Could Not Duplic	cle Runs Rough ate Customer Concenr At This Time (1 on RO 284543 at States That Vehicle Has Poor Fuel Milage cle Has Poor Fuel Milage cate Customer Concern At This Time.			Task Discount: Task Total: 66.58	\$0.(\$0.(
1 Complaint Correction Technic 2 Complaint Correction	Cust States That Vehic Tech Could Not Duplic ian: Labor Line for Task Cust Cust States That Vehic Tech Could Not Duplic cian: Labor Line for Task	cle Runs Rough ate Customer Concent At This Time (1 on RO 284543 St States That Vehicle Has Poor Fue) Milage cle Has Poor Fuel Milage cate Customer Concern At This Time. k 2 on RO 284543			Task Discount: Task Total: 66.58 Task Discount:	\$0.1 \$0.1 8 0. 8 0. \$0. \$0.
1 Complaint Correction Technic 2 Complaint Correction	Cust States That Vehic Tech Could Not Duplic ian: Labor Line for Task Cust States That Vehic Tech Could Not Duplic clan: Labor Line for Task Cust States That Vehi	cle Runs Rough ate Customer Concent At This Time (1 on RO 284543 at States That Vehicle Has Poor Fuel Milage cle Has Poor Fuel Milage cate Customer Concern At This Time. k 2 on RO 284543 st States That Vehicel Drags Going Up Hill			Task Discount: Task Total: 66.58 Task Discount:	\$0.1 \$0.1 8 0. 8 0. \$0. \$0.
1 Complaint Correction Technic 2 Complaint Correction Technic	Cust States That Vehic Tech Could Not Duplic ian: Labor Line for Task Cust States That Vehic Tech Could Not Duplic clan: Labor Line for Task Cust States That Vehi	cle Runs Rough ate Customer Concent At This Time (1 on RO 284543 It States That Vehicle Has Poor Fuel Milage cle Has Poor Fuel Milage cate Customer Concern At This Time. k 2 on RO 284543 It States That Vehicel Drage Going Up Hill			Task Discount: Task Total: 66.58 Task Discount: Task Total:	\$0.1 \$0.1 8 0. \$0. \$0.
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Labor: Parts:	\$0.00 \$0.00
Misc: Discounts:	\$0.00 \$0.00
 Subtotal: Sales Tax:	\$0.00 \$0.00
Total:	\$0.00

Page 1

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Printed 09/11/08 11:58 AM

284543

3

. .

1. Vehicle Runs Rough - could not Duplicate

2. Vehicle has Poor Fuel Mileage - scanned computer - No codes Found - all systems seem Table Functioning properly

3. vehicle Drags going up hill - could not Duplicate



Repair Order 284966

Started: 11/27/07 Completed: 12/05/07 Priority: 0

R509	Version	MPK2	66 29
n.uua	VEISION	IVII I Laboration	00.40

			308361 308361	09/08/08 09/08/08		USTOMER	
	Co		308361	- 09/08/08		USTOMER	
à la star			306894	08/29/08		USTOMER	
Nork:		leage In: 4199 Out: 0 g Number Plate No.	306894	08/29/08		USTOMER	
lome:		Service	306894	08/29/08		OURTESY	
		gine	307873	08/12/08	25673 C	USTOMER	STAT
		overage	307873	08/12/08	25673 S	hop Supplie	es
		ild Date	306057	06/27/08	21671 C	USTOMER	STAT
	Co	mments SERVICE CONTRACT	306057	06/27/08	21671 C	USTOMER	STAT
		MAINTENANCE PLAN					
				· · ·	÷ .	<u> </u>	
	l	Part or			Pay	Unit	D -1
				064	Turne		
isk Opcode Descri	ption	Technician		Qty	Туре	Price	Pric
	Lube, Oil, A	Technician Ind Filter Change		Qty	Type	Price	
sk Opcode Descri 1 Complaint	Lube, Oil, And Filter Change	· ·		Qty	Type	Price	
1 Complaint	Lube, Oil, And Filter Change Reset Oil Reminder Light	vid Filter Change		Qty	Type	Price	
	Lube, Oil, And Filter Change Reset Oil Reminder Light Changed Engine Oil & Filter, Lu	ubed Chassis Components,		Qty	Туре	Price	
Complaint Correction	Lube, Oil, And Filter Change Reset Oil Reminder Light Changed Engine Oil & Filter, Lu Topped Off All Fluids, Adjusted	ubed Chassis Components, 1 Tire Pressure		Qty 0.5	Туре	Price	
Complaint Correction Techni	Lube, Oil, And Filter Change Reset Oil Reminder Light Changed Engine Oil & Filter, Lu	und Filter Change ubed Chassis Components, I Tire Pressure O 284966			Type		9.7
Complaint Correction Techni	Lube, Oil, And Filter Change Reset Oil Reminder Light Changed Engine Oil & Filter, Lu Topped Off All Fluids, Adjusted cian: Labor Line for Task 1 on R0	und Filter Change ubed Chassis Components, I Tire Pressure O 284966		0.5 0.5	Type	19.58 11.00	9.7 5.5
Complaint Correction Techni	Lube, Oil, And Filter Change Reset Oil Reminder Light Changed Engine Oil & Filter, Lu Topped Off All Fluids, Adjusted cian: Labor Line for Task 1 on R0	und Filter Change ubed Chassis Components, I Tire Pressure O 284966		0.5 0.5		19.58 11.00 punt:	9.7 5.5 \$0.0 \$15.2
Complaint Correction Techni Techni	Lube, Oil, And Filter Change Reset Oil Reminder Light Changed Engine Oil & Filter, Lu Topped Off All Fluids, Adjusted cian: Labor Line for Task 1 on R0	ubed Chassis Components, 1 Tire Pressure O 284966 O 284966		0.5 0.5	Task Disco	19.58 11.00 punt:	9.7 5.5 \$0.0
Complaint Correction Techni	Lube, Oil, And Filter Change Reset Oil Reminder Light Changed Engine Oil & Filter, Lu Topped Off All Fluids, Adjusted clan: Labor Line for Task 1 on R(cian: Labor Line for Task 1 on R(ubed Chassis Components, 1 Tire Pressure O 284966 O 284966		0.5 0.5	Task Disco	19.58 11.00 punt:	9.7 5.9 \$0.0
Complaint Correction Techni Techni 2 Complaint Correction	Lube, Oil, And Filter Change Reset Oil Reminder Light Changed Engine Oil & Filter, Lu Topped Off All Fluids, Adjusted cian: Labor Line for Task 1 on R0 cian: Labor Line for Task 1 on R0 Tire Rotation Rotated Tires	ubed Chassis Components, 1 Tire Pressure O 284966 O 284966		0.5 0.5	Task Disco	19.58 11.00 punt:	9.7 5.5 \$0.0 \$15.3
Complaint Correction Techni Techni 2 2 Complaint Correction Techni	Lube, Oil, And Filter Change Reset Oil Reminder Light Changed Engine Oil & Filter, Lu Topped Off All Fluids, Adjusted cian: Labor Line for Task 1 on R0 cian: Labor Line for Task 1 on R0 Tire Rotation Tire Rotation Rotated Tires cian: Labor Line for Task 2 on R0	ubed Chassis Components, 1 Tire Pressure O 284966 O 284966 M		0.5 0.5	Task Disco	19.58 11.00 punt: otal:	9.7 5.9 \$0.0 \$15.2 15.0
Complaint Correction Techni Techni 2 Complaint Correction Techni	Lube, Oil, And Filter Change Reset Oil Reminder Light Changed Engine Oil & Filter, Lu Topped Off All Fluids, Adjusted cian: Labor Line for Task 1 on R0 cian: Labor Line for Task 1 on R0 Tire Rotation Rotated Tires	ubed Chassis Components, 1 Tire Pressure O 284966 O 284966 M		0.5 0.5 0.5 0.5	Task Disco	19.58 11.00 punt: otal: 30.00 11.00	9.7 5.5 \$0.0

fask Total: \$2

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Repair Order 284900

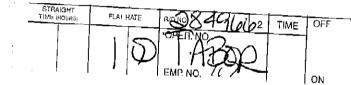
Started: 11/27/07 Completed: 12/05/07 Priority: 0

R509 Version MPK2.56.29

Color VIN 1G1AL55F777 Mileage in: 4199 Out: 0 Tag Number Plate No. In-Service Engine Coverage Build Dale	308361 308361 308361 306894	C9/08/08 O9/08/08 O9/08/08 O8/29/08 O8/29/08 O8/29/08 O8/12/08 O8/12/08 O6/27/08 O6/27/08	26308 26308 24285 24285 24285 24285 25673 25673 25673 21671	CUSTOMER ST CUSTOMER ST CUSTOMER ST CUSTOMER ST CUSTOMER ST CUSTOMER ST Shop Supplies CUSTOMER ST CUSTOMER ST	TATE TATE TATE TATE TATE TATE
			Pav	Unit	

Task Opcode	Description	Part or Technician	1 : 1	e se Pa	Qty	Ра Тур	iy U ie Pri	nit ce	Price
	FILTER	12605566			1			46	7.46
	FLUID	ATF			5.		3.	40	17.00
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			. · · ·						
			-						
			•						
			: *						
							· · · · · · · · · · · · · · · · · · ·		

	Misc: Discounts: Subtotal: Sales Tax:	\$35.79 \$24.46 \$0.00 \$0.00 \$60.25 \$0.00
	Total:	\$60.25



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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

		Part or			Pay
	1		1 a .		
		MAINTENANCE PLAN			
	Comments	SERVICE CONTRACT	306057	06/27/08	21671 LUBE, OIL AND FIL
	Build Date		306057	06/27/08	21671 COURTESY TRANS
	Coverage		306057	06/27/08	21671 CUSTOMER STATE
	Engine	55/26/07	306057	06/27/08	21671 CUSTOMER STATE
Home	In-Service	05/28/07	306057	06/27/08	21671 CUSTOMER STATE
Work:	Tag Number	J183 Plate No.	307873	08/12/08	25673 Shop Supplies
Christiana, PA	Mileage	In: 24285 Out: 24285	307873	08/12/08	25673 CUSTOMER STATE
	VIN	1G1AL55F777	308361	09/08/08	26308 CUSTOMER STATE
	Color		308361	09/08/08	26308 CUSTOMER STATE
Customer 11304		et Cobalt 4-Door Lt Sedan	308361	09/08/08	26308 CUSTOMER STATE
Customer 11304		Vehicle		Sen Sen	/ice History

Task Opcode Descri	ption	Part or Technician	Qty	- 21	Price	Price
1 CS Complaint	CUSTOMER STA	TES PASSENGER SIDE WINDOW STICK	ING GOING UP OR R DOWN - STICKS A	DOWN - STICK: BOUT H	S ABOU	
••••••	ALFWAY	· · · ·				
Cause	WARPED/WRINKLED/WAVY					e stati
Correction	REPLACED RIGHT FRONT DOOR	WINDOW RUNNER	2 - 1 - V			
	C1042 .70					
	FC-VK-4N	· · · · · ·				
Techni	ician: Joseph A Klim, III			WR	68.63	0.00
	erstrip Asm-Frt S/D Wdo	15814119	1	WR	49.22	49.22
	ician: Joseph A Klim, III		0.7	WR	68.63	48.04
Tecrini	Failure 4N:				e je Ste	
	Fallure 4N:			Task Discour	nt:	\$0.00
				Task Tota		\$97.26
2 Cs		TES RATTLE NOISE COMING FROM DA	SH AREA - CAN HE EAR ON BUMPY RO	AR ON BUMPY	ROAD -	
Complaint	SOUNDS LIKE SOMETHING IS LO	OSE - CUSTOMER THINKS THAT NOISE	IS MORE PRONOU	NCED		· · · · ·
	INHEN AT SLOWER SPEEDS - TH	E LONGER YOU DRIVE, THE LESS FREQ	UENT THE NOISE B	BECOME		_
	S	e e e e e e e e e e e e e e e e e e e				
Course	S WEAK					
Cause Correction	REPLACED STEERING COLUMN H	KIT				
Conection	E7680 1.10		•			
. •	FC-NQ-4Q			· · · · · ·		
		N (DIFFERENT CUSTOMER CONCERN)	a secondaria de la			: · · ·
-	DAUTH: UNRELATED OPERATIO					elle di Set Achia

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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

	mer 11304		Vehicle		Servi	ce History	
Gustor		2007 Chevrol	et Cobalt 4-Door Lt Sedan	308361	9/08/08	26308 CUSTO	
		Color		308361 0	9/08/08	26308 CUSTO	
Obsistions, DA		VIN	1G1AL55F777	308361	80\86\6	26308 CUSTO	
Christiana, PA		Mileage	In: 24285 Out: 24285	307873	08/12/08	25673 CUSTO	
Work:		Tag Number	J183 Plate No.	307873)8/12/08	25673 Shop Su	
Home		In-Service	05/28/07	306057	06/27/08	21671_CUSTO	
		Engine		306057	06/27/08	21671 CUSTO	
		Coverage		306057	06/27/08	21671 CUSTO	
		Build Date		306057	06/27/08	21671 COURT	I
		Comments	SERVICE CONTRACT MAINTENANCE PLAN	306057	06/27/08	21671 LUBE, (OIL AND FIL
			Part or				nit Dring
Task Opcode Descri	ption		Technician	Qt	Y	Type Pri	
Technie	cian: Joseph A Klim, ill					WR 68.	
Column	n Kit,Strg		19200751		1	WR 438.	
Techni	cian: Joseph A Klim, III			1.	1	WR 68.	63 75.4 9
	Failure 4Q:						
4 · *					Т	ask Discount:	\$0.00
						Task Total:	\$513.59
waa ahaa ahaa ahaa ahaa ahaa ahaa ahaa	an of the second state and		OF A TONE ONE DAY DENTAL	NAR ZAR	398 <u>1</u>		
3 Z7901 Complaint	COURTESY TRANSPOR	TATION - DNE	DRTATION - ONE DAY RENTAL DAY RENTAL				951) (1999) (1999) (1999) 1997 - Carlos Martin, 1999)
Cause	CUSTOMER SATISFACT				setter als		
	3GNDA23D66S					د ازد. در دور محد را در از از در د	
Correction					-	WR 68.	63 0.00
	ician: Sublet Tech Income - Cars		· · · ·		1	WR 37.	00 37.00
Rental	Income - Gara				т., Т	fask Discount:	\$0.00
						- Task Total:	\$37.00
			92 1		a tan sé	·	

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		23.53
		87.32
		37.00
: -		\$0.00
		47.85 \$0.00
		47.85
	and the second	-1.00

Page 2

960 11 08 12:55p

306894

Cust Stats Rattle noise in dash found in sufficient lubrication in Internetite Steering shall Replace Intermedia Steering Shaft Lost. Stats R/FWindow gets stuck halfwag up dound slight bend in window Kunnia Replace R/Fdoor window Russie 1- Intermediate Steering Shatt. + RIF 2007 Window Runner All Times at 30PSI Cust. Stats noise in Dash Look Steering Colum to Be Premetunly won Replace Steering Colum. #08 SJAITINI DATE RET'D 20/51/12



Repair Order 307873

Service Advisor: Jennifer Frazler Started: 08/12/08 7:45 AM Completed: 08/12/08 4:27 PM Priority: 5 Appointment: 127608

R509 Version MPK2.66.29

Customer 11304	I Shiney and a second state of the second state	and industrial and a							
			hicle	Stoger (1996) Adam	308361		vice Hist 26308	CUSTOME	A STAT
	2007 Chevrol	et Copait /	4-DOOL T 3	ecan	308361			CUSTOME	
	Color VIN	1G1AL55	C777		308361			CUSTOME	
Christiana, PA		In: 25673		· 2	306894			CUSTOME	
Work:	Mileage Tee Number		Plate No.		305894			CUSTOME	
lome:	Tag Number		Flate NO.	•	306894			COURTES	
	In-Service	05/28/07			306057			CUSTOME	
	Engine Coverage				306057			CUSTOME	
	Build Date				306057			CUSTOME	
	Comments	SERVIC	E CONTRA	ст	306057			COURTES	
	QQIIIII BIKS		NANCE PLA						
						•.		a de la composition d	÷.,
	····		Part or				Pay	Unit	
sk Opcode Description			Technician			Qty	Туре	Price	Pri
AND A DEALE CONSIDERATION AND A DEALER AND A D	USTOMER STATES	DRIVER S	IDE FRONT	CUSTOM	S FLAT - CU FR ADDED	STOMER ADI	PED AIR	IO JIKE	
•	SIDEWALL - REPLAC		INO : ENT	000101					
Technician: Joseph A Klim, I						0.4	CP	32.37	12
195/60R15 CONTINENTAL T		6856				1	CP	89.00	89
			00274288				CP	2.00	2
Stem, Tire VIv		,	00214200			1	CP	3.00	3
TIRE REMOVAL						1			1
TIRE TAX						and the second sec	CP	1.00	1
						en des entre se entre se	Task Dis	count:	् \$0
							Task	Total:	\$107
	hop Supplies						6		
Shop Supplies	na jere, stje sjog navige i kon		or show that a second	1999 1. 1999 4. 1999 4. 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 1999 - 19	in Product calebration cardo sec	1	CP	1.00	1
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e de la companya de l La companya de la comp					and the <u>a</u> rrow			e centes parto da Constante da como	
the second s							india 1 17 milio 17 milio di Anglia	s in the	·
							rais Namazi (Ko Karakat		
							inter 1915 - 1920 1916 - 1916 1917 - 1916 1916 - 1916 - 1916 1916 - 1916 1916 - 1916 1916 - 1916 1916 - 1916 1916 - 1916 1916 - 1916 - 1916 1916 - 1916 - 1916 1916 - 1		
							bor:		
						· · P	arts:		\$2.0
						P N	arts: lisc:		\$2.0 \$94.0
						P N Discou	arts: lisc: ints:		\$2.0 \$94.0 \$0 .0
						P N	arts: lisc: ints: otal:		\$12.9 \$2.0 \$94.0 \$0,0 108.9 \$6.5

Total:

Page 1

\$115.49

307873

P195/GORIS 875 Mas Continental Touring Contact As

1- Tires L/F looks like wood in sidewall

195/60RIS Continuated Taring 95.00 (107.95) Kew Showing 175)

p.30

Fax Server	1/10/2008 2:2	6:05 PM PAGE	1/001	Fax Server	
01/08/2008 15:2	5 2156657656	DOMINIQUE G	RENIER	PAGE	01/01
Form W-9 Rev. January 2003)	Request f	or Taxpayer ber and Certificat	tion	Give form to the requester. Do not send to the IRS.	
Name S Dawid T Business name. If diffe	<u>Gorberg</u> + 4550 rent from above	ociates, P.C	- <u>-</u>	Exempt from backup	
7 = 1274 Ma	at, and apt. or suite no.)	Partnership □ Other ► . 2040 R	equester's name and a	oddress (optional)	
City, state, and ZiP or Phila - List account number	<u>7 4 </u>	-	74-3	097103	
	Identification Number (TIN) opriate box. For Individuals, this is your so lien, sole proprietor, or disregarded env it is your employer identification humber (page 3.	ciai security number (SSN). Ity, see the Part I instruction EIN). If you do not have a nur		or	

Note: If the account is in more than one name, see the chart on page 4 for guidelines on whose number see How to get a TIN on page 3.

Certification Part II

to enter.

Under penalties of perjury, I certify that:

- 1. The number shown on this form is my correct taxpayer identification number (or 1 am walting 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 Leen 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 2.
- notified me that I am no longer subject to backup withholding, and

3.) am a U.S. person (including a U.S. resident allen). 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, kem 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 newments other than interest and dividends, you are not required to sign the Certification, but you must

provide your correct TIN. (See t

Sign	Signature of
Here	U,S. person 🕨

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 allen), 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),

2. Certify that you are not subject to backup withholding. ٥Ľ

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).

Date 🕨

ent 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 ltems:

 The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.

The treaty article addressir g the income.

The article number (or location) in the tax treaty that contains the saving clause and its exceptions.

4. 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.

Cet. No. 10231X

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

Issued by: *Chevrolet*

Certificate No. 1G1AK55F167

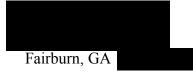
Issue Date: June 17, 2011

Issued exclusively for:



Valid through: August 6, 2009

Amount: One Thousand Five Hundred Dollars and Zero Cents ****\$1,500.00**** June 17, 2011



Service Request: 71-650857350 Customer Relationship Specialist: Alex Webster

Dear

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 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 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,

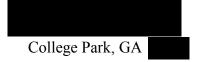
Chevrolet Customer Assistance Center

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

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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 - 4823	32									
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In Service Date:	08/26/2008										
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VIN: 101AL15F667	Status:	Pending			
Dealer Code: 32888	User ID:	1wGjfm			
Transaction Date: 08/26/2008	User Role:	Central Office Administrator			
Transaction Type: GM Protection Plan	Timestamp Date:	2008-08-28-11.00.37.105000			
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June 17, 2011



Service Request: 71-653120247 Customer Relationship Specialist: Alex Webster

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 Smart Care Plan for your 2006 Chevrolet Cobalt, Vehicle Identification Number 1G1AL15F667

- 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

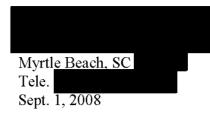
For more information regarding the maintenance and care of your vehicle, please visit <u>www.mygmlink.com</u>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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То:	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



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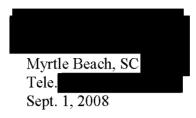
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08/11/08-Complete failure again, same symptoms with power steering/power brake



e Riggs at Chevrolet
522868

From: Fax Number: Business Phone: Home Phone:	
Pages:	12
Date/Time:	9/2/2008 9:04:17 AM
Subject:	Case File 71-655065008



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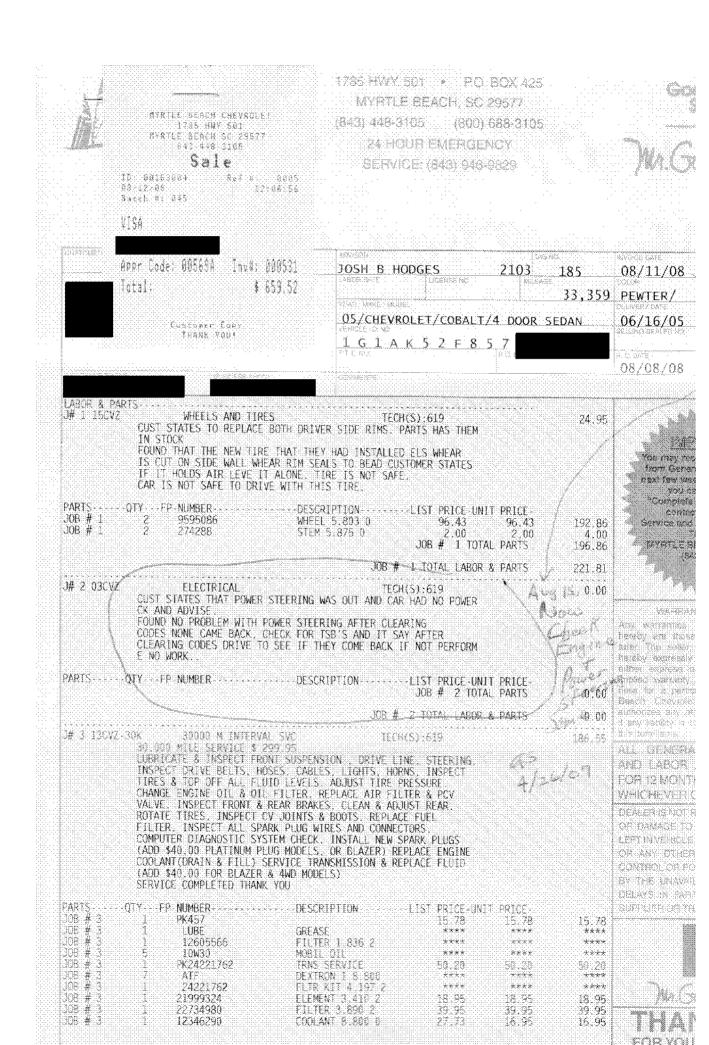
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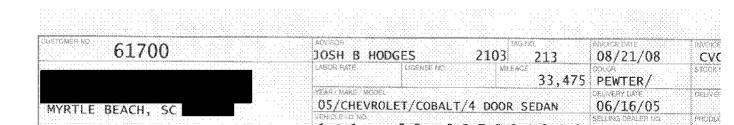
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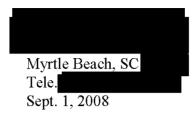
9/2/2008 9:04 AM FROM: Fax TO: 8669622868 PAGE: 006 OF 012





То:	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



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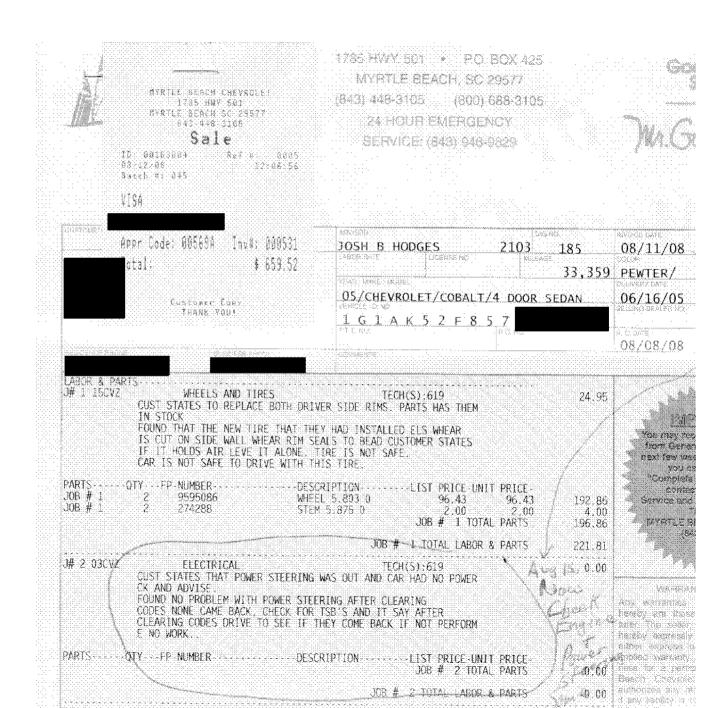
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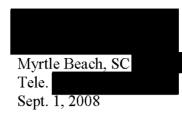
SEE RELATED SERVICE INVOICES BELOW:





То:	Zeke Riggs at Chevrolet
Fax Number:	8669622868

From: Fax Number: Business Phone: Home Phone:	
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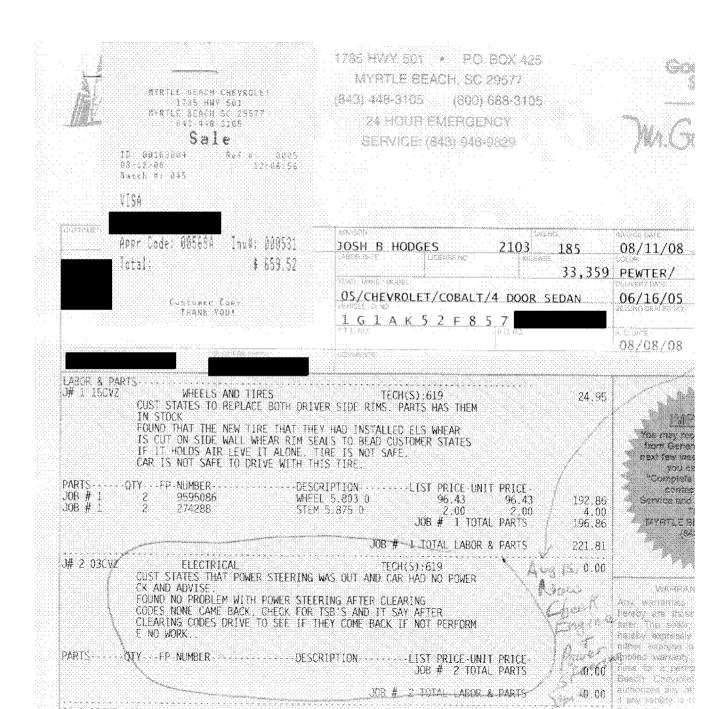
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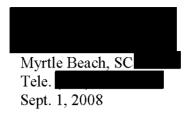
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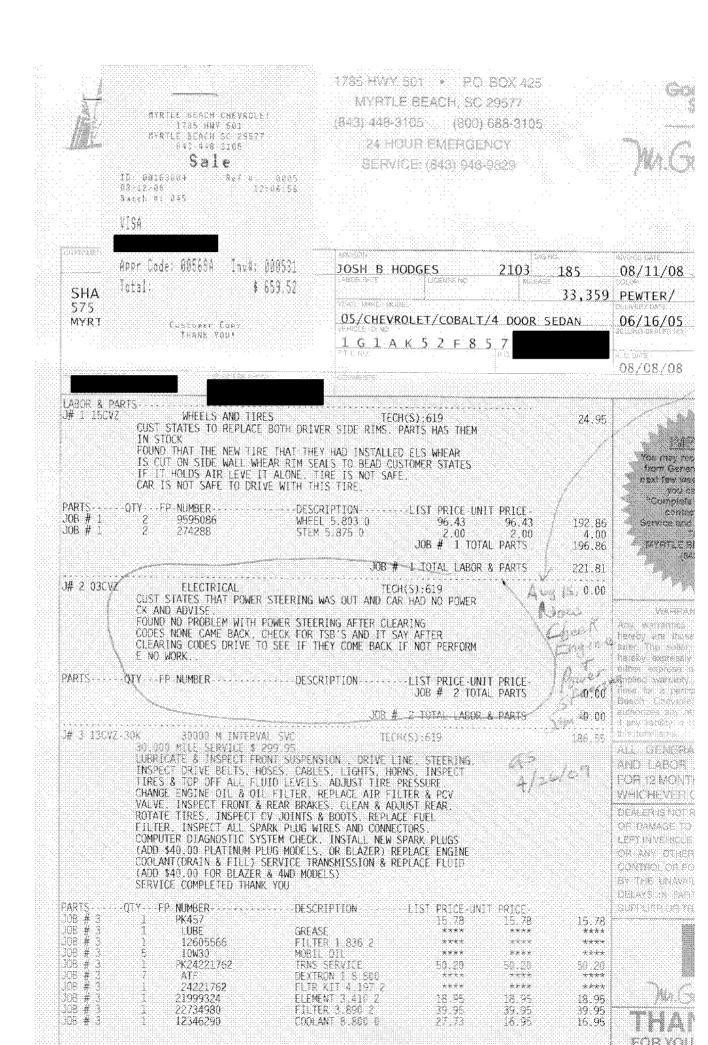
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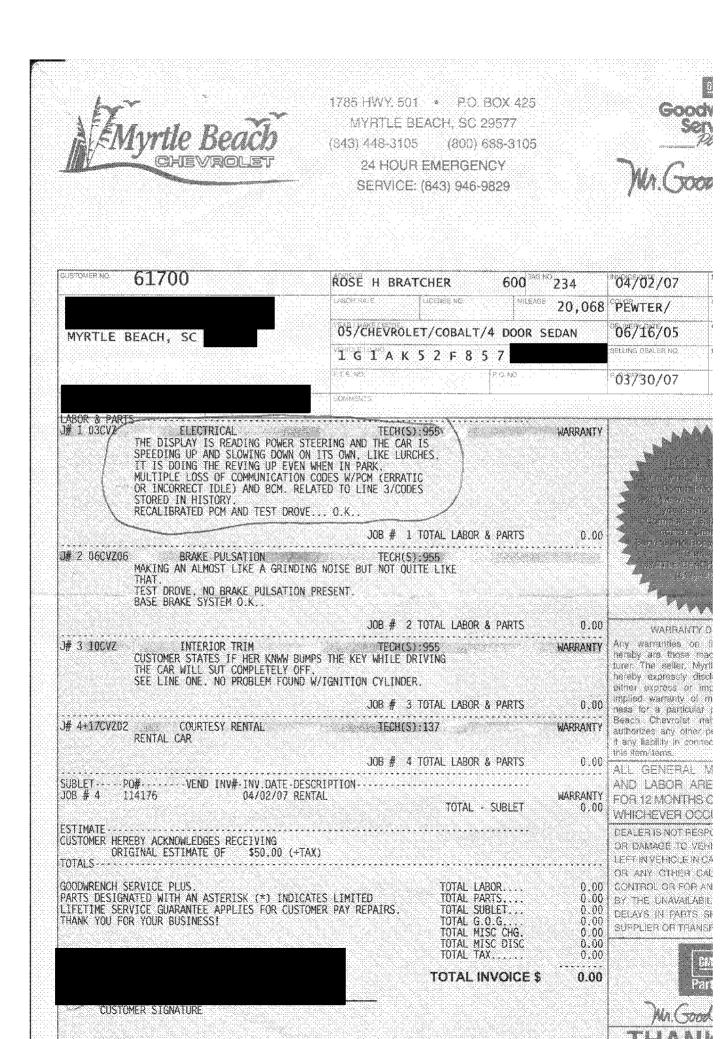


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# 2+13CVZ-06K 6000 MI INTERVAL SVC 6.000 MILE SERVICE \$ 69.95 LUBRICATE & INSPECT FRONT SUSPENS INSPECT DRIVE BELTS, HOSES, CABLE INSPECT TIRES & TOP OFF ALL FLUID PRESSURE. CHANGE ENGINE OIL & OIL INSPECT FRONT & REAR BRAKES, CLEA TIRES, INSPECT THROTTLE LINKAGE, BODY BOLTS. SERVICE COMPLETED THANK YOU	ES, LIGHTS , HORNS.) LEVELS & ADJUST TIRE L FILTER, INSPECT AIR FILTER AN & ADJUST REAR, ROTATE TORQUE CARB OR THROTTLE		54.00	WARBAND Any warranties on hereby are those to uner the seller. W hereby expressly d either express of	n the i made by Ayrtle Bi tisolatms thotes:
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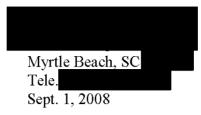
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То:	Zeke Riggs at Chevrolet
Fax Number:	8669622868

From:		
Fax Number:		
Business Phone:		
Home Phone:		

Pages:	12
Date/Time:	9/2/2008 9:04:17 AM
Subject:	Case File 71-655065008



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

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.

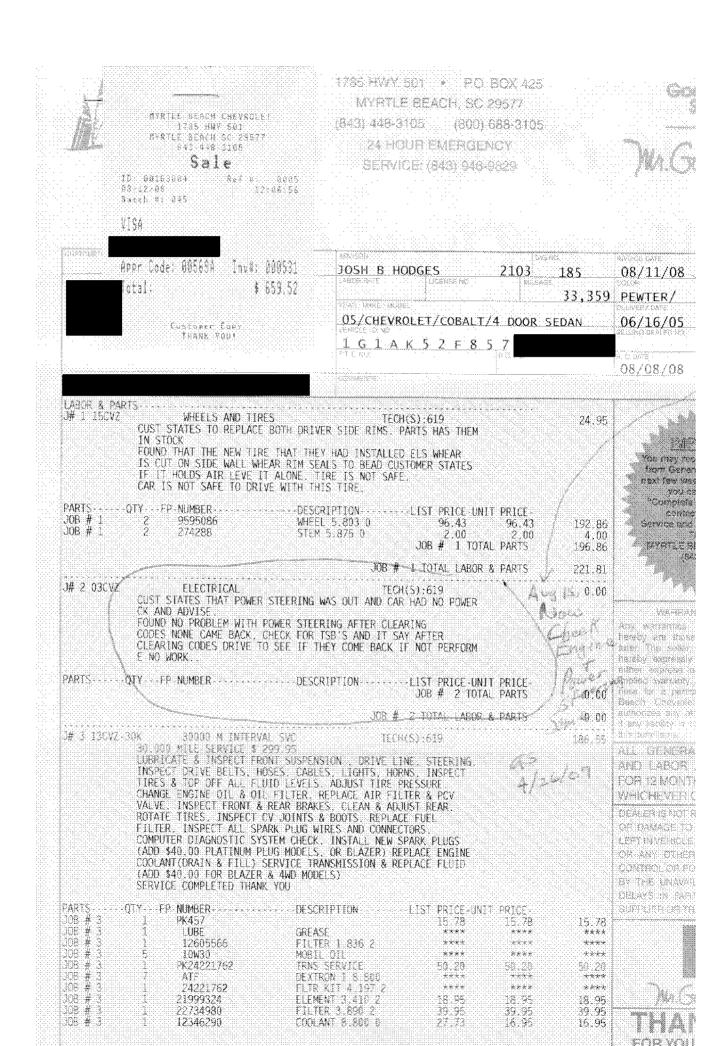
8/21/08-I was called in the evening by Josh Hodges at Myrtle Beach Chevrolet and told to come get the car. I asked what had been done and he said they had done the same as before, what TSB called for, clearing the codes. The only difference is that they test drove the car 4 times. I was without the use 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.

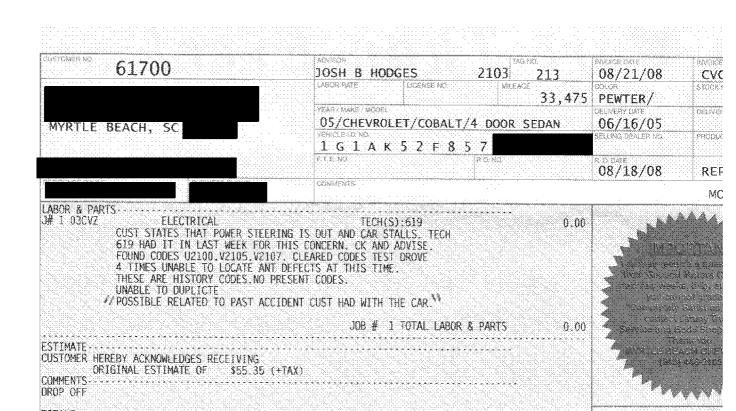
8/31/08-I was at the beach with my wife and grandson and was stung by a jelly fish. The car failed two times while I was driving to get treatment. I had to pull off the road, out of traffic, turn off the car and re-start it. This usually clears the problem until the next occurrence. In addition to the 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:









CDR File Information

Vehicle Identification Number	1G1AP14P767
Investigator	TOM SAMUELS
Case Number	71-655537859
Investigation Date	Friday, August 22 2008
Crash Date	Friday, August 8 2008
Filename	1G1AP14P767 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 will overwrite the Non-Deployment Event file.

SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's

1G1AP14P767





communication network. -The Belt Switch Circuit is wired directly to the SDM.





Hexadecimal Data

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

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\$24	00	00	00	00	00	00	00
\$25	00	00	00	00	00	00	00
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CDR File Information

Vehicle Identification Number	1G1AP14P767
Investigator	TOM SAMUELS
Case Number	71-655537859
Investigation Date	Friday, August 22 2008
Crash Date	Friday, August 8 2008
Filename	1G1AP14P767 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 will overwrite the Non-Deployment Event file.

SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's

1G1AP14P767





communication network. -The Belt Switch Circuit is wired directly to the SDM.





Hexadecimal Data

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

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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

From: Larry Beckham

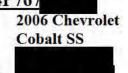
PAR Customer Relations Mgr

Email: larry_beckham@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

<u>Vehicle Information</u> VIN#: 1G1AP14P767

Year/Make: Model: Contact's Name: Contact's Number: Vehicle Location:



ion: Bob Bell Chevrolet 7900 Eastern Blvd Baltimore, MD 21224-2125

<u>If located at a Salvage/Auction Yard:</u> 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
 <u>Review All PAR File information</u>
 Contact PAR CRM After Inspection

Please Use Form(s):

Accelerator/Throttle Control	Restraint-SIR/Seatbelts	Seats
Brake/ABS/TCS/VSES	Side Impact	Power Sliding Door
Steering/Suspension/Tires/Wheels	Inadvertent Deployment	OnStar
Engine Exhaust/Odor	Transmission/Transaxle	OTHER:
Engine Stalling	Thermal Events	

Special Instructions:

Interview Owner?	Yes	No	Vetronix Requested	Obtain Fire/Police Report
Other (define)				

Investigations can only be rushed if e-mailed by one of the following:

<u>RUSH</u> (Name of Team Manager or Ops Mgr Approving the Rush): _____

E-Mailed to SA: 08/20/08 MANY Thanks, TOM
Date: 08/29/08

Case Acceptance/Investigation:	YES YES	NO	
Please acknowledge acceptance of	this case promptly	by phone, fax or email.	
Date Report Uploaded to EAA FT	P SITE: 8/25/08		

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		ARY INSPE	ATION RESOLUTION	
			XLE, TIRE AND WHEEL	SYSTEMS
and the second se	a francisco de			
Customer's Name:	Same Carlo Same	1.6.9.2	Inspection Date:	8/22/08
Vehicle Brand:	CHEVROLET	Model:	COBALT SS	
<u>File #</u>	71-655537859	VIN:	1G1AP14P767	
Mileage at Inspection:	14,471	Inspection	n Location: BOB BELL CH	
Inspector's phone number: 4	10-57 <mark>1-</mark> 5743	Inspecte	BALTIMORE, d By: TOM SAMUELS	WD. 21224
Section 1	INSPEC	TION SUM	IARY	
BRIEFLY Describe the c				
POWER STEERING INOF				
Following the inspection	, summarize the fac	ts and obse	ervations: (Additional cmts m	ay be placed in section 9)
THIS IS A DRIVE-BY-WIF	E STEERING SYST	EM. ON THE	E ROAD TEST THE VEH	CLE WAS VERY HEAVY IN THE
				VICE IS WORKING FROM THE
				ER THE TECH II INDICATED THE
				OWNER WANTS THE LEFT FROM
				IRB DAMAGES NOT NEW
DAMAGES FROM THE A	LLEGED RESENT I	CIDENT. A	ALL THE COR INFORMA	TION IS ATTACHED TO REPORT.
	0.0000000000			
Section 2	INTER	VIEW - INCI	DENT DETAILS	
Obtain all of the information	tion for this section	from the D	iver/Claimant	
obtain an of the morma	non tor this section	nom the Di		
Provide a complete desc	ription of the incide	ent accordin	ig to the DRIVER / CLAII	<u>MANT</u>
Interview mode: [] Interview date: 8/21/0		In Person	Incident Date a	nd Time: 8/8/08 @7 P.M.
Was a police/fire departr	nent report obtained	d? Yes	No	
				collision events; include description
				hey were contacted. (Additional cmts
may be placed in section 9)	describe an objects t	Sontaoted an	a the sequence in which	incy were contacted. (Additional cints
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				THE DEALER TOLD HIM THERE IS
				D THE DEALER WOULD FIX THE
STEERING PROBLEMS.	OWNER WANTS CH	IEVROLET	TO REPAIR THE FENDE	R DAMAGES AND REPLACE THE
LEFT FRONT WHEEL TH	AT WAS DAMAGET			
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MALE. 5'7" TALL. NO DI If there was a collision:	vsical description (ind ISABILITIES. uries to the Driver:_NC	clude name,		disabilities):
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			ODUCT ALLE	GATION RESOLUTION	
		STEERING, S	USPENSION,	AXLE, TIRE AND WHEE	L SYSTEMS
a .		-		and a second second second	0/00/00
Customer	the second s			Inspection Date:	8/22/08
Vehic	le Brand:	CHEVROLI	A CONTRACTOR OF THE	COBALT SS	
	File #	71-65553785	9 <u>VIN:</u>	1G1AP14P767	
				e of est. <mark>_</mark> DRIVER ronix data here)	
If the driver/cl following info			vehicle operat	ion prior to and during t	he incident does not include the
Steering	Normal] Ot		ibe HARD TO STEER.	
Suspension			ther Des	scribe {	
Brakes	Normal X			scribe {	
Engine Electrical	Normal X		ther Des	scribe {	
Electrical	Normal		ther Des	scribe {	
Were any war the details and			Iriver informat	tion center messages dis	splayed? 🗌 Yes 🛛 No If "Yes", ge
				een noted prior to this inci LER. NO PROBLEM FOU	dent? ⊠ Yes □ No If "Yes", get th ND.
Also, determin	e whether th	ore wore any wa			
			arning lights illu	minated, messages on dri	iver information panel, unusual noise
smoke or stear	m observed.	NONE	1		iver information panel, unusual noise ⊠Other: TRYING TO TURN
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	PRELIMIN	ARY INSPE	ATION RESOLUTION ECTION XLE, TIRE AND WHEEL	SYSTEMS	
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	CHEVROLET 71-655537859	<u>Model:</u> <u>VIN:</u>	Inspection Date: COBALT SS 1G1AP14P767	8/22/08	

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? No Kyes If yes, describe: SPECIAL DOCUMENT ID#:2004240--#07-02-32-007. DIAGNOSTICS.

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.

<u>UNDERBODY / FRAME / CHASSIS AREA:</u> Describe <u>any damage</u> to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present. FOUND NO UNDER CARRIAGE DAMAGES.

CORNER ASSEMBLIES

Struts/shocks	Ball joints
Springs	Steering knuckles
Control arms	Axle assemblies
Comments: ALL NORMAL THIS IS	A DRIVE-BY WIRE STEERING.

UNDERHOOD

Section 4

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

Tire/wheel assemblies

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.

STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Confidential GM/PAR

Section 6

Rev 04-19-2004

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	PRELIMIN	ARY INSPE	BATION RESOLUTION ECTION AXLE, TIRE AND WHEEL	SYSTEMS	
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	CHEVROLET 71-655537859	<u>Model:</u> <u>VIN:</u>	Inspection Date: COBALT SS 1G1AP14P767	8/22/08	

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.

STE	ERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS
	Inspection Date:8/22/08EVROLETModel:COBALT SS555537859VIN:1G1AP14P767
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

5 of 8

	6 of 8					
STE	PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION ERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS					
	Inspection Date:8/22/08EVROLETModel:COBALT SS555537859VIN:1G1AP14P767					
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.

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		PRI	PRODUCT ALLEG ELIMINARY INSPE , SUSPENSION, A	CTION		
<u>c</u>	Customer's Name: Vehicle Brand: <u>File #</u>	CHEVRO		Inspection D. COBALT SS 1G1AP14P767		
. <u>ID</u>	ENTIFICATION:			-		207
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch	Numbers
LF	GOODYEAR	WG	215/45R18	32	1/32	2345 7008
٦F	SAME	SAME	SAME	SAME	SAME	SAME
R	SAME	SAME	SAME	SAME	SAME	SAME
RR	SAME	SAME	SAME	SAME	SAME	SAME

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

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

RF O.K.

LR O.K

RR O.K

2. TIRE PLACARD DATA:

Record the foll	owing data: (located on	driver's door edge or inside	e the decklid)
	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	215/45R18 W	<u>32</u>	<u>35</u>
SPARE TIRE	T 115/70R16	<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.

		ARY INSPE PENSION, A	XLE, TIRE AND WHEEL	SYSTEMS	
Customer's Name: Vehicle Brand: File #	CHEVROLET 71-655537859	<u>Model:</u> <u>VIN:</u>	Inspection Date: COBALT SS 1G1AP14P767	8/22/08	

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)

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS Cistomer's Name:	er's Name:				1 of
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS Customer's Name: Image: Chevrolet Model: COBALLT SS File: T1-65537859 VIN: IGIAPI4P767 Milease at inspection: 14,471 Imspection Location: BOB BELL CHEVROLET, INC. BALTMORE, MD. 21224 Inspectors phone number: 410-571-5743 Imspector Location: BOB TIMORE, MD. 21224 Sectors 1 INSPECTION SUMMARY INSPECTION SUMMARY BALTMORE, MD. 21224 Milease at inspection, summarize the facts and observations: (Additional critic may be placed in mechan 0) HIS IS A DRIVE-BY-WIRE STEERING SYSTEM. ON THE ROAD TEST THE VEHICLE WAS VERY HEAVY IN THE STOC CODE OF Co475° OR NO. 47 340938 TO TREPLACE STERING. DOCUMENT # ID: 2004240 AFTER THE TECH II NOICATED TH INGT CODI DT FOS FOR INOPHARD STEERING. DOCUMENT # ID: 2004240 AFTER THE TECH II NOICATED TH INGT CODI DT FOS FOR INOPHARD STEERING. DOCUMENT # ID: 2004240 AFTER THE TECH II NOICATED TH INGT CODI DT CO475° OR NO. 47 340938 TO REPLACE STEERING COLUMN. OWNER WANTS THE LEFT FRO WHEEL REPLACED PAINT DAMAGES REPARED. THE WHEEL HAS "OLD" CURB DAMAGES NOT NEW AMAGES FROM THE ALLEGED RESERTING INCIDENT LIFE COR INFORMATION IS ATTACHED TO REPOR Incident 2007 OC 475° OR NO. 47 34093 TO REPLACE STEERING COLUMN. OWNER WANTS THE LEFT FRO WHEEL 82708 description of incident. If there was a collision, describe all collision events; include description origid driver/Gaimant's description of incident. If there was a collision, describe all collision events; include description origid driver/Gaimant's description of incident. If there was a collision, describe al	er's Name:				
Customer's Name: Inspection Date: 8/22/08 Yehiele Brand: CTE VROLET Model: COBALT SS File # 71-655537859 VIN: IGIAPI4P767 Mileage at Inspection: 14,471 Inspection Location: BOB BELL CHEVROLET, INC. BatTiMORE, MD. 21224 Basectors phone number; 410-571-5743 Inspection SAMUELS Section 1 INSPECTION SUMMARY Inspection SAMUELS File X Describe the customer's ALLEGATION below: Inspection Codo SAMUELS Following the inspection, summarize the facts and observations: (Additional cmits may be placed in section 9) Inspection SUMMARY INSI SA DRIVE BAY WIRE STEERING SYSTEM. ON THE GOAD TEST THE VEHICLE WAS VERY HEARY IN THE GRONT THE VEHICLE WAS VERY HEARY IN THE GOAD OF ST THE VEHICLE WAS VERY HEARY IN THE GOAD OF ST THE VEHICLE WAS VERY HEARY IN THE GOAD OF ST THE VEHICLE WAS VERY HEARY IN THE GOAD OF ST THE VEHICLE WAS VERY HEARY IN THE GOAD OF ST THE VEHICLE WAS VERY HEARY IN THE WAS ADAMAGES FROM THE ALLEGED REPORT MAGES REPRED. THE WHEEL HAS "OLD" CURB DAMAGES NOT NEW VAMAGES FROM THE ALLEGED RESENT INCIDENT. ALL THE CDR INFORMATION IS ATTACHED TO REPORT Madees are complete description of the incident according to the DRIVER/ CLAIMANT Netwide was addicated and the sequence in which they were contacted. (Additional cmit site of the was output in the EFT RONT WHEEL CHAS "NOT NON DRIVER SAD THE DEALER YOUT WAS DAMAGES AND REPLACE THE WAS DAMAGES AND REPLACE THE WAS DAMAGES AND REP	er's Name:			The Fitter of the local sector is a sector of the sector o	SYSTEMS
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choulder [Curb []: Concrete Asphalt [] Gravel Crushed rock [] Dirt houlder/Curb Condition: Dry Wet Icy Other: { vosted Speed Limit 25 MPH. any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) NONE ength 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	BULLETIN THAT PROBLEMS. OWN T WHEEL THAT V occupant's physica TALL. NO DISAB a collision: ent of any injuries the ere other occupant the exact location of ditions at the time Weather condition	BILITIES. to the Driver:_NC ts were seated & of the incident. e of the incident tions & Visibility:	INJURIES. extent of ar THE I-695	ny injuries: NO PASSENO BALTIMORE BELTWAY Approximate	GERS. . ESSEX EXIT. Temp (°F): {
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Total Time (hrs. & mins.): 33 MINS. Distance (miles): 14 MILES Estimate of vehicle speed: 25 mph Source of est. DRIVER	BULLETIN THAT PROBLEMS. OWN T WHEEL THAT V occupant's physica TALL. NO DISAB a collision: ent of any injuries the ere other occupant the exact location of ditions at the time Weather condit Dry Condition: Dry Limit 25 MPH. in the road? (rocks, s	to the Driver:_NC ts were seated & of the incident. e of the incident tions & Visibility: ncrete Asphal wet ncrete Asphal Wet wet scrap metal, pothole,	INJURIES. extent of ar THE I-695 THE I-695 Image: Comparison of the second secon	Approximate Crushed rock Dirt Crushed rock Dirt Other:_{ Other:_{ Other:_{	SERS. . ESSEX EXIT. Temp (°F): {
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Key 14-19-7004	BULLETIN THAT PROBLEMS. OWN T WHEEL THAT V occupant's physica TALL. NO DISAB a collision: ent of any injuries the ere other occupant the exact location of ditions at the time Weather condition on: Ory Curb Condition: Ory Limit 25 MPH. in the road? (rocks, s rive Prior to incid Total Time (hrs	to the Driver:_NC ts were seated & of the incident. e of the incident tions & Visibility: ncrete Asphal Wet ncrete Asphal wet scrap metal, pothole, <i>lent:</i> s. & mins.):_33 M	INJURIES. extent of ar THE I-695 : { Contemporal THE I-695 Contemporal Contemp	Approximate Approximate Crushed rock Dirt Other: { Dirter: { Dirt	SERS. . ESSEX EXIT. Temp (°F): {
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			ODUCT ALLE	GATION RESOLUTION	
		STEERING, S	USPENSION,	AXLE, TIRE AND WHEE	L SYSTEMS
a .		-		and a second second second	0/00/00
Customer	the second s			Inspection Date:	8/22/08
Vehic	le Brand:	CHEVROLI	A CONTRACTOR OF THE	COBALT SS	
	File #	71-65553785	9 <u>VIN:</u>	1G1AP14P767	
				e of est. <mark>_</mark> DRIVER ronix data here)	
If the driver/cl following info			vehicle operat	ion prior to and during t	he incident does not include the
Steering	Normal] Ot		ibe HARD TO STEER.	
Suspension			ther Des	scribe {	
Brakes	Normal X			scribe {	
Engine Electrical	Normal X		ther Des	scribe {	
Electrical	Normal		ther Des	scribe {	
Were any war the details and			Iriver informat	tion center messages dis	splayed? 🗌 Yes 🛛 No If "Yes", ge
				een noted prior to this inci LER. NO PROBLEM FOU	dent? ⊠ Yes □ No If "Yes", get th ND.
Also, determin	e whether th	ore wore any wa			
			arning lights illu	minated, messages on dri	iver information panel, unusual noise
smoke or stear	m observed.	NONE	1		iver information panel, unusual noise ⊠Other: TRYING TO TURN
smoke or stear Describe any e Did the vehicle	m observed. evasive actio e leave the ro	NONE n:	⊠Brakin □No Descr		Other: TRYING TO TURN
smoke or stear Describe any e Did the vehicle Object	m observed. evasive actio e leave the ro ts Impacted:	NONE n:	⊠Brakin □No Descr GAINST THE L	g Accelerating	Other: TRYING TO TURN
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	PRELIMIN	ARY INSPE	ATION RESOLUTION ECTION XLE, TIRE AND WHEEL	SYSTEMS	
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	CHEVROLET 71-655537859	<u>Model:</u> <u>VIN:</u>	Inspection Date: COBALT SS 1G1AP14P767	8/22/08	

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? No Kyes If yes, describe: SPECIAL DOCUMENT ID#:2004240--#07-02-32-007. DIAGNOSTICS.

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.

<u>UNDERBODY / FRAME / CHASSIS AREA:</u> Describe <u>any damage</u> to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present. FOUND NO UNDER CARRIAGE DAMAGES.

CORNER ASSEMBLIES

Struts/shocks	Ball joints
Springs	Steering knuckles
Control arms	Axle assemblies
Comments: ALL NORMAL THIS IS	A DRIVE-BY WIRE STEERING.

UNDERHOOD

Section 4

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

Tire/wheel assemblies

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.

STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Confidential GM/PAR

Section 6

Rev 04-19-2004

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	PRELIMIN	ARY INSPE	BATION RESOLUTION ECTION AXLE, TIRE AND WHEEL	SYSTEMS	
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	CHEVROLET 71-655537859	<u>Model:</u> <u>VIN:</u>	Inspection Date: COBALT SS 1G1AP14P767	8/22/08	

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.

STE	ERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS
	Inspection Date:8/22/08EVROLETModel:COBALT SS555537859VIN:1G1AP14P767
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

5 of 8

	6 of 8
STE	PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION ERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS
	Inspection Date:8/22/08EVROLETModel:COBALT SS555537859VIN:1G1AP14P767
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.

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		PRI	PRODUCT ALLEG ELIMINARY INSPE , SUSPENSION, A	CTION		
<u>c</u>	Customer's Name: Vehicle Brand: <u>File #</u>	CHEVRO		Inspection D. COBALT SS 1G1AP14P767		
. <u>ID</u>	ENTIFICATION:			-		207
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch	Numbers
LF	GOODYEAR	WG	215/45R18	32	1/32	2345 7008
٦F	SAME	SAME	SAME	SAME	SAME	SAME
R	SAME	SAME	SAME	SAME	SAME	SAME
RR	SAME	SAME	SAME	SAME	SAME	SAME

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

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

RF O.K.

LR O.K

RR O.K

2. TIRE PLACARD DATA:

Record the foll	owing data: (located on	driver's door edge or inside	e the decklid)
	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	215/45R18 W	<u>32</u>	<u>35</u>
SPARE TIRE	T 115/70R16	<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.

		ARY INSPE PENSION, A	XLE, TIRE AND WHEEL	SYSTEMS	
Customer's Name: Vehicle Brand: File #	CHEVROLET 71-655537859	<u>Model:</u> <u>VIN:</u>	Inspection Date: COBALT SS 1G1AP14P767	8/22/08	

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)

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

From: Larry Beckham

PAR Customer Relations Mgr

Email: larry_beckham@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

<u>Vehicle Information</u> VIN#: 1G1AP14P767

Year/Make:
Model:
Contact's Name:
Contact's Numbe
Vehicle Location

2006 Chevrolet Cobalt SS

Contact's Number: Vehicle Location: Bob Bell Chevrolet 7900 Eastern Blvd Baltimore, MD 21224-2125 <u>If located at a Salvage/Auction Yard:</u> 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
 <u>Review All PAR File information</u>
 Contact PAR CRM After Inspection

Please Use Form(s):

Accelerator/Throttle Control	Restraint-SIR/Seatbelts	Seats
Brake/ABS/TCS/VSES	Side Impact	Power Sliding Door
Steering/Suspension/Tires/Wheels	Inadvertent Deployment	OnStar
Engine Exhaust/Odor	Transmission/Transaxle	OTHER:
Engine Stalling	Thermal Events	

Special Instructions:

Interview Owner?	Yes	No	Vetronix Requested	Obtain Fire/Police Report
Other (define)				

Investigations can only be rushed if e-mailed by one of the following:

<u>RUSH</u> (Name of Team Manager or Ops Mgr Approving the Rush): _____

14- CA. 09/20/00 MANNY These TOM
ed to SA: 08/20/08 MANY Thanks, TOM
8/29/08

Case Acceptance/Investigation:	X YES	NO	
Please acknowledge acceptance of	this case promptly	by phone, fax or email.	
Date Report Uploaded to EAA FT	P SITE: 8/25/08		

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES Customer's Name: Customer's Name: Inspection Date: 8/22/08 Vehicle Brand: CHEVROLET Model: COBALT SS File # 71-655537859 VIN: 1G1AP14P767

Inspector TOM SAMUELS

Number of Rolls DIGITAL

Roll Number 38 PHOTOS

Neg.#	Description
0	2006 CHEVROLET COBALT SS. STEERING WHEEL HARD TO TURN.
1.	View of the alleged damaged left front wheel area.
2.	A close up view of the scratched left front fender.
3.	View of the painted hood area.
4.	View of the left front area.
5.	View of the right side from the rear.
6.	View of the left side from the rear.
7.	View of the engine area from the left side.
8.	View of the engine area from the center.
9.	View of the engine area from the right side.
10.	View of the brake master fluid check.
11.	View of the interior from the left side.
12.	View of the interior from the right side.
13.	View of the seat belt buckle safety check.
14.	View of the seat belt latch and head restraint area.
15.	View of the safety label on the sun visor.
16.	View of the door information label.
17.	View of the painted out dash vin#.
18.	View of the center dash area.
19.	View of the foot brake and clutch area.
20.	A over all view of the vehicle from the left side.
21.	View of the left front wheel damages. [OLD].
22.	View of the service and diagnostic tip sheets.
23.	View of the diagnostic dtcs with hard steering.
24.	View of the covered models sheet.
25.	View of the left front axle area.
26.	View of the right front axle area.
27,	View of the right front worn-out tire.
28.	View of the front-end brake caliper, axle area.
29.	View of the front end and frame area.
30.	View of the trans/axle area.
31.	View of the steering controls
32.	View of the right side steering area.
33.	View of the under carriage engine area.
34.	View of the bottom of the sway bar area.
35.	View of the right front worn tire.
36.	View of the left front worn tire.
37	View of the left rear worn tire
38.	View of the entire under carriage area.





























		THE INFORM	ATION	
	TIRE AND SEATING CAPACITY	LOADING INFORM TOTAL 5 FRONT 2 cargo should never exceed 404 kg COLD TIRE PRESSURE	REAR 3 or 891 lbs.	
The col TIRE FROM	ORIGINAL SIZE	000 kP2 32 PSI	SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION	
REAR	215/45R18	M 420 kPa, 60 PSI		

3890 LB 1765 KG GUWR D BY GENERAL MOTORS CORP GAWR FRT 2011 LB 912 KG

DRMS TO ALL APPLICABLE U.S. FEDERAL MOTOR JMPER, AND THEFT PREVENTION STANDARDS IN TE OF MANUFACTURE SHOWN ABOVE. TYPE: PASS CAR

92408

GAWR RR 1879 LB 853 KG



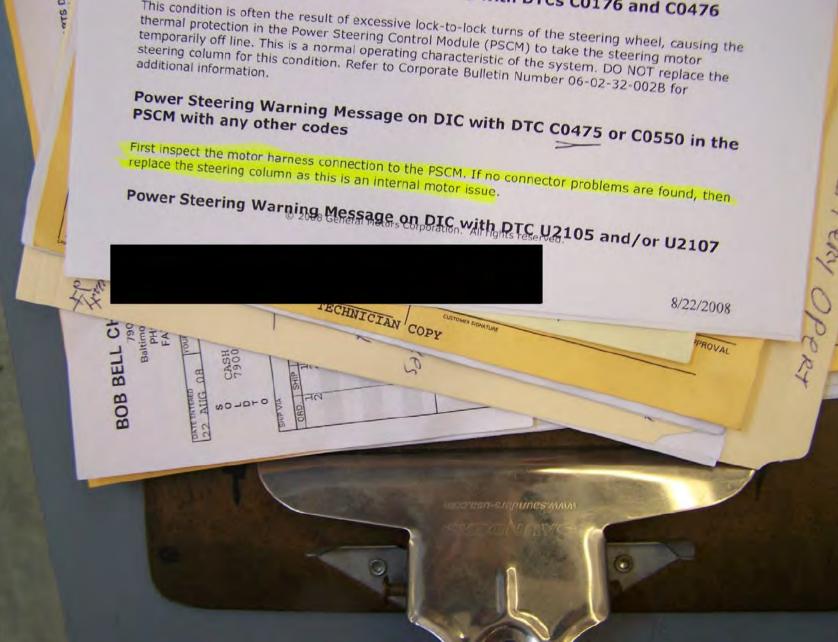












2006 Chevrolet Cobait | Cobait, Fin-Page #07-02-32-007: Diagnostic Tips for Power Steering Inoperative/Steering Wheel Hard to Turn, Power Steering Wheel Hard to Turn, Power Steering Message Displayed on DIC, DTCs C0176, C0475, C0476, C0550, U2105, U2107 Set - (Aug 20, Subject: Diagnostic Tips for Power 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

2005-2006 Pontiac Pursuit (Canada Only) 2007-2008 Pontiac G5 2003-2007 Saturn ION

2006-2008 Chevrolet HHR

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 Review Corporate Bulletin Number 05-02-32-0020 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 steering fuse. For this particularly for tow in conditions. DO NOT replace the steering column steering fuse. The fuse can be blown during improper jump starting or the vehicle on the HHR and ION. Check for this particularly for tow in conditions. DO NOT replace the steering column unless to blow best bas been identified in the column that is causing fuse to blow 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 This condition in the Power Steering Control Module (PSCM) to take the steering control to take the steering control module (PSCM) to take the steering control to take the steering control module (PSCM) to take the steering control to take the steering control module (PSCM) to take the steering control module This condition is often the Power Steering Control Module (PSCM) to take the steering wheel, causi thermal protection in the Power Steering Control Module (PSCM) to take the steering motor. thermal protection in the Power Steering Constitution activity to take the steering motor temporarily off line. This is a normal operating characteristic of the system. DO NOT replace the temporarily off this condition. Refer to Corporate Bulletin Number 06-02-32-0020 temporarily off line. This is a normal operating or an end of the system. DO NOT repla steering column for this condition. Refer to Corporate Bulletin Number 06-02-32-002B for

Power Steering Warning Message on DIC with DTC C0475 or C0550 in the

First inspect the motor harness connection to the PSCM. If no connector problems are found, then

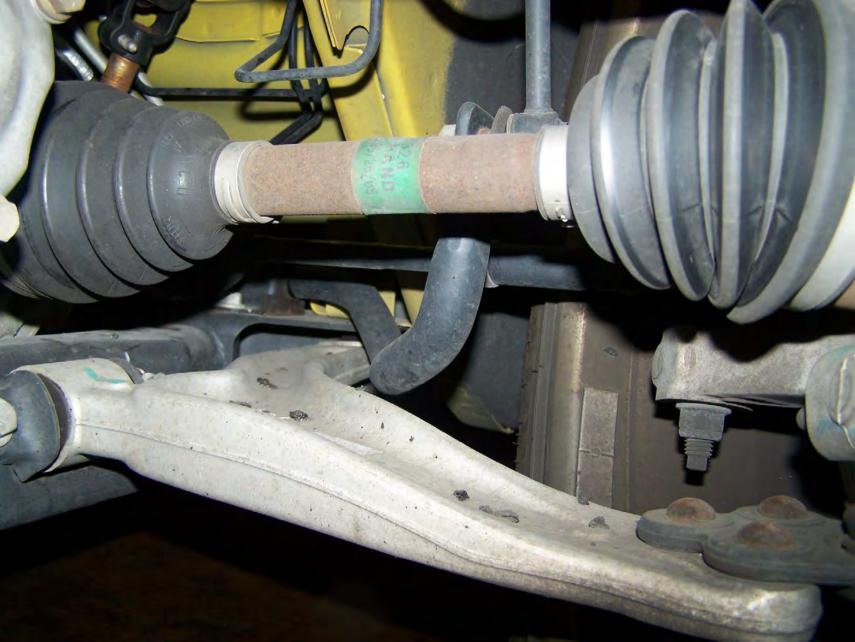
Power Steering Warning Message on DIC with RTC U2105 and/or U2107

Page 1 of 2 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, 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 2005-2008 Chevrolet HHP 2005-2006 Pontiac Pursuit (Canada Only) 2007-2008 Pontiac G5

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

2003-2007 Saturn ION

Review Corporate Pulling







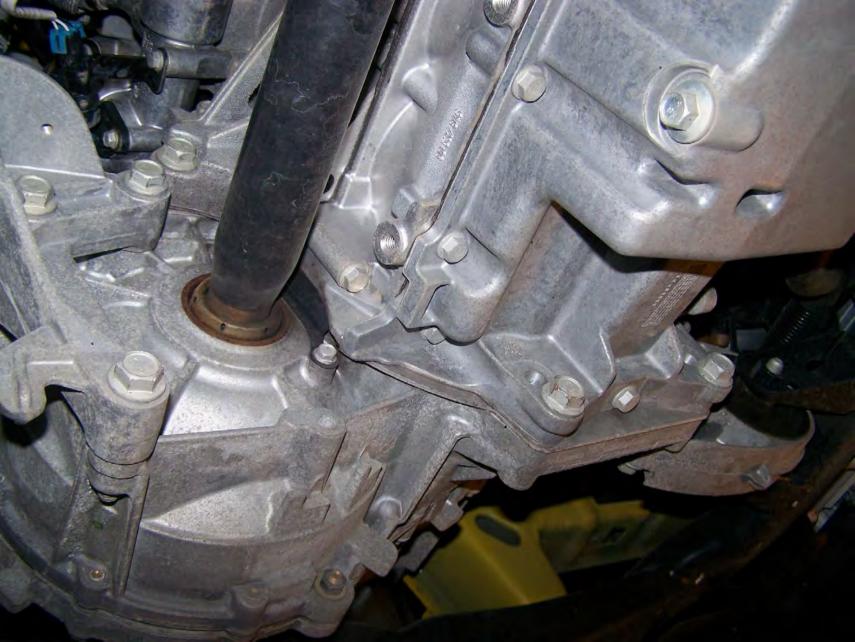


































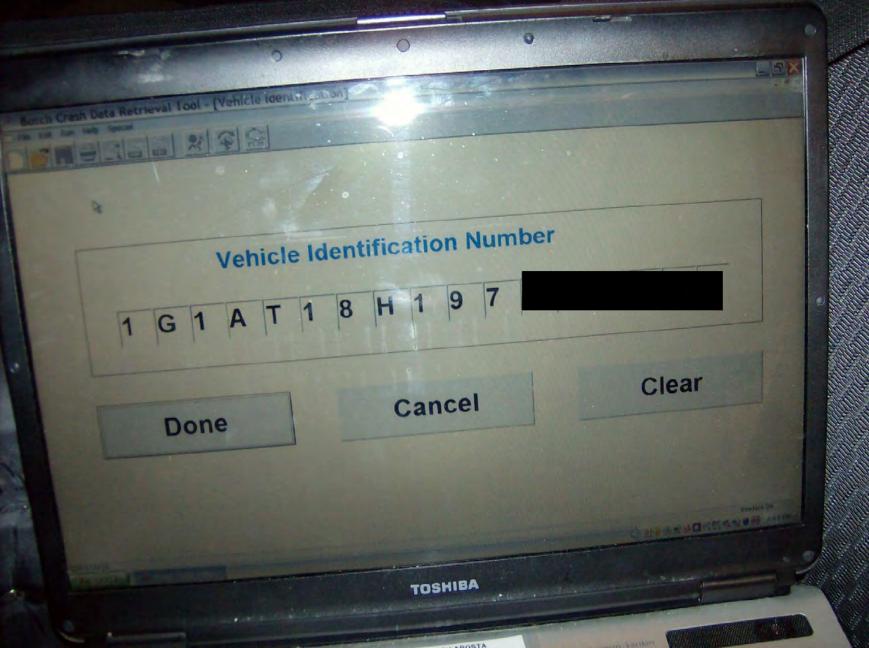




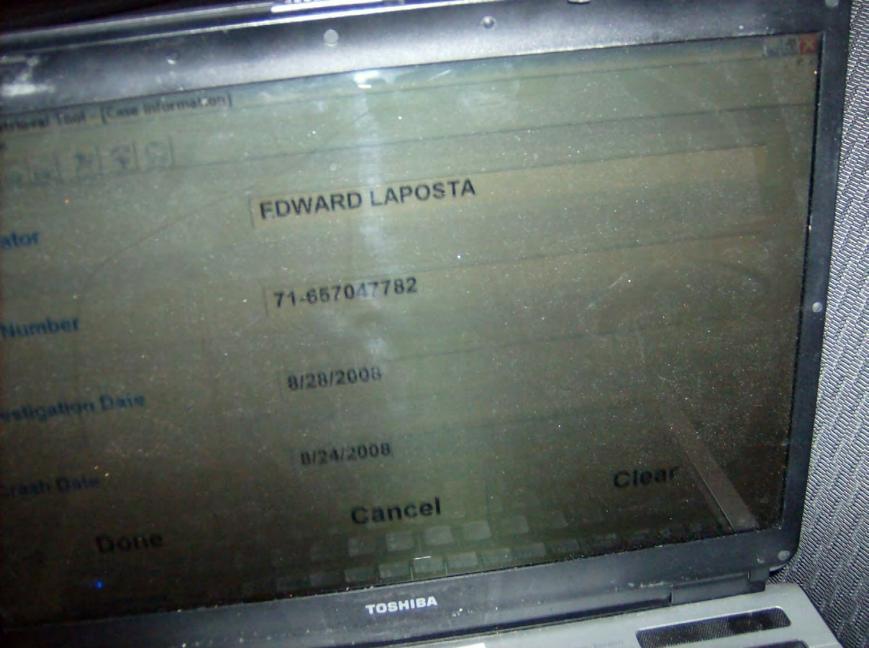




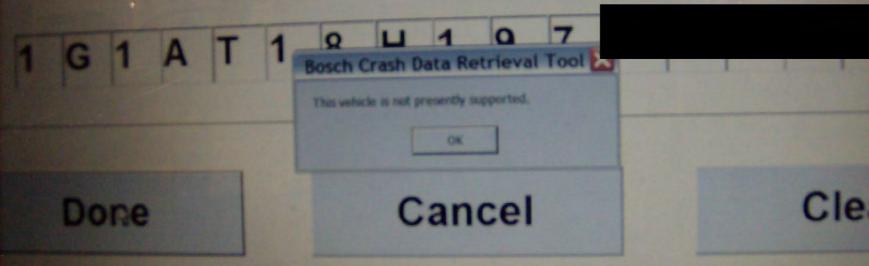








Vehicle Identification Number



CONTRACTOR NO.



















































	PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS						
-	<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u> :	Chevrolet 71-657047782	Insp	ection Date: M <u>odel:</u> <u>VIN:</u>	8/28/2008 2009 Cobalt 1G1AT18H19		
-	Mileage at Inspection	<u>:</u> 1315	Inspection Location:				

Inspector's phone number: 740-632-0875

Inspected By: EDWARD J LAPOSTA

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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1 of 11

	2 of 11							
	DUCT ALLEGATION RESOLUTION							
STEERING, SU	STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS							
Customer's Name:	Inspection Date: 8/28/2008							
Vehicle Brand: Chevrolet	Model: 2009 Cobalt							
File #: 71-657047782	VIN: 1G1AT18H197							
<u>- <u>1110 #</u>. /1-03/04//82</u>								
Section 2 INTE	RVIEW - INCIDENT DETAILS							
Obtain all of the information for this section								
Provide a complete description of the inc	ident 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								
	ned? Yes No Provide driver/claimant's description of incident. If there							
and the sequence in which they were contact	include description of other vehicles involved; describe all objects contacted							
Owner states the following: My								
	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 had							
	orth on Interstate 79 for 4 hours and 200 miles at 55 MPH. She was							
	steering on the vehicle locked and she lost control of the vehicle. The							
	360 degrees. The front end of the vehicle hit a temporary construction led On-Star from the vehicle and the Pennsylvania State Police came to							
	hicle and determined it was safe to drive the vehicle to our home in							
	hicle and drove about 1 mile. The low coolant message came on the							
	d called me. I met her on Interstate 79 and saw that the radiator bottom							
	ack into place and filled the radiator with coolant. I drove the vehicle 40							
	book the vehicle to Northstar Chevrolet where I purchased the vehicle							
and I work as a Auto Technician. No pass	engers were injured in the accident.							
{								
{								
	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.							
{								
	a & extent of any injuries: RF seat passenger Steven Kellum, male, age							
15, 6'2", 170 lbs, no disabilities was not in								
4'5", 100 lbs, no disabilities was not injure	ed in the accident.							
(
۱								

What was the exact location of the incident. Interstate 79, 20 miles south of Washington, PA.

3 of 11					
PRODUCT ALLEGATION RESOLUTION					
PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS					
Customer's Name: Vehicle Brand:Inspection Date: Model:8/28/2008Vehicle Brand: File #:ChevroletModel: 					
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:_{					
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 Other Driver/Owner 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? \Box Yes \boxtimes 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? \Box Yes \boxtimes 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: X Turning Braking Accelerating Other:					
Describe cargo (in the vehicle interior, trunk and/or trailer (if any):_None Estimated total weight of cargo:_{					
If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.					
Did the vehicle leave the roadway?: \boxtimes Yes \square No Describe: Driver/Owner 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.					

			4 of 11		
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS					
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u> :	Chevrolet 71-657047782	<u>Inspection Date:</u> M <u>odel</u> <u>VIN</u> :	<u>:</u> 2009 Cobalt		
vehicle was driven to the Additional comments conce	owners home at	o the present location? Tow T Pittsburgh,			
Section 3	INTERVIEW - \	VEHICLE HISTORY			
Comments: (4 None	Pittsburgh, PA	& relat <u>ionship), if other than cla</u> Phone: Ction 9) To Date 8/20/2008 Used? [
(e.g., objects attached to the modified body, electrical co There are no visible mod {	ns or alterations present, and be steering wheel or instrume omponents, powertrain, whee ifications/alterations or afte	d has any after-market equipm ent panel, controls for disabled els or tires, after-market seats, e r-market equipment installe	persons, shock absorbers, springs, etc) <u>Describe:</u>		
VEHICLE REPAIR / SERV Prior electrical system serv {	' <u>ICE HISTORY</u> 'ice? ⊠ No □Yes If yes, (describe: {			
Prior collision repair? 🖂 No		{			
Repaired by whom? (name, {					
{	e, repair, or replacement? ⊵				
(•	or replaced by whom? (name,			
Any other pertinent vehicle If yes, describe: <u>{</u>	history information (from inte	erview, GM warranty or dealers	ship history files)? 🛛 No 🗌 Yes		

Customer's Name: Vehicle Brand:

File #:



71-657047782

Inspection Date: Model: VIN: 8/28/2008 2009 Cobalt 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.

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

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
 Ball joints
 Tire/wheel assemblies

 Springs
 Steering knuckles

 Control arms
 Axle assemblies

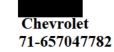
 Comments: There is no visible damage to the struts/shocks, springs, control arms, ball joints, steering knuckles, or axle assemblies. There is no visible damage to the tire/wheel assemblies.

UNDERHOOD

Engine compartment Confidential GM/PAR

6	of	1	1	

Customer's Name: <u>Vehicle Brand:</u> <u>File #</u>:



Inspection Date: Model: VIN: 8/28/2008 2009 Cobalt 1G1AT18H197

Brake fluid level and condition Comments: Power steering fluid level and condition

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 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) Sunvisors and headliner

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.

Customer's Name: Vehicle Brand: <u>File #</u>:



Inspection Date: Model: VIN: 8/28/2008 2009 Cobalt 1G1AT18H197

Steering system-Are all components in place and connected in a normal maner? Can the steering wheel be rotated lock to lock with appropriate movement of the appropriate movement of the appropriat	ITEM	OBSERVATIONS/TEST RESULTS
components in place and connected in a normal manner? wheel rotates lock to lock smoothly and with moderate effort and appropriate movement of front wheels. 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 linkage is tight and no loose connections. No visible scrapes, abrasions or signs of contact with any ot the linkage? Steering linkage. Is the linkage? All steering linkage is tight and no loose connections. No visible scrapes, abrasions or signs of contact with any ot the 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 with or contact by foreign objects? Steering column, ignition switch, intermediate shaft. Does the connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock as no rouse assist normal? If not, it may be necessary to check pressure and flow. Steering column dight. PS fluid level and condition- Color, contamination, odor This vehicle has electric power steering assist. Steering assist. Steering normonents – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scrapes or deformities. All attachments, springs and control arms intact and properly attached, no scrapes or deformities. Strut attachments, springs intact; control arms properly attached, deformed, broken, scrapes or deformities. RF strut attachments, springs, control arms and rear sway bars intact and properly attached,		
components in place and connected in a normal manner? wheel rotates lock to lock smoothly and with moderate effort and appropriate movement of front wheels. 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 linkage is tight and no loose connections. No visible scrapes, abrasions or signs of contact with any ot the linkage? Steering linkage. Is the linkage? All steering linkage is tight and no loose connections. No visible scrapes, abrasions or signs of contact with any ot the 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 with or contact by foreign objects? Steering column, ignition switch, intermediate shaft. Does the connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock as no rouse assist normal? If not, it may be necessary to check pressure and flow. Steering column dight. PS fluid level and condition- Color, contamination, odor This vehicle has electric power steering assist. Steering assist. Steering normonents – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scrapes or deformities. All attachments, springs and control arms intact and properly attached, no scrapes or deformities. Strut attachments, springs intact; control arms properly attached, deformed, broken, scrapes or deformities. RF strut attachments, springs, control arms and rear sway bars intact and properly attached,		
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	attached, deformed, broken,	

Customer's Name: <u>Vehicle Brand:</u> File #:



71-657047782

Inspection Date: Model:

VIN:

8/28/2008 2009 Cobalt 1G1AT18H197

scraped, etc Rear sway bars,	
trailing arms properly attached	
and undamaged. LR	
Strut attachments, springs	RR attachments, springs, control arms and rear sway bars intact and properly
intact; control arms properly	attached, no scrapes or deformities.
attached, deformed, broken,	
scraped, etc. RR	
Rear axle assembly-deformed,	Rear axle intact and no signs of impact, properly located.
signs of impact, properly	5 1 /1 1 /
located, etc.	
Deformation to the frame	No visible deformation of frame.
Describe and photograph	No visible evidence of axle/suspension or tire contact with the frame.
evidence of axle/ suspension/	
tire contact with frame, body or	
components	
Describe and photograph	No visible contact of the under-carriage with road surface, shoulder, curb or
contact of the under- carriage	grass.
with the road surface (road,	
shoulder, curb, or grass)	
Stability Enhancement	Not available.
system/components-check for	
codes with Tech II	
Engine (normal, other)-Obtain	No engine or drive train active or stored Tech II codes.
codes using a Tech II.	-
Electrical (normal, other)	Electrical system normal.
Warning lights/messages	No Current Tech II codes
displayed? Describe and obtain	Tech II-History:
codes using a Tech II	BCM U211 Loss of Communication with Steering Control System.
ç -	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.

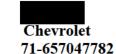
stored servic	If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored 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 P/ parts f	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.						
Inspec	ct the system wiri	ng, connections a	nd components for	damage. Note if t	he damage was the re	esult of the incident.	
TIRE	AND WHEEL IN	SPECTION					
1. <u>ID</u>	ENTIFICATION:						
					AVE. TREAD	DOT	
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers	
	(Goodyear)	(Eagle GA)	(P205/70R15)	<u>(psi)</u>	32nds of inch		
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 RR	Goodyear Goodyear	Touring Touring	P225/60R16 P225/60R16	<u>30</u> <u>30</u>	11/32 11/32	N/A N/A	
Note:	DOT numbers m	nay be found on th	e inside of each tire	e adjacent to the ri	m.		
flat sp tire/wł LF <u>No</u>	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 <u>No visible damage to LF wheel or tire.</u> RF <u>No visible damage to RF wheel or tire</u>						
LR No	visible damage	e to LR wheel or	tire.				
RR N	o visible damag	e to RR wheel or	tire.				
2. <u>TIRE PLACARD DATA:</u> 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	6	P225/60R16	<u>30</u>		<u>30</u>		
SPAR	ETIRE	N/A	—		—		
	_						
Sectio	on 7		SITE INSPECT	ION			
Confide	ntial GM/PAR					Rev 04-19-2004	

Customer's Name: Vehicle Brand: File #:



Inspection Date: Model: VIN: 8/28/2008 2009 Cobalt 1G1AT18H197

Customer's Name: Vehicle Brand: File #:



Inspection Date: Model:

VIN:

8/28/2008 2009 Cobalt 1G1AT18H197

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.

Customer's Name: Vehicle Brand: File #:

Section 9



Inspection Date: Model:

VIN:

8/28/2008 2009 Cobalt 1G1AT18H197

71-657047782

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					
Customer's Name: Vehicle Brand: <u>File #:</u>	Chevrolet 71-657047782	Inspection Date: <u>Model:</u> <u>VIN:</u>	8/28/2008 2009 Cobalt 1G1AT18H197		
ctor <u>EDWARD J LA</u>	POSTA	N	umber of Rolls <u>DIGITAL</u>		
mber DIGITAL					
Description 0 VIN PLATE 1 VIN LABEL 2 ODOMETER					
3 FRONT EXT 4 LF EXTERIO	<u>ERIOR</u>				
5 L EXTERIOR 6 LR EXTERIO 7 REAR EXTE	R				
8 RR EXTERIO	<u>PR</u>				
10 RF EXTERI 11 LEFT FROM 12 RIGHT FRO	IT INTERIOR				
13 LEFT REAR 14 RIGHT REA 15 STEERING	R INTERIOR				
16 DASH-RIGH 17 STEERING	<u>IT</u> WHEEL				
19 VETRONIX 20 VETRONIX	CDR				
21 VETRONIX 22 HOOD 23 LEFT FROM	CDR-VEHICLE NOT PRESE	ENTLY SUPPORTED			
24 ENGINE-FF 25 ENGINE-LE 26 ENGINE-RI	<u>CONT</u> FT				
27 SEAT-LEFT 28 SEAT-RIGH	FRONT T FRONT				
30 SUSPENSIO	<u>DN-LEFT FRONT</u> DN-RIGHT FRONT STER CYLINDER				
32 BRAKE MA	<u>STER CYLINDER CAP</u> RRIAGE-FRONT TION CONDENSER-RADIAT	rop .			
35 AIR CONDI 36 TRANSMIS	TION CONDENSER-RADIAT				
<u>37 TECH II</u> <u>38 TECH II</u> <u>39 STEERING</u>	LINKAGE-LEFT				
40 STEERING	LINKAGE-RIGHT EL-ENGINE COMPARTMEN	I			

EAA Inspection Request

Date: <u>8/26/08</u>

TO: <u>EAA</u> EAA/SPX Field Coordinator Phone: 586-582-5835 Fax: 586-582-5840 Email: <u>eaafc@servicesolutions.spx.com</u>

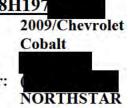
From: Joe Garcia

PAR Customer Relations Mgr

Email: 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 Model: Cob Contact's Name: Contact's Number: Contact's Number: Contact's Number: Contact's Number: 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):

Accelerator/Throttle Control	Restraint-SIR/Seatbelts	Seats
Brake/ABS/TCS/VSES	Side Impact	Power Sliding Door
Steering/Suspension/Tires/Wheels	Inadvertent Deployment	OnStar
Engine Exhaust/Odor	Transmission/Transaxle	OTHER:
Engine Stalling	Thermal Events	

Special Instructions:

Interview Owner?	X Yes	No	Vetronix Requested	Obtain Fire/Police Report
Other (define)				

Investigations can only be rushed if e-mailed by one of the following:

<u>RUSH</u> (Name of Team Manager or Ops 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:	YES NO	
Please acknowledge acceptance of this c	ase promptly by phone, fax or email.	
Date Report Uploaded to EAA FTP SIT	TE:	

PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

	Customer and Vehicl	e Information	
Date	10/2/08	Service Request #	71-657047782
Customer Name		and the property in the	51 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
VIN	1G1AT18H197		
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 I		
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	14 (1, e)	
Repair Order Close Date	9/30/08	2406 46	
Labor Op. Code Z1242	Dollar Amt:	3496.46	-
Labor Op. Code Z1243 Cause Code (CC)	Dollar Amt: MJ		
Failure Code (FC)	98		
Parts and Labor Costs: Net Amount:	DO NOT PUT IN COSTS	3496.46	
DO NOT H ROUTE THIS CL			
Authorization Code: Additional Comments for Dea	DO NOT PUT IN AN ler: n/a	AUTHCODE	
IF THIS CLAIM SHOULD RE		PLEASE CONTACT ME A	SAP
AND FAX A COPY OF THE			
	Retain Copy with Deal		
	Internal PAR Info		
Complaint			
Complaint:	Dealer has expenses rela	ted to PAR allocation	
Causa	Dealer has expenses fela	ieu io FAIN allegation	
Cause:	1		
	Connector for steering co	ntrol backed out	
Correction:			
	Pay dealer for PAR exper	ses	
Justification:	Steering connector backir	g out caused accident	
PAR CRS:	Joe Garcia		
Additional Comments:	n/a		
AUDITIONAL COMMERTS.	()/a		

	PRELIM	LEGATION RESOLUTION INARY INSPECTION OTOGRAPHIC NOTES	ON
Customer's Name:		Inspection Date:	8/28/2008
<u>Vehicle Brand:</u> <u>File #:</u>	Chevrolet 71-657047782	<u>Model:</u> <u>VIN:</u>	2009 Cobalt 1G1AT18H197
ector EDWARD J LAP	OSTA	N	umber of Rolls DIGITAL
umber DIGITAL			
<u># Description</u>			
<u>0 VIN PLATE</u> 1 VIN LABEL			
2 ODOMETER 3 FRONT EXTER			
4 LF EXTERIOR			
5 L EXTERIOR 6 LR EXTERIOR			
7 REAR EXTERI			
8 RR EXTERIOR	2		
9 R EXTERIOR 10 RF EXTERIO	R		
11 LEFT FRONT	INTERIOR		
12 RIGHT FROM 13 LEFT REAR			
14 RIGHT REAR			
15 STEERING C			
16 DASH-RIGHT 17 STEERING W			
18 ACCELERAT	OR AND BRAKE PEDALS		
19 VETRONIX C 20 VETRONIX C			
	DR-VEHICLE NOT PRESE	ENTLY SUPPORTED	
22 HOOD		이 같은 것은 것은 것 같은 것을 수 있다.	
23 LEFT FRONT 24 ENGINE-FRC			
24 ENGINE-FRC 25 ENGINE-LEF			
26 ENGINE-RIG	HT		
27 SEAT-LEFT F			
28 SEAT-RIGHT 29 SUSPENSION			
	N-RIGHT FRONT		
31 BRAKE MAST	TER CYLINDER		
31 BRAKE MAST 32 BRAKE MAST	TER CYLINDER TER CYLINDER CAP		
31 BRAKE MAST 32 BRAKE MAST 33 UNDER CARI 34 AIR CONDITI	TER CYLINDER TER CYLINDER CAP RIAGE-FRONT ON CONDENSER-RADIA ⁻		
31 BRAKE MAST 32 BRAKE MAST 33 UNDER CARI 34 AIR CONDITI 35 AIR CONDITI	TER CYLINDER TER CYLINDER CAP RIAGE-FRONT ON CONDENSER-RADIA ⁻ ON CONDENSER-RADIA ⁻		
31 BRAKE MAST 32 BRAKE MAST 33 UNDER CARI 34 AIR CONDITI 35 AIR CONDITI 36 TRANSMISSI	TER CYLINDER TER CYLINDER CAP RIAGE-FRONT ON CONDENSER-RADIA ⁻ ON CONDENSER-RADIA ⁻		
31 BRAKE MAST 32 BRAKE MAST 33 UNDER CARI 34 AIR CONDITI 35 AIR CONDITI 36 TRANSMISSI 37 TECH II 38 TECH II	TER CYLINDER TER CYLINDER CAP RIAGE-FRONT ON CONDENSER-RADIA ON CONDENSER-RADIA ON PAN		
31 BRAKE MAST 32 BRAKE MAST 33 UNDER CARI 34 AIR CONDITI 35 AIR CONDITI 36 TRANSMISSI 37 TECH II	TER CYLINDER TER CYLINDER CAP RIAGE-FRONT ON CONDENSER-RADIA ON CONDENSER-RADIA ON PAN		

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: //
COMMENTS: CASE# 71657047782

IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325. THANK YOU χ 1 5 \Im

Oct. 2. 2008 10	:23AM NorthStar	Chevrolet		No. (2982 P. 2	
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		ACCOUN	ITING		ERSITY BLVD.	
PGH, DA		PAGE	3 2	PHONE: (4	ISHIP, PA 15108 12) 264-3325 2) 264-3663	
HOME :	BUS:	SERVICE A	DVISOR:	58 CHRIS ADA		
COLOR YEAR	MAKE/MODEL	Vity		LICENSE	ILEAGE IN/ OUT	TAG
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						<u></u>
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FC: 00 F	PART#: 1 COUNT:	1	İ			
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		0 THE NEW NORTH	0 TLABOR ISTAR CHE	VROLET		
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	1\$34	69.46	5 ± 4			
	l t					
COST, SALE,		289391 34694 LAIMER OF WARRANTIES	<u>46 0</u>	DESCRIPTION	101A	LS
CHECK	HEREBY ARE THOSE N	THE PARTS AND/OR ACC	R. THE SELLER,	LABOR AMOUNT		00
CHARGE	WARBANTIEŞ, EITHEF	ET INC., HEREBY EXPRESSLY EXPRESS OR IMPLIED, I OF MERCHANTABILITY OR FI	INCLUDING ALL	GAS, OIL, LUBE SUBLET AMOUNT		00
	PARTICULAR PURPOSE	AND NORTHSTAR CHEVROL RIZES ANY OTHER PERSON	ET INC. NEITHER	OTHER CHARGES	0.	00
MASTER CARE	AND/OR ACCESSORIES	ONNECTION WITH THE SALE (OF THESE PARTS	TOTAL CHARGES LESS OTHER		00
	CUSTOMER SIGNATURE			SALES TAX	0	00
x	x	OF DEBARTHENT HOUSE		THIS AMOUNT	0	00
Rec'd Da	te Monday &	ICE DEPARTMENT HOURS Thursday 7:30 am - 8:30	pm	THANK YOU!		

Oct. 2. 2008 10:24	AM NorthStar Che	vrolet	No.2982 P. 3
·•			*
233	33	61472	Chevrolet Sta Provision
		ACCOUNTING	5854 UNIVERSITY BLVD.
			MOON TOWNSHIP, PA 15108 PHONE: (412) 264-3325
PGH, PA HOME: Bi	ŬŚ:	PAGE 1	FAX: (412) 264-3663
COLOR	AKE/MODEL	SERVICE ADVISOR:	58 CHRIS ADAMS
BLACK 09 CHEVI			
	ROLET_COBALT DEL DATE PROMIS	1G1AT18H197 PO NO	1322/1322 T112 RATE PAYMENT NV DATE
20AUG08_DD	18:00 12	SEPOS	VARI CASH 3QSEP08
R.Q. OPENED	READY	STK:90040 DLR:51	
14:30 11SEP08 15:39	9 30SEP08 TRN:M	1X0/ELECTRONIC_4-SPE	ED_AUTO_W/OD
LINE OPCODE TECH TY A CUSTOMER STATES T	<u>PE A/HRS S/HRS</u> HAT THE POWER STR	COST SALE COMP	LIST NET TOTAL
VEHICLE TO I CAUSE: CONNECTOR BA	BE INVOLVED IN AC	CIDENT	
Z1242 INSPECTION	ON OF VEHICLE FOR		
1 19120183 H	\$	21926 3 0696 0	0.00 0.00 371.63 306.96 306.96
1 15773839 1 1 1526 1 797 1	BRACKET	405 567 0	132.09 109.12 109.12 6.85 5.67 5.67
1 15259957 1 1 227312 1 7 1		4496 20294 0 21016 29422 0	245.69 202.94 202.94 350.28 294.22 294.22
1 22696030 4	N-CONDENSER 1	6758 23461 Q	335.15 234.61 234.61
1 15232754 H 1 15257055 J	SHIELD	510 714 0 664 930 0	8.64 7.14 7.14 11.26 9.30 9.30
N6628 WIRING AN STEERING/S	ND/OR CONNECTOR SUSPENSION/RIDE C	ONTROT FREATE OF	
REPLACE		1104 3604	
1 88953301 I	-CONNECTOR	4341 6077 0	36.04 36.04 86.84 60.77 60.77
FC: 6N PART#: 889!	53301		
COUNT: 1 CLAIM TYPE:			
AUTH CODE: OJ			
MM REPLACE LEFT		CONTROL ARM AND	
PERFORM AI 9		5078 16578	165.78 165.78
1 25984680 A 1 15876215 V			195.99 156.45 156.45 150.30 105.20 105.20
	F#: COUNT: 0		
AUTH CODE:			
OU		6599 149238 TPARTS	·····
CASH		OF WARRANTIES	LABOR AMOUNT
	HEREBY ARE THOSE MADE BY NORTHSTAR CHEVROLET INC.,	THE MANUFACTURER. THE SELLER, HEREBY EXPRESSLY DISCLAIMS ALL	PARTS AMOUNT
CHARGE	WARRANTIES, EITHER EXPRI IMPLIED WARRANTIES OF MER	ESS OR IMPLIED, INCLUDING ALL CHANTABILITY OR FITNESS FOR THE ORTHSTAR CHEVROLET INC. NEITHER	GAS, OIL, LUBE SUBLET AMOUNT
	ASSUMES NOR AUTHORIZES A	INY OTHER PERSON TO ASSUME FOR ION WITH THE SALE OF THESE PARTS	OTHER CHARGES TOTAL CHARGES
	AND/OR ACCESSORIES.		LESS OTHER SALES TAX
DISCOVER			PLEASE PAY
x	SERVICE DE	PARTMENT HOURS	
Rec'd Date	Monday & Thurse Tugo Mad Fr	day 7:30 am - 8:30 pm i 7:30 am - 5:00 pm	THANK YOU!

ENTERPRISE RENT-A-CAR COMPANY OF PITTSBURGH, 5604 UNIVERSITY BLVD, MOON TOWNSHIP, PA 151082569 (412) 269-9200

RENTAL AGREEMENT	REF#
876611	3R3KYM

PHONE: (412) 279-2300

SUMMARY OF CHARGES

:

876611 3	R3KYM	Charge Description	Date	Quantity	/ Per	Rate	Total
RENTER		TIME & DISTANCE	09/16 - 09/30		DAY	\$35.00	\$490 <u>.00</u>
REATER		DW	09/16 - 09/30		DAY	\$9.99	\$139.86
		REFUELING CHARGE	09/16 - 09/30				\$0.00
DATE & TIME OUT		REFUELING CHARGE	00/10 40/20		Subtotal:		\$629.86
09/16/2008 04:23 PM DATE & TIME IN		Taxes & Surcharges				±0.00	\$28.00
09/30/2008 08:00 AM		VEHICLE TAX	09/16 - 09/30	14	DAY	\$2.00	
BILLING CYCLE		ALLEGHENY COUNTY SALES TAX	09/16 - 09/30			1%	\$1.40
24-HOUR		PENNSYLVANIA STATE SALES	09/16 - 09/30			6%	\$8.39
VEH #1 2008 CHEV HHR L	т	VEHICLE RENTAL TAX	09/16 - 09/30			2%	\$2.80
VIN# 3GNDA23D585					Charges:		\$670.45
LIC#		Bill-To / Deposits		_			
MILES DRIVEN 742		NORTHSTAR CHEVROLET**	09/16 - 09/30	14	DAY		
BILL TO ACCOUNT# 408	358	TIME & DISTANCE	09/10 - 09/20				
NORTHSTAR CHEVROLET**		ALLEGHENY COUNTY RENTAL VEHICLE TAX	09/16 - 09/30	14	DAY		
ATTN: ED		VEHICLE FOX			Subtotal:		(<u>\$518.00)</u>
5854 UNIVERSITY BLVD			·				
CORAOPOLIS, PA 15108			09/16 - 09/30	1	RENTAL Subtotal:		(\$152 <u>.45)</u>
CLAIM INFO							
SHOP: NORTHSTAR CHEVR	(OLEI	Total Amount Due					\$0.00

Total Amount Due

PAYMENT INFORMATION TYPE AMOUNT PAID

. ÷

· · · .

CREDIT CARD NUMBER

518.00

No. 2982

Oct. 2. 2008 10:25AM NorthStar Chevrolet**g NorthStar Chevrolet** The Body Shop @ "Connecting Quality - Value & Service " 5854 University Blvd.

Moon Township, PA 15108

412-264-4607

RO # 101105

Claim # SERVICE RO 61472

Customer

NORTHSTAR GM WARRANTY 5854 UNIVERSITY BOULEVARD MOON TWP., PA 15108

Phone

Vehicle 09 CHEV BLACK VIN: 1G1AT18H197

	Price
Revenue – Labor / Body	453.20
Revenue - Labor / Paint	466.40
Revenue - Materials	265.00
Revenue - Sublet	63.50
Sub Total Sales Tax	1,248.10
Total	\$1,248.10
Repair Order	1,248.10
Total Amount	\$1,248.10
Adjustments: No Deductible	0.00
Insurance Pays Customer Pays	0.00 1,248.10
Insurance Payments Received:	0.00
Insurance Balance Due -	\$0.00
Customer Payments Received:	0 - 00
	\$1,248.10

Customer Signature

Date

Date 09/30/2008 Invoice # 3807

Insurance Company

1

Adjuster

No. 2982 P. 6

Job Number:

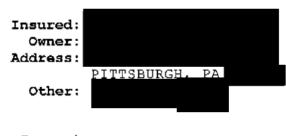
09/30/2008 at 01:33 PM 24144

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:



Claim # Policy # Deductible: Date of Loss: Type of Loss: Point of Impact:

Inspect Location:

Insurance

Company:

Days to Repair

VIN: 1G1AT18H187 Air Conditioning Intermittent Wip Console/Storage	Bucket Seats	od Date: e nectio	Tilt Whe Dual Mix Power St AM Radic Search/S Satellit Head/Cur 5 Speed	rors ceering Seek ce Radio tain Air	: Bags
NO, OP.	DESCRIPTION	QTY E	XT. PRICE	LABOR	PAINT
3 4 R&I 5* Repl	FRONT BUMPER Bumper cover Add for Clear Coat Absorber Lower deflector	1	<u>0.00</u> 0.00	2.2 0.1 Incl.	2.6 1.0
7 8 R&I 9 10* Repl 11	LT Bumper bracket GRILLE Grille BASE, LS, LT INFORMATION LABELS Emission label FRONT LAMPS RT Headlamp assy w/o SS w/o mount bracket	1	<u>0.00</u>	Incl. 0.2 Incl.	

No. 2982 P. 7

Job Number:

09/30/2008 at 01:33 PM 24144

PRELIMINARY ESTIMATE

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

NO.	OP.	Γ	DESCRIPTION	QTY	EXT.	PR	ICE	LABOR	PAINT
			np assy w/o SS w/o					Incl.	
		mount brac	cket						
4		HOOD							
.5*	Repl			1	<u>C</u>	0.00		1.1	
. 6		Add for Cl							1.1
L7			nderside(Complete)						1.4
18		FENDER						1 0	1.0
19*	Rpr	RT Fender						1.0	1.8
20		—	ajor Adj. Panel						-0.4
21		Add for Cl		_				~ ~	0.3
22#	_	PINSTRIPES	5, TAPE .3 PER PANEL~	1	ΤZ	2.00	х	0.3	
23*	Repl	LT Emblem	GM MARK OF EXCELLENC	1	<u> </u>	1.00		0.2	
24*	Repi	LT Spiasn	sniela	1	<u> </u>	0.00		- 1	
25	R&I		liner 2.2L					0.4	
26			NDITIONER & HEATER	-	~				
		Condenser		1	<u> </u>	0.00			
28			recharge					1.4	
29*		-	nt recover y				π	<u>0,0</u>	
30	- 1	COOLING	ä	-	~			1	
31*	Керт	Radiator		1 1				2.1 0.2	
2#		CORROSION		Т	15	5.00	х	0.2	
		PROTECTION	N/RUSTPROOF~	-			v		
3#		HAZARDOUS	WASTE REMOVAL~ ANTIFREEZE~	1	18	, 00	N V		
34# 55#	D 1	COOLANT &	ANTIFREEZE~	1	10 10	5.00	N V	М	
35# 	керт	A/C R134	FREON~						
			Subtotals ==>		63	8.50		10.3	10.6
			Parts						0.0
			Body Labor	10	.3 hr	cs @	\$	44.00/hr	453.2
			Paint Labor	10	.6 hi	îs (\$	44.00/hr	466.4
			Paint Supplies	10	.6 hi	cs @	\$	25.00/hr	265.0
			Sublet/Misc.						63.5
			SUBTOTAL					\$ \$	1248.1
			GRAND TOTAL					\$	1248.1
			ADJUSTMENTS: Deductible						0.0
			CUSTOMER PAY	,_				S	0.0

No. 2982 P. 8

09/30/2008 at 01:33 PM 24144

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 OUANTITY 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. MOVP=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.

No. 2982 P. 9

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. OFT 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.

^c Oct. 2. 2008 10:25AM NorthStar Chevrolet⇔	rthStar Chevrolet No. 2982age P. 10
The Body Shop @ " Connecting	
5854 Univers	sity Blvd.
Moon Township	p, 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: 30
-,	+ -
Insurance Co:	

Claim No: SERVICE RO

Vin: 1G1AT18H197

1

Vehicle: 09 CHEV COBALT BLACK License:

Prod Date: 08/2008 Odometer: 2064

Adj:

Line		Description	Qty	Part Cost	Lbr Hrs	Paint Hrs	Misc
1	Repl	FRONT BUMPER COVER	1		2.20 B		
2	Refn	FRT BUMPER	1		в	3.60	
3	R&I	ABSORBER	1		0.10 в		
4	Repl	LOWER DEFLECTOR	1		В		
5	Repl	LT BUMPER RETAINER BRACKET	1		В		
6	R&I	GRILLE	1		В		
7	Repl	EMMISIONS LABEL	1		0.20 B		
8	Repl	HÓÔD	1		1.10 B		
9	Refn	HOOD	1		в	5.30	
10	Rpr	LT FENDER	1		1.00 B		
11	Refn	LT FENDER	1		в	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 В		
18	Repl	LT SPLASH SHEILD	1		В		
19	R&I	LT FENDER LINER	1		0.40 B		
20		CORROSION PROTECTION/RUSTPRO	OF		0.20 B		15.00 X
21		HAZARDOUS WASTE REMOVAL					3.50 X
		Subtota	ls:		10.30	10.60	63.50

Oct.	2.	2008 10:25AM	•NorthStar	Chevrolet: thStar	Chevrolet	No.	2982. 9e :P.	11
		The Body Sh	νop @ "'	Connecting Quali	ty – Value Ø	Service "		

5854 University Blvd.

Moon Township, PA 15108

412-264-4607

Repair Order:101105

Labor Paint Paint/Materials Miscellaneous/Su	10.60 10.60	Hrs	Ģ	\$44.00 \$44.00 \$25.00	Hr	453.20 466.40 265.00 63.50
Subtotal						\$1,248.10
Total						\$1,248.10
Customer Pays Insurance Pays						\$1,248.10 \$0.00

	PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS						
-	<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u> :	Chevrolet 71-657047782	Inspe	ection Date: M <u>odel:</u> <u>VIN:</u>	8/28/2008 2009 Cobalt 1G1AT18H197		
-	<u>Mileage at Inspectio</u>	<u>n:</u> 1315	Inspection Location:				

Inspector's phone number: 740-632-0875

Inspected By: EDWARD J LAPOSTA

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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1 of 11

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS Customer's Name: Vehicle Brand: File #: Inspection Date: Model: 2009 Cobalt 8/28/2008							
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS Customer's Name: Inspection Date: 8/28/2008 Vehicle Brand: Chevrolet Model: 2009 Cobalt							
Customer's Name: Inspection Date: 8/28/2008 Vehicle Brand: Chevrolet Model: 2009 Cobalt File #: 71-657047782 VIN: 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 Interview date: 8/27/2008 11:30 AM							
Vehicle Brand: File #: Chevrolet 71-657047782 Model: VIN: 2009 Cobalt 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 Interview date: 8/27/2008 In Person Incident Date and Time: 8/24/2008 11:30 AM							
Vehicle Brand: File #: Chevrolet 71-657047782 Model: VIN: 2009 Cobalt 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 Interview date: 8/27/2008 In Person Incident Date and Time: 8/24/2008							
File #: 71-657047782 VIN: 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:							
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:							
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: \Begin{array}{c} Begin{array}{c} Begin{ar							
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 \lefta In Person Incident Date and Time: 8/24/2008 11:30 AM Interview date: 8/27/2008							
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:							
Interview mode: By Telephone In Person Incident Date and Time: 8/24/2008 11:30 AM Interview date: 8/27/2008							
Interview mode: X By Telephone In Person Incident Date and Time: 8/24/2008 11:30 AM Interview date: 8/27/2008							
Interview date: 8/27/2008							
Interview date: 8/27/2008							
Was a police/fire department report obtained? Yes Xo 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 the right front seat passenger Steven Kellum and left rear seat passenger the had their seat belts on. I 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/other occupant's physical description (include name, gender, neight, 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.							
Lescribe 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 steven kendin, male, 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.

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION					
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS					
Customer's Name: Vehicle Brand:Inspection Date: Model:8/28/2008Vehicle Brand: File #:ChevroletModel: 					
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:_{					
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 Other Driver/Owner 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? \Box Yes \boxtimes 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? \Box Yes \boxtimes 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: X Turning Braking Accelerating Other: {					
Describe cargo (in the vehicle interior, trunk and/or trailer (if any):_None Estimated total weight of cargo:_{					
If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.					
Did the vehicle leave the roadway?: \boxtimes Yes \square No Describe: Driver/Owner 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.					

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS						
<u>Customer's Name:</u> <u>Vehicle Brand:</u> - <u>File #</u> :	Chevrolet 71-657047782	Inspection Date: M <u>odel:</u> <u>VIN:</u>	8/28/2008 2009 Cobalt 1G1AT18H197			
How was the vehicle transported from the incident site to the present location? Tow Truck I Flat Bed Other: The vehicle was driven to the owners home at Pittsburgh, PA Pittsburgh, PA Additional comments concerning the incident: None						
Section 3	INTERVIEW - VEHIC					
Source of information (name, address, phone number, & relationship), if other than claimant: Pittsburgh, PA Phone: Comments: (Additional cmts may be placed in section 9) None Did the owner purchase the vehicle new? Yes 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. Image: Control of the stalled on the vehicle.						
{	ce? 🛛 No 🗍 Yes If yes, descr	ibe: {				
{	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: <u>{</u>						

Customer's Name: Vehicle Brand:

File #:



71-657047782

Inspection Date: Model: VIN: 8/28/2008 2009 Cobalt 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.

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

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
 Ball joints
 Tire/wheel assemblies

 Springs
 Steering knuckles

 Control arms
 Axle 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 Confidential GM/PAR