This is **a second of an trying** to find out the status of my refund of my two months payments and insurance on my cobalt. I have tried to call but no one seems to know what I am talking about. I do not have the number or name to the girl I have been talking to. I only have the fax number so this is why I am faxing. The account number one the car is **a second of a second of a second to a** Here is our registration, insurance, and car payment info.

Our monthly car payment is \$341.99 a month for the high-end Cobalt SS model. We received a Cobalt LS as a rental replacement, which is not what we are paying for. In addition, we experienced stalling during September on multiple occasions, one of which resulted in us having to push the car back to our house because it would not start at all. Then the key was stuck and would not come out of the ignition, resulting in the battery dying and my husband having to borrow a car to drive to the airport for a business trip. Upon returning home my husband had to charge the battery multiple times in order to drive the Cobalt to the dealership. Our Cobalt has been in the shop for 2 weeks already and given that the engine needs to be replaced we will not be getting in back soon. So we had to deal with the car stalling, and charging the battery for almost all of September and have now been waiting all of October to get the car back. So we have been paying both our monthly car payment and insurance payment (\$178 per month) for a car we have not been able to use. Due to this we request compensation of both the monthly car payment and insurance payment for the month of September and October, a total of \$1,038. While the car is being repaired under warranty I must stress again that we have been paying for a new, leased car we cannot use. We leased a car so we would not have to deal with mechanical breakdowns, stalling, etc. I know you will keep your GM customers happy and compensate us appropriately. Thanks for your time.





HORN SOURCE

PAGE 03/03



Policy number:

Underwritten by: Progressive Marathon Insurance Co March 28, 2008 Policy Period: Apr 1, 2008 - Oct 1, 2008 Page 1 of 2

progressive.com

Online Service Make payments, check billing activity, update policy information or check status of a claim.

800-PROGRESSIVE (800-776-4737)

For customer service and claims service, 24 hours a day, 7 days a week.

Auto Insurance Coverage Summary This is your Declarations Page

Your coverage begins on April 1, 2008 at the later of 12:01 a.m. or the effective time shown on your application. This policy period ends on October 1, 2008 at 12:01 a.m.

Your insurance policy and any policy endorsements contain a full explanation of your coverage. The policy contract is form 9610D MI (05/06). The contract is modified by form 2538 (05/07).

Drivers and household residents	Additional information		
	Named insurad		
Outline of coverage			·
2006 Chevrolet Cobalt SS 4D			
VIN 1G1AM58B767	Limits	Deductible	Premium
Liability To Others			\$138
Bodily Injury Liability	\$250,000 each person/\$500,000 each accide	nt	
Property Damage Liability	\$100,000 each accident		
Personal Protection Insurance (PIP)		\$500	150
Primaty Medical/Primaty Workloss			
Uninsured/Underinsured Motorist	\$100,000 each person/\$300,000 each accide	ent	۲ ۱۳
Property Protection Insurance	\$1,000,000	\$0 	15
Comprehensive	Actual Cash Value	\$500	115
Broad Form Collision	Actual Cash Value	\$500	542
Rental Reimbursement	\$30 each day/maximum 30 days		30
Limited Property Damage	\$500		9
Subtotal policy premium			\$999.00
MCCA assessment recoupment			61.58
Statutory assessment recoupment			8,50
Total 6 month policy premium		(\$1,069.08
Dromium discounts			·
rremum discounts			
Policy			
	Online Quote, online signature - first policy p	period only and hom	e owner

Vehide 2006 Chevrolet Cobalt SS 4D airbag

Form 6489 MI (09/06)

Continue

CLAWSON, MI

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PROGRESSIVE

P.O. BOX 31260 TAMPA, FL 33631

Attn. Leslie Warren



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HORN SOURCE

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North Americ General Motors Disbursements (2 PO Box 62530 Phoenix, AZ 850	can Opera Corporation 613) 82-2530	ations	<u>G M</u>		снеск NO.	50-837 213
DATE 10/30/08		******	×341 DOLLAS	RS XXXX99 CEI	AMOL NTS XXXXXX	INT XXXXXXXX341.99
				_	North American Opera General Motors Corpo	ations tration
PAY TO THE ORDER OF	ČI	LAWSON MI		SIGNATURE	l Com	
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Syracuse, New York	I, N.A.		AUDIT			
VENDOR DUNS NO. 88 0000	100046	1	North A General Disbursen	Merican Operation Motors Corporation nents (2613)	DINS DETAC CHECK NO.	H BEFORE DEPOSITING CHECK
			PO Box Phoenix,	AZ 85082-2530	PAYMENT DATE	10/30/08
DESCRIPTION	10/29/08	VH 1-B50DSH	00.0000	341.99	.00	341.99
ACCEPTA	NICE OF THIS	CHECK CONSTITUTES FULL RESO	DLUTION FOR			
REINBU	SEMENT OR G	WESTIONS CALL 800-462-8782	TOTAL	M3 341.99	.00	341.99
5				· <u>········</u> ···························		· · · · · · · · · · · · · · · · · · ·



Consumer Protection Section 30 E. Broad St., 14th Fl., Columbus, OH 43215

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



OCT 1 5 2000





STATE OF OHIO

Office of the Attorney General

October 9, 2008

GENERAL MOTORS CHEVROLET DIV PO BOX 33170 DETROIT, MI 48232-5170

Re:

Complaint #: 453549

Dear Sir/Madam:

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I have been assigned to review the enclosed consumer complaint that has been filed against you.

As you may be aware, two primary functions of the Consumer Protection Section are to mediate resolutions to consumer complaints and to bring suppliers into compliance with the Ohio Consumer Sales Practices Act (C.S.P.A.), Ohio Revised Code (O.R.C.) 1345.01 *et seq.*, and the Ohio Administrative Code (O.A.C.) 109:4-3-01 *et seq.*

After reviewing the consumer's allegations in the complaint, we are most concerned with possible violations of Substantive Rule 109:4-3-13. This rule prohibits unfair or deceptive acts in connection with motor vehicle repairs or services.

Also note, pursuant to O.R.C. 1345.09(A), the consumer is entitled to rescind the transaction or recover minimum statutory damages of \$200.00 per violation or three times the damages, whichever is greater. Additionally, the consumer may be entitled to recover attorney fees.

Before we determine what action will be taken in this matter, we would like to give you the opportunity to present your side of the controversy and propose a compromise or possible manner of resolving the complaint.

I would appreciate it if you would provide me with your written reply within ten days of receipt of this request so the complaint can be resolved without further action by the Consumer Protection Section.

In the event this complaint has already been satisfactorily resolved, either because you believed the complaint to be justified or because you have offered a good faith adjustment, please advise me of the terms of the resolution so I can confirm with the consumer that the offer is acceptable and close the file.

Thank you for your prompt attention to this matter.

Respectfully submitted,

NANCY H. ROGERS Attorney General of Ohio

ntty William H

Mary Ann Øatter Consumer Protection Specialist Consumer Protection Section (614) 995-4863 MPatter@ag.state.oh.us (866) 500-2781 (Fax)

Enclosure 2247

NOTE: Please send all communication electronically when possible.

Complaints Details

Office of the Ohio Attorney General



AUTOMOBILE/MOTORIZED VEHICLES

Solicited via: Internet Banner Ad

Purchase Information: Product or Service: Vehicle Sales New Problem Area: Repairs and Services Purchase Date: Total Price: \$0.00 Disputed Amount: \$0.00 Amount Paid so Far: \$0.00

Description:

cnsmr initially use McCluskey Chev as the supIr-ip-----Power steering keeps going out on veh. First time I took it in they couldn't find the problem. Second time taken in they replaced the steering column, key ignition, and gear shifter. Week and half after replacement power steering goes out but the warning chime or text display message does not go off either. I've been reading other people complaint and there having the same problems has me and the dealerships are telling them to they don't have a solution to fix the problem.

Satisfactory Solution:

Find a solution for the problem and fix; Refund on vehicle; New vehicle

Complaint No. 453549

GENERAL MOTORS CHEVROLET DIV



661

General Motors Corporation Customer and VisiaSionship Services. Customer Assistance Center PO Box 33170 Octor(t. MI 48232-5170)

October 23, 2008

State of Ohio Office of the Attorney General Consumer Protection Division Attention: Mary Ann Patter, Consumer Protection Specialist

Customer: Reference number: 453549 Service request: 71-672057850 Customer Relationship Specialist: Kay Reeves

Dear Mary Ann Patter, Consumer Protection Specialist:

Thank you for your recent correspondence regarding dissatisfaction with his 2005 Chevrolet Cobalt. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We apologize for any inconvenience may have experienced.

Based on the comments, we reviewed case with our Central Office Staff. concern was caused by wiring to the power steering being cut during a theft and was not the result of a manufacturer's defect in material or workmanship. The customer was advised that he should file his claim with his insurance company. GM did offer the customer an Owner's Loyalty Certificate of \$1000, but he declined. We believe every consideration was given and available information was carefully evaluated before this decision was reached.

If you have further questions, please contact me at 866-790-5600 extension 31264 Monday through Friday between 9:00 a.m. and 5:30 p.m., Eastern Time. Please refer to your service request number above and any of I will be happy to assist you. Thank you again for your correspondence. We appreciate the opportunity to review this matter.

Sincerely, Chevrolet Customer Assistance Center

LC0007 V6362006











4444-110444444





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

Issued by: *Chevrolet* Certificate No. 1G1AK52F357

Issue Date: June 21, 2011

Issued exclusively for:



Valid through: October 27, 2009

Amount: One Thousand Four Hundred Dollars and Zero Cents ****\$1,400.00**** June 21, 2011



Service Request: 71-672116414

Dear

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. 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.

We are proud you made Chevrolet your choice when you purchased your 2005 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 our Marketing Support department at **1-800-950-2438**. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Chevrolet Customer Assistance Center

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





























CDR File Information

Vehicle Identification Number	1G1AL52F557
Investigator	EDWARD LAPOSTA
Case Number	71-672216410
Investigation Date	Monday, November 10 2008
Crash Date	Thursday, October 16 2008
Filename	1G1AL52F557
Saved on	Monday, November 10 2008 at 11:40:45 AM
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	Non-Deployment

Data Limitations

SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event 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

1G1AL52F557

Page 1 of 10

Printed on: Monday, November 10 2008 at 11:41:50 AM





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





Multiple Event Data

Associated Events Not Recorded	0
An Event(s) Preceded the Recorded Event(s)	No
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	No

System Status At AE

Vehicle Identification Number	**1AL52F*5*525847
Low Tire Pressure Warning Lamp (If Equipped)	OFF
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	ON

System Status At 1 second

Transmission Range (If Equipped)	Third Gear
Transmission Selector Position (If Equipped)	Fourth Gear
Traction Control System Active (If Equipped)	Invalid
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	53
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

Pre-crash data

Parameter	-2 sec	-1 sec
Reduced Engine Power Mode	OFF	OFF
Cruise Control Active (If Equipped)	No	No
Cruise Control Resume Switch Active (If Equipped)	No	No
Cruise Control Set Switch Active (If Equipped)	No	No

Pre-crash data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	56	56	46	35	4
Engine Speed (RPM)	2048	1920	1536	2048	1024
Percent Throttle	43	18	17	20	17
Accelerator Pedal Position (percent)	20	0	0	0	0
Antilock Brake System Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Lateral Acceleration (feet/s ²)(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0

1G1AL52F557





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





System Status At Non-Deployment

Ignition Cycles At Investigation	6907
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	5904
Ignition Cycles At Event	6792
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	BUCKLED
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Maximum SDM Recorded Velocity Change (MPH)	9.42
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	210
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Crash Record Locked	No
Vehicle Event Data (Pre-Crash) Associated With This Event	Yes
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes







Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis Recorded Velocity	0.00	0.00	0.68	1.36	2.03	2.71	3.39	3.39	4.07	4.74	4.74	5.42	5.42	6.10	6.10
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Longitudinal Axis Recorded Velocity	6.78	6.78	7.46	7.46	7.46	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Page 6 of 10







Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	-0.68	-1.36	-2.03	-2.71	-3.39	-4.07	-4.07	-4.07	-4.07	-4.07	-4.07	-4.74	-4.07
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	-4.07	-4.07	-4.07	-4.07	-4.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Page 7 of 10





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.

\$012 \$0034 \$0078 \$00000000000000000000000000000000	$\begin{array}{c} 00\\ 30\\ 02\\ 00\\ 18\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 0$	00 00 00 00 29 56 80 00 00 00 00 00 00 00 00 00 00 00 00	00 00 00 00 00 00 00 4F 00 00 00 00 00 00 00 00 00 00 00 00 00	$\begin{array}{c} 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00$	57 00	$\begin{array}{c} 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00$	$\begin{array}{c} 00\\ 00\\ 00\\ 00\\ 00\\ 32\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 0$				
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Ş∠D \$2E	00	00 FF	00 F0	00 17	84	00	00				
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\$30 \$31	9D 00	00	00	00	00 34	00	00				
\$32	00	00	00	00	00	00	00				
\$33	2B	32	2B	2F	6E	00	00				
\$35	07	20 39	10 4A	т <u>в</u> 5А	20 5A	00	00				
\$36	00	00	00	00	00	00	00				
\$37 \$38	00 67	00	00 40	03	04	08 C0	E0				
\$39	00	00	00	00	00	80	00				
\$3A	00	00	00	00	00	80	00				
\$3B \$3C	03	06	00	00	00	00	00 C0				
\$3D	31	41	4C	35	32	46	00				
\$3E	35	52	58	47	00	00	00				
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\$41	00	00	00	00	00	00	00				
\$42	00	FF	F0	17	10	00	00				
1G1AL5	1G1AL52F557										





\$43 \$44 \$45	FE 00 00	1A 00 00	88 00 00	00 00 00	00 00 00	00 00 00	00 00 00									
\$46 \$47	00 00	00 00	00 00	00 00	00 FF	00 01	00 00									
\$48 \$49	FE FB	02 05	FD FA	03 05	FC FA	04 06	00 00									
\$4A	FA	07	FA	07	FA	08	00									
\$4В \$4С	FA	08 0A	F9 FA	09 0A	FA	09 0B	00									
\$4D \$4E	FA 00	0B 00	FA 00	0B 00	00	00	00									
\$4F	00	00	00	00	00	00	00									
\$50 \$51	00 F0	00 00	00	00 00	00 00	00 00	00 00									
\$52	80	00	00	00	00	00	00									
\$53 \$54	00	00	00	00	00	00	00									
\$55 \$67	00	00	00	00	00	00	00									
\$68 \$68	F8	F8	90	C0	00	00	00									
\$69 \$6A	80 FF	FF FF	FF FF	FF 00	FF 00	00 00	00 00									
\$6B	FF	FF	FF	FF	FF	FF	00									
\$6C \$6D	FF FF	FF FF	FF.	FF.	FF FF	FF FF	00									
\$6E	FF	FF	FF	FF	FF	FF	00									
\$0F \$70	FF	FF	FF	FF	FF	FF	00									
\$71 \$72	त्रत् चत्र	नन नन	नन नन	नन नन	नन नन	नन नन	00									
\$73	FF	FF	FF	FF	FF	FF	00									
\$74 \$75	FF FF	FF FF	FF FF	FF FF	FF FF	FF FF	00									
\$76	FF	FF	FF	FF	FF	FF	00									
\$77 \$78	FF F0	P P 00	P P 00	FF F0	P P 00	P P 00	00									
\$79 \$7¤	81 82	FF FF	FF FF	FF 00	00	00	00									
\$7B	FF	FF	FF	FF	FF	FF	00									
\$01	41	55	01	02	03	04	52	53	41	32	03	09	01	AA	AA	01
\$03	41	54	01	02	03	04	52	53	41	32	03	09	01	AA	AA	01
\$04 \$05	01 42	02 55	03 FF	04 FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$06 \$07	FF 42	FF 54	FF rr	FF	55	55	55	55	55	55	55	55	55	55	ъъ	55
\$08 \$	FF	FF	FF	FF	L L	L L	L L	L L	L L	L L	ĽĽ	ĽĽ	ĽĽ	L L	L.L.	L L
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\$0F	41	4A	01	02	03	04	52	45	41	32	30	32	33	30	30	30
\$10 \$13	01 42	0⊿ 52	U3 FF	04 FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$14 \$17	FF 4 2	FF 54	FF FF	FF FF	ਸ਼ਾਸ਼	ਸ਼ਾਸ਼	ਸ਼ਾਸ਼	ਸ਼ਾਸ	ਸ਼ਾਸ਼	ਸ਼ਾਸ਼	ਸ਼ਾਸ਼	ਸ਼ਾਸ਼	ਸ਼ਾਸ਼	ਸ਼ਾਸ਼	ਸ਼ਾਸ	ਸ਼ਾਸ
\$18	FF	FF	FF	FF	L L	L L	L L	L L	L L	L L	ĽĽ	ĽĽ	ĽĽ	L L	L.L.	L L
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PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
		BRAKE & ABS SYSTEMS				
Customer's Name:		Inspection Date:	11/10/2008			
Vehicle Brand:	Chevrolet	Model:	2005 Cobalt			
<u>File #</u> :	71-67221641	0 <u>VIN:</u>	1G1AL52F557			
Mileage at Inspection: 113057 Inspection Location: Graham Chevrolet Cadillac - 1515 W 4 th Street 1515 W 4 th Street - Mansfield, OH 44906 phone: 419-529-1800 Inspector's phone number: Taspected By: EDWARD J LAPOSTA						
Section 1 INSPECTION SUMMARY						
Briefly describe the customer's allegation concerning the brakes/abs:						

Driver and the steering wheel locked. I lost control of my vehicle while turning right onto a side road for a detour around some road construction and the vehicle went across the highway and went into a ditch along the opposite side of the road.

Following the inspection, summarize the facts and observations:

The paint is scraped on the right lower corner of the rear bumper cover (photo 43). The paint is scraped on the right rear quarter panel above the wheel opening (photo 45). The fuel filler door is bent in 1/16 inch (photos 44 and 45). There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers. This vehicle has no current record of outstanding campaigns. Vetronix CDR data was downloaded and is attached.

There is no visible damage to the engine compartment or 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 ABS warning light is on with engine running. Stored codes in ABS system are: C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance. 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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				2 of 11
	PRODU	CT ALLEGATION RESOLUTION		
	Pl	RELIMINARY INSPECTION		
		BRAKE & ABS SYSTEMS		
Customer's Name:		Inspection Date:	11/10/2008	
Vehicle Brand:	Chevrolet	Model:	2005 Cobalt	
<u>File #</u> :	71-672216410	<u>VIN:</u>	1G1AL52F557	
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Section 2 INTERVIEW - INCIDENT DETAILS						
Provide a complete o	lescription of the inc	ident according	ig to the L	DRIVER / CLAIMANT		
Interview mode: Interview date	By Telephone : 11/7/2008	In Person		Incident Date and Tir	ne: 10/16/2008	9:30 AM
Provide a complete de drive immediately prece drive and, if the vehicle Determine whether dri contacted previously c Driver of my vehicle while t went across the high wet and I had my sea	scription of the incident eding the incident, the was pulling a trailer a ver has experienced th oncerning the issue? states the followin urning right onto a si way and went into a at belt on. I was travel	t according to the type of driving of t the time of the is type of behav g: I was driving de road for a de ditch along the ling north on Re	the driver. conditions e incident, vior before ng my veh detour arc e opposit Route 250	Include information of s, how many brake sto the estimated total w e. If so, how often? I sicle and the steering ound some road con e side of the road. T , Wooster OH for 20	concerning the le ops had occurrent eight of the carg f so, has a deale g wheel locked istruction and to the weather wa minutes and 8	ength of the d during this jo and trailer. F been I lost control the vehicle s overcast and miles at 20
MPH. I came to a roa around the construct crossed 2 lanes of th right rear tire blew or for failure to control drove home. I had th injured in the incider {	d construction detou tion. The steering wh e highway. The vehic ut during the acciden my vehicle. A tow tru e right rear tire replac it and there were no o	r and I turned t eel locked, I co le stopped who t. A State police ck came and in ced and have b other occupant	the steeri ould not s nen it wer ce officer nstalled t been drivi	ing wheel to the right steer the vehicle and at into a ditch along was at the scene of he spare tire on the ing the vehicle since vehicle.	It to go onto a s l it spun around the left side of the accident an right rear of the the accident.	side road d and I the road. The nd I was cited e vehicle and I I was not
{ {						

Also have the driver describe the operation of the brake system immediately before the incident and what happened at the beginning and during the incident. Complete the table below.

PRODUCT ALLEGATION RESOLUTION					
	PRELIMIN	NARY INSPEC	TION		
	BRAKE	& ABS SYSTE	<u>MS</u>		
Customer's Name:		Inspec	ction Date:	11/10/2008	
Vehicle Brand:	Chevrolet		Model:	2005 Cobalt	
<u>File #</u> :	71-672216410		VIN:	1G1AL52F557	
	Before the Inc	ident	At the B	eginning* and During the Incident	
rake operation (normal	Brake operation normal		Brake opera	ation normal	

Brake operation (normal, fade, pull, grab, etc.)	Brake operation normal. {	Brake operation normal. { {
Brake pedal feel (normal, hard, spongy, etc.)	Brake pedal normal, firm. {	Brake pedal normal, firm. { {
Warning lights/messages displayed. Describe	No warning lights/messages displayed. {	No warning lights/messages displayed. {
Unusual odors (from where?)	No unusual odors {	No unusual odors. {
Other	None {	None {

* The beginning of the incident is the initiation of the braking sequence during which the incident occurred.

Estimated vehicle speed: 20 MPH.

Describe what the driver did during the incident (pump brakes, steer, etc.)? Describe: **Driver alleges the following:** I was driving my vehicle and the steering wheel locked. I lost control of my vehicle while turning right onto a side road for a detour around some road construction and the vehicle went across the highway and went into a ditch along the opposite side of the road.

Has the driver ever experienced this condition before? Describe. No

Surface where incident occurred:

{

Type: <u>C</u>oncrete, <u>A</u>sphalt, <u>G</u>ravel, Crushed <u>R</u>ock, <u>D</u>irt or Other? <u>Asphalt</u> Describe: {

Condition: Wet, Dry, Icy or Other? Overcast and Wet If other, specify:

Other comments or observations that have not been covered? None

{

			4 of 11		
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION BRAKE & ABS SYSTEMS					
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u> :	Chevrolet 71-672216410	Inspection Date: <u>Model:</u> <u>VIN:</u>	11/10/2008 2005 Cobalt 1G1AL52F557		
Section 3	INTERVIE	W - VEHICLE HISTORY			
Did the owner purchase the	e vehicle 🛛 New or 🗌 Us	sed? Purchase Date: 7/14/2005			
Source of information (na	ame, address, phone numb	ber, & relationship if other than clai Phone:	mant):		
<u>Comments:</u> {					
Note to the inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.					
<pre>Prior collision damage? (date, description, etc.) No prior collision damage. {</pre>					
Repaired by: Not applicable.					
Describe existing vehicle conditions at the time of the incident(e.g. warning lights "On", engine miss, etc.): No warning lights On or engine miss during the incident.					
<i>Repairs</i> outside of warranty (what, when, by whom?): None.					
{					
Other vehicle history infor {	mation (from person being	g interviewed or GM Warranty Hist	ory) <i>?</i> /		

Last brake maintenance (date, description, by whom?): None.
VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format. You will also be directing the GM representative's attention to the areas of the photos that you see as being significant to the allegation or customer concern.

Take color photographs of the following: (include overview and close up photos of damaged areas)

A. Exterior:

Front	VIN
Right side	Left side
Rear	

Comments

The paint is scraped on the right lower corner of the rear bumper cover (photo 43). The paint is scraped on the right rear quarter panel above the wheel opening (photo 45). The fuel filler door is bent in 1/16 inch (photos 44 and 45). There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers.

B. Brakes:

Front assemblies with calipers removed Rear assemblies with drums/calipers removed

Comments: Brake system intact, no missing or loose components.

	PRODUCT A	LLEGATION RESOLUTION	
	PRELI	MINARY INSPECTION	
	BRA	KE & ABS SYSTEMS	
Customer's Name:		Inspection Date:	11/10/2008
Vehicle Brand:	Chevrolet	Model:	2005 Cobalt
<u>File #</u> :	71-672216410	<u>VIN:</u>	1G1AL52F557
C. Interior: Instrument panel & od List all driver electrical Instrument panel and {	ometer controls which are in the d odometer operational.	e "On" position: Heater -	
Comments: {			
{			
D. Underhood: Engine compartment Master cylinder and br	ake fluid reservoir	Brake lines and hoses ABS/TCS Modulator	ly routed. The meeter culinder is
operational and the brak leak down while holding engine in drive and reve operational and the cabl	e fluid is full. Brake flui constant pressure with rse and the park brake l es are adjusted and rou	d shows no sign of contamination n engine running or off. The park b held vehicle in all gears. All park b ited correctly.	n. Brake pedal firm and does not brake system was tested with rake cables and controls are
{			
E. Underbody: Scrapes or impact dar Fuel tank Tires/Wheels Comments: There are no visible scra {	nage on the following: apes or impact damage	to the fuel tank or front and rear w	vheels and tires.
F. General Observations	s (Take photographs if a	applicable):	
Anything on vehicle which	is after-market: No visib	le after-market equipment on the v	vehicle.
Anything on vehicle which	is a modification: No vis i	ible modifications to the vehicle.	
Anything on vehicle which	is a modification: No vis i	ible modifications to the vehicle.	

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION BRAKE & ABS SYSTEMS

Customer's Name: Vehicle Brand: File #:

Chevrolet 71-672216410 Inspection Date: Model:

VIN:

11/10/2008 2005 Cobalt 1G1AL52F557

Other relevant information: None

Section 5

BRAKES

Use the following table to identify what you did and what you found during the inspection of the brake system. 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. Record all diagnostic trouble codes found, the description of each current or history code and any other relevant data obtained using a scan tool.

	OBSERVATIONS/TEST RESULTS
	8 of 11
PRO	DUCT ALLEGATION RESOLUTION
	PRELIMINARY INSPECTION
	BRAKE & ABS SYSTEMS
Customer's Name:	Inspection Date: 11/10/2008
Vehicle Brand: Chevrolet	Model: 2005 Cobalt
File # 71-6722164	$\frac{10}{\text{VIN}} = 161\text{AL}52\text{F}57$
<u></u>	
Red brake warning light-note the	Red brake warning light comes on when ignition key is turned on,
operation of the light when the	stays on for 3 seconds and then and goes off. Red brake warning
Ignition key is turned "ON", also with park brake applied and released	light comes on when park brake is applied and goes of when park
	{
	{
	{
Yellow ABS light-note the operation of	The ABS warning light is on with engine running. Stored codes are
the light when the ignition key is turned "ON"	IN ABS system are C0281 Dynamic rear proportional inoperative,
	{
	{
Brake fluid level and condition-	Brake fluid is clear and shows no visible evidence of
comment on the level, color,	contamination. Master cylinder is full.
contamination, and smell	
Boost/booster/master cylinder-with	Pedal raises when engine is started. Booster is depleted in 5 pedal
engine "off", deplete the booster and	applies with engine off. Vacuum booster is connected. Brake pedal
hold the brake pedal, start engine	feel is firm and does not leak down while holding constant pressure
and note pedal behavior. Turn the	with engine running or off.
nedal applies required to deplete the	{
booster. If engine operation is not	\
possible, check the booster for	{
proper vacuum hose connection.	{
	[{ [
	\ \ \
External leakage? Check all hydraulic	No external leakage at hydraulic lines, connections or wheel
lines, connections, wheel cylinders (if	cylinders.
any), and ABS modulator	{
connections.	
Pedal travel, check per service manual	{ Pedal travels 1 1/2 inches
A pedal force gage is necessary for	{
proper check of pedal travel.	{
Front brakes-note condition of	Calipers and rotors are intact and show no visible damage. No
calipers, rotors as to whether they	leaks in calipers. No grooves in rotors.
are grooved, corroded, leaking, etc. Rear brakes describe the condition of	Rear brake drums are smooth, no corrosion
the rotors or drums (scored. smooth.	
corroded)	{
Pads and linings-measure and record	LF 13/32
lining thickness in inches or millimeters.	RF 13/32
NULE CONULION.	LK 8/32 DD 8/32
Confidential OW/PAK	Brake pads are clean and tight no visible damage to lining
	t

PRODUCT ALLEGATION RESOLUTION				
	PI	RELIMINARY INSPECTION		
	BRAKE & ABS SYSTEMS			
Customer's Name:		Inspection Date:	11/10/2008	
Vehicle Brand:	Chevrolet	Model:	2005 Cobalt	
<u>File #</u> :	71-672216410	<u>VIN:</u>	1G1AL52F557	

Other Comments: 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.

BRAKE SYSTEM PERFORMANCE WHILE STOPPING ON A DRY LEVEL ROAD:

OBSERVATIONS: 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 ABS system warning lamp is on and the ABS system is inoperative. The Park brake system was tested with the 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. The master cylinder is operational and the power brake booster functions. 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 engine in drive and reverse and the park brake held vehicle in all gears.

ABS/TCS SYSTEM PERFORMANCE ON A WET OR GRAVEL ROAD:

OBSERVATIONS: : The ABS warning lamp is on with the engine running and the ABS system was inoperative.

If vehicle is not driveable, conduct a brake torque test if possible. Start the engine, place the transmission in Drive with the foot on the brake. Slowly apply throttle and note the results. Is the brake able to hold the vehicle stationary? If not, at what throttle position does the vehicle begin to move. Service brake pedal feel is firm and does not leak down while holding constant pressure with engine running or off and holds vehicle stationary.

Conduct a parking brake test. Apply the park brake, start the engine, place the transmission in Drive and slowly apply the throttle and note the results. If the vehicle begins to move, note the throttle position that causes the vehicle to move. The park brake system was tested with engine in drive and reverse and the park brake held vehicle in all gears.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION BRAKE & ABS SYSTEMS Inspection Date:

Customer's Name: Vehicle Brand:

Chevrolet File #: 71-672216410 Model: VIN:

11/10/2008 2005 Cobalt

1G1AL52F55

Section 6

TIRES

1. TIRE IDENTIFICATION:

Use a tread depth gauge at four points around the circumference to determine the average tread depth. If the tire size is different than specified on the tire placard, check the ABS calibration and note the findings.

					AVE. IREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	NUMBERS *
	(Goodyear)	(Eagle GA)	(<u>P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>	
LF	Fusion	HRI	P195/60R15	<u>26</u>	10/32	`
						A8CBDCN2107
RF	Fusion	HRI	P195/60R15	<u>27</u>	1032	A8CBDCN2107
LR	Laramie	Grandeur	P195/60R15	28	9/32	3DV9XHN2506
		Classic				
RR	Laramie	Grandeur Classic	P195/60R15	26	9/32	3DV9XHN2506

* Note: DOT numbers are found on the inside of the tire, adjacent to the rim.

Describe and photograph any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

There is no visible damage, scrapes, cuts or flat spots on the front or rear tires.

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-	

2. TIRE PLACARD DATA:

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

TIRES P195/60R15 30

Section 7

WHEELS

WHEEL CONDITION:

Note and photgraph any damage to wheels and mountings, such as bent rims, impact marks, etc. There is no visible damage to the front or rear wheels on the vehicle.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION **BRAKE & ABS SYSTEMS**

Customer's Name: Vehicle Brand: File #:

Chevrolet

71-672216410

Inspection Date:

Model:

VIN:

11/10/2008 2005 Cobalt 1G1AL52F557

Section 8

SITE INSPECTION (If applicable)

Carefully consider the facts in the case and then document the basis of your decision concerning whether to inspect the site of the incident. General Motors prefers site inspections as noted on the assignment sheet. If an inspection of the site is done, it is important to move quickly so that valuable information is not lost. Site not available.

Section 9

Comment Overflow Sheet

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.

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Section 10

Other Report Information

Check here if there was evidence of a "Fire-Related" event.

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

Attachments: (Check all that apply)

Photographs ⊠ Data Downloads

Other Records

1	of	12
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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

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

Chevrolet 71-672216410 Inspection Date: Model: VIN: 11/10/2008 2005 Cobalt 1G1AL52F557

Mileage at Inspection: 113057

Inspection Location: Graham Chevrolet Cadillac 21515 W 4th Street Mansfield, OH 44906 Phone: 419-529-1800

Inspector's phone number: 740-632-0875

Inspected By: EDWARD J LAPOSTA

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

Driver alleges the following: I was driving my vehicle and the steering wheel locked. I lost control of my vehicle while turning right onto a side road for a detour around some road construction and the vehicle went across the highway and went into a ditch along the opposite side of the road.

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

The paint is scraped on the right lower corner of the rear bumper cover (photo 43). The paint is scraped on the right rear quarter panel above the wheel opening (photo 45). The fuel filler door is bent in 1/16 inch (photos 44 and 45). There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers. This vehicle has no current record of outstanding campaigns. Vetronix CDR data was downloaded and is attached.

There is no visible damage to the engine compartment or 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 ABS warning light is on with engine running. Stored codes in ABS system are: C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance. 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.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS Section 2 Inspection Date: Yehicle Brand: Yehicle Brand: File # 1/10/2008 Chevrolet T1-672216410 1/10/2008 Model: Yehicle Brand: Yehicle Wehicle Wehicle Wehicle Brand: Yehicle Brand: Yehicle Brand: Yehicle Wehicle Wehicle Wehicle Brand: Yehicle Brand: Yehicle Wehicle Wehicle Wehicle Brand: Yehicle Wehicle Wehicle Brand: Yehicle Wehicle Brand: Yehicle Wehicle Brand: Yehicle Wehicle Wehicle Brand: Yehicle Wehicle Wehicle Brand: Yehicle Wehicle Wehicle Brand: Yehicle Brand: Yehicle Wehicle Brand: Yehicle Wehicle Brand: Yehicle Brand: Yehicle Allow Yehicle Allow Yehicle Allow Yehicle Allow Yeh				2 of 12
PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS Customer's Name; Vehicle Brand; File #: Imspection Date: 1/10/2008 Model; 2005 Cobalt VIN: 1G1AL52F557 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 Interview date: 11/1/2008 Was a police/file department report obtained? Yes Provide a complete 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 cmss may be blaced file department report obtained?) Provide driver/claimants description of incident. If there was a collision, describe all collision events; include description of my vehicle while turning right onto a side road for a detour around some road construction and the vehicle were arous the highway and went into a ditch along the opposite side of the road. The weather was overcast and use around the construction. The steering wheel locked, I could not side road for a detour around some road construction and 8 miles at 20 MPH-1 came to a road construction detour and I turned the steering wheel to the right to go onto a side road around the construction. The steering wheel locked, I could not steer the vehicle and i span around and I crossed 2 lanes of the highway. The vehicle stopped when it went into a ditch along the eleft side of the road. The road. The road. The weak are w		PRODUCT A	LLEGATION RESOLUTION	
Statustics, Substantial Inspection Date: 11/10/2008 Wehicle Brand: Chevrolet Mode: 2005 Cobalt . File # 71-672216410 VIN: 1G1AL52F557 Section 2 INTERVIEW - INCIDENT DETAILS Obtain all of the information for this section from the Driver/Claimant Provide a complete description of the incident according to the DRIVER / CLAIMANT Interview mode: By Telephone In Person Incident Date and Time: 10/16/2008 9:30 AM Interview date: 11/17/2008 Vers No Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other verbicles involved; description of incident. If there was a collision, describe all collision events; include description of my vehicle and the setering wheel locked. I lost control of my vehicle while turning right onto a side road for a defour around some road construction and the vehicle went across the highway and went into a ditch along the opposite side of the road. The weather was overcast and wet and I had my seat beit on. I was traveling north on Route 250, Wooster OH for 20 minutes and 8 miles at 20 MPH. I came to a road construction deour and I turned the steering wheel lock all is apun around and I crossed 2 lanes of the highway. The vehicle stopped when It went into a ditch along the orod. The weather was overcast and wet and I had my seat beit on. I was traveling police formate the vehicle since the accident. I was cited for vehicle since the accident al V was cited for vehice. A tow truck came				eteme
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	:	STEERING, SUS	PENSION, AXL	E, TIRE AND WHEEL S	SYSTEMS
Customer	's Name:			Inspection Date:	11/10/2008
Vehic	le Brand:	Chevrolet		M <u>odel:</u>	2005 Cobalt
-	<u>File #</u> : 7	1-672216410		<u>VIN:</u>	1G1AL52F557
			D		
What was the	exact location	n of the incident.	Route 250, W	ooster, OH.	
Driving condit	tions at the tir	ne of the incider	nt:		
Weath	er conditions 8	Visibility: Clear a	and Dry Approxi	mate Temp (°F): 70	
Road Surface: Road Condition:		ry ⊠Wet	\Box Icy \Box	Other:	
Shoulder Cur	rb 🗌 : 🔤 C	oncrete Aspha	It Gravel	Crushed rock Dirt	
Posted Speed Li	mit 20	ry 🖾 Wet		_Other:_{	
Any objects in	the road? (rocks	s, scrap metal, pothole	e, speed bump, etc.)	No objects in the ro	oad.
Length of Driv	ve Prior to inc	ident:			
	Total Time (h	rs. & mins.): 20	minutes Dista	nce (miles): 8 miles	
Estima	Estimate of v	enicle speed 20	mph Source o	of est. Driver f est Driver	
(Do No	ot report spee	d information fro	om the Vetronia	a data here)	
If the driver/cl following info	aimant descri rmation, pleas	ption of the vehi se obtain it.	cle operation p	rior to and during the	incident does not include the
Steering	Normal 🗌	Other	Describ	e: Driver Jesselyn Spr	ing alleges that the steering
wheel locked	on her vehicle	and caused her	r to lose contro	l of the vehicle. The re	ar of the vehicle spun around
into a utich al	ong the oppo:	site side of the r			
Suspension Brakes	Normal 🖂 Normal 🕅	Other Other	[•] ∐ Describ [•] □ Describ	e e {	
Engine	Normal	Other	Describ	e {	
Electrical	Normal 🖂	Other	Describ	e {	
Were any war the details and	ning lights illu describe the e	minated or drive vent(s).	er information o	center messages displ	ayed? ☐ Yes ⊠ No If "Yes", get
Has the vehicle details and des	e behavior note scribe the even	ed during this incid t(s).	dent ever been r	noted prior to this incide	nt? 🗌 Yes 🛛 No If "Yes", get the
Also, determine	e whether there	e were any warnir	ng lights illumina	ted, messages on drive	r information panel, unusual noises,
smoke or stear	n observed. No	o warning lights served.	illuminated, no	messages on driver i	nformation panel, no unusual
Describe any e	avasive action.	Turning	Braking	Accelerating	Other: 1
Describe arry e					

				4 of 12
	PRODUC	T ALLEGATION RE	ESOLUTION	
	PRELIMINAR STEERING SUSPEI	RY INSPECTION		STEMS
Customer's Name:		Ins	pection Date:	11/10/2008
Vehicle Brand:	Chevrolet		Model:	2005 Cobalt
<u> </u>	71-672216410		<u>VIN:</u>	1G1AL52F557
Describe cargo (in the vehi Estimated total weight of cargo: <u>{</u>	cle interior, trunk and/o	r trailer (if any):_ Nor _ Estimated weight of th	1e le trailer, if any. {	
If a trailer was being towed	, photograph the hitch s	structure, both on th	e trailer and towing	vehicle.
Did the vehicle leave the ro locked on her vehicle and ditch along the opposite	oadway?: ⊠ Yes □N d caused her to lose c side of the road.	o Describe: Driver ontrol of the vehic	al le. The rear of the	leges that the steering wheel vehicle spun around into a
How was the vehicle transp drove he Additional comments conce	ported from the incident or vehicle home after t erning the incident: <u>Nor</u>	site to the present he incident.	ocation? Tow Truck	k □ Flat Bed ⊠Other
{				
{				
Section 3	INTERVIE	W - VEHICLE HIS	TORY	
Source of information (name	ne, address, phone num , Ashland, OH	ber, & relationship) Phone:	, if other than claima	ant:
Comments: (* None	Additional cmts may be place	d in section 9)		
Did the owner purchase the	e vehicle new?⊠ Yes	No Date 7/14/2	2005 Used? 🗌 Y	es 🖾 No Date
VEHICLE MODIFICATION Are any vehicle modificatio (e.g., objects attached to the modified body, electrical cont There are no visible mod {	IS / ALTERATIONS ns or alterations preser ne steering wheel or ins omponents, powertrain, ifications/alterations of	nt, and has any after trument panel, contr wheels or tires, afte or after-market equ	r-market equipment rols for disabled per er-market seats, etc. i ipment installed o	been installed? sons, shock absorbers, springs,) <u>Describe:</u> on the vehicle.
{	<u></u>			
Prior electrical system serv	rice? 🛛 No 🗌 Yes If	yes, describe:	{	
Prior collision repair? \square N	o 🗌 Yes If yes, desc	ribe:	{	
Repaired by whom? (name	, address, phone) 【			
Prior chassis system servic	ce, repair, or replaceme	nt? 🛛 No 🗌 Yes	If yes, describe wh	nat was done:
Prior electrical system com	ponents serviced, repa	ired, or replaced by	whom? (name, ad	dress, phone number)
Any other pertinent vehicle If yes, describe: <u>{</u>	history information (fro	m interview, GM wa	rranty or dealership	o history files)? ⊠ No □Yes

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS					
Customer's Name: Vehicle Brand: <u>File #</u> :	Chevrolet 71-672216410	Inspection Date: M <u>odel:</u> <u>VIN:</u>	11/10/2008 2005 Cobalt 1G1AL52F557		

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 paint is scraped on the right lower corner of the rear bumper cover (photo 43). The paint is scraped on the right rear quarter panel above the wheel opening (photo 45). The fuel filler door is bent in 1/16 inch (photos 44 and 45). There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers.

<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 ABS warning light is on with engine running. Stored codes in ABS system are: C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance. 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.

Section 4

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand: File #:

Chevrolet 71-672216410 Inspection Date: Model: VIN:

Tire/wheel assemblies

11/10/2008 2005 Cobalt 1G1AL52F557

CORNER ASSEMBLIES

Struts/shocks Springs Control arms

Axle assemblies Comments: There is no visible damage to the struts/shocks, springs, control arms, ball joints, steering knuckles, axles or tires and wheels of the vehicle.

Ball joints

Steering knuckles

UNDERHOOD

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

Comments:

There is no visible damage in the engine compartment. Brake fluid is full and shows no sign of contamination. The electronic 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.

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 71-672216410	Inspection Date: M <u>odel:</u> <u>VIN:</u>	11/10/2008 2005 Cobalt 1G1AL52F557	
{ {				

Section 6

STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

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

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand: File #:

Chevrolet 71-672216410

Inspection Date: M<u>odel:</u> VIN:

11/10/2008

2005 Cobalt

1G1AL52F557

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	All steering system components are in place and connected. The steering wheel rotates lock to lock smoothly and with moderate effort and appropriate movement of front wheels.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	All steering linkage is tight and no loose connections. No visible scrapes, abrasions or signs of contact with any other linkage.
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	No visible leaks at steering rack and pinion. No visible damage to boots on rack or contact by foreign objects.
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	Steering column, ignition switch and intermediate shaft tight and no loose connections. Column unlocks with ignition key correctly. Steering column fasteners clean and tight.
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	This vehicle has electronic power steering assist. Steering wheel rotates lock to lock smoothly and with moderate effort.
PS fluid level and condition- Color, contamination, odor	This vehicle has electronic power steering assist.
Steering knuckle-All attachments secure and proper?	All attachments to steering knuckles are secure and proper.
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	LF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	RF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.
Strut attachments, springs intact; control arms properly	LF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.

attached, deformed, broken,

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand: File #: Inspection Date: Model: VIN:

11/10/2008 2005 Cobalt 1G1AL52F557

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,	No signs of impact to rear axle assembly. Rear axle properly located.
signs of impact, properly	
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 evidence of contact of the under carriage with the road surface,
contact of the under- carriage	road shoulder, curb or 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)	No electrical Tech II codes.
Warning lights/messages	No warning lights/messages displayed or Tech II codes.
displayed? Describe and obtain	
codes using a Tech II	
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 ABS system warning lamp is on and the ABS system is inoperative. 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.

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 71-672216410	Inspection Date: M <u>odel:</u> VIN:	11/10/2008 2005 Cobalt 1G1AL52F557	

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.

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. The ABS system is inoperative. The ABS warning light is on with the engine running. Stored codes in ABS system are: C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance..

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident. No visible damage to ABS module, wiring or components.

TIRE AND WHEEL INSPECTION

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	<u>(Goodyear)</u>	(Eagle GA)	(<u>P205/70R15)</u>	<u>(psi)</u>	32nds of inch	
LF	Fusion	HRI	P195/60R15	<u>26</u>	<u>10/32</u>	A8CBDCN2107
RF	Fusion	HRI	P195/60R15	<u>27</u>	1032	A8CBDCN2107
LR	Laramie	Grandeur Classic	P195/60R15	<u>28</u>	9/32	3DV9XHN2506
RR	Larimie	Grandeur Classic	P195/60R15	<u>26</u>	9/32	3DV9XHN2506

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

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF. RR and LR). LF No visible damage to LF wheel or tire.

RF No visible damage to RF wheel or tire

LR No visible damage to LR wheel or tire.

RR No visible damage to RR wheel or tire.

_				11 of 12
	P	RODUCT ALLEGATION	RESOLUTION	
	STEERING,	SUSPENSION, AXLE, I	IRE AND WHEEL ST	STEMS
Customer's N	Name:		nspection Date:	11/10/2008
Vehicle I	Brand: Chevrolet		Model:	2005 Cobalt
_	File #: 71-6722164	10	VIN:	1G1AL52F557
Record the follo	owing data: (located on o	driver's door edge or ins	de the decklid)	
	SIZE	PRESSURE (psi)	PRESSURE A	T MAXIMUM LOAD(psi)
TIRES	P195/60R15	30		35
SPARE TIRE	T115/70Q15	60		<u> </u>
		—		
Section 7		SITE INSPECTION		
SITE INSPECTIO	<u>N - PERFORM THE FO</u>	LLOWING IF ADDITION	IAL INFORMATION M	IAY BE FOUND:
Measure I	location and photograph		ement, debris, or any o	
	idence of whether the v	abiala laft the read prior	to during or ofter the	incident. Decument all leastions
distances.	. stationary objects (qua	rd rails, telephone poles	fences.buildings.etc).	nearest posted speed limit signs
in the dire	ection of travel, etc		······································	
	idanaa 9 nhataaranh ar	we abiant atmost by the we	biolo on or off the read	d prior to during or often incident
	ndence & photograph ar		enicle on or on the road	a prior to, during or after incident.
Inspect ro	adway & shoulder surfa	ces in the area of the inc	ident site for telltale sig	gns of loss of control, excessive
speed, se	vere braking, etc.			
Photograph the s	scene and property if in	nvolved.		
Comments: Site not available	`			
{	7.			
{				
{				
۱				
Section 8	CC	DMMENT OVERFLOW		

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

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand: File #:

Section 9

Chevrolet

71-672216410

OTHER REPORT INFORMATION

Check here if there was evidence of a "Fire-Related" event.

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

Attachments: (Check all that apply)

☑ Photographs ☑ Data Downloads ☑ Other Records

Inspection Date: Model: VIN: 11/10/2008 2005 Cobalt 1G1AL52F557

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name: Vehicle Brand: File #:

Chevrolet 71-672216410 Inspection Date: <u>Model:</u> VIN:

11/10/2008 2005 Cobalt 1G1AL52F557

Number of Rolls DIGITAL

Inspector EDWARD J LAPOSTA

Roll Number DIGITAL

Nea.#	Description
0	0 VIN PLATE
1.	1 VIN LABEL
2.	2 ODOMETER
3.	3 FRONT EXTERIOR
4.	4 LF EXTERIOR
5.	5 L EXTERIOR
6.	6 LR EXTERIOR
7.	7 REAR EXTERIOR
8.	8 RR EXTERIOR
9.	9 R EXTERIOR
10.	10 RF EXTERIOR
11.	11 LEFT FRONT INTERIOR
12.	12 RIGHT FRONT INTERIOR
13.	13 LEFT REAR INTERIOR
14.	14 RIGHT REAR INTERIOR
15.	<u>15 WINDSHIELD</u>
16.	<u>16 DASH-RIGHT</u>
17.	<u>17 STEERING WHEEL</u>
18.	18 ACCELERATOR AND BRAKE PEDALS
19.	<u>19 UNDER CARRIAGE-FRONT</u>
20.	20 BRAKE CALIPER AND ROTOR-LEFT FRONT
21.	21 BRAKE CALIPER-LEFT FRONT
22.	22 BRAKE PADS-LEFT FRONT
23.	23 BRAKE CALIPER AND ROTOR-RIGHT FRONT
24,	24 BRAKE CALIPER-RIGHT FRONT
25.	25 BRAKE PADS-RIGHT FRONT
26.	<u>26 BRAKE SHOES-LEFT REAR</u>
27.	27 BRAKE SHOES-RIGHT REAR
28.	28 BRAKE MASTER CYLINDER
29.	<u>30 BRAKE MASTER CYLINDER CAP</u>
30.	<u>30 ENGINE-FRONT</u>
31.	<u>31 ENGINE-LEFT</u>
32	32 ENGINE-RIGHT

32 <u>32 ENGINE-RIGHT</u>
 33. <u>33 FUSE PANEL-ENGINE COMPARTMENT</u>

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name: Vehicle Brand: File #: Inspection Date: <u>Model:</u> VIN: 11/10/2008 2005 Cobalt 1G1AL52F557

34 SUSPENSION-LEFT FRONT 35 SUSPENSION-RIGHT FRONT 36 SUSPENSION-LEFT REAR 37 SUSPENSION-RIGHT REAR 38 VETRONIX CDR 39 VETRONIX CDR 40 STEERING GEAR 41 STEERING GEAR 42 STEERING GEAR 43 REAR BUMPER COVER 44 LEFT REAR QUARTER PANEL 45 FUEL FILLER DOOR 46 TIRE AND LOADING LABEL

Chevrolet

71-672216410

EAA Inspection Request

Date: <u>11/03/08</u>	
TO: EAA	Vehicle Information
EAA/SPX Field Coordinator	VIN#: <u>1G1AL52F557</u>
Phone: 586-582-5835	Year/Make: 2005 Chevrolet
Fax: 586-582-5840	Model: Cobalt
Email: <u>eaafc@servicesolutions.spx.com</u>	Contact's Name: Cathy Dean
	Contact's Number: (419) 529-1800
From Brandy Fabian	Venicle Location: GRAHAM CHEVROLET CADILLAC
PAR Customer Relations Specialist	Mansfield, OH 44906
	If located at a Salvage/Auction Yard:
Email: brandy fabian@gmexpert.com	Ins. Adi. Name:
Phone: 866-790-5600 ext.31065	Phone #:
<u>or</u> 866-790-5700 ext.	Claim or Salvage ID #:
Fax: 866-480-3626	0
Mailing Address:	Claimant Information
GM PAR Investigations	PAR File #: 71-672216410
7401 E. Ben White	Claimant Name:
Building 3	Claimant Home #:
Austin, TX 78741	Claimant Work #:
	Claimant Cell #: (
	Address:
	Ashland, OH
Required Actions: Advise PAR C	RS via voicemail/email of inspection date.
🗌 🗌 🖂 Repair Estima	te Required
🛛 Review All PA	R File information
Contact PAR	CRS After Inspection
Please Use Form(s):	
Accelerator/Throttle Control	Restraint-SIR/Seatbelts Seats
Brake/ABS/TCS/VSES	Side Impact Door
Steering/Suspension/Tires/Wheels	nadvertent Deployment OnStar
Engine Exhaust/Odor	Transmission/Transaxle
L Engine Stalling	Thermal Events
Special Instructions:	
Interview Owner? 🛛 Yes 🗌 No 🛛 🖾 V	/etronix Requested Detain 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):
EA	A Internal Use Only
To: SA:	ate E-Mailed to SA :
From: <i>EAA Field Coordinator</i> De	ue Date:
	FAA SA Use Only
Case Accentance/Investigation:	
Plass acknowledge accentance of this case prom	ntly hy nhone fay or email
Data Report Unloaded to FAA ETD SITE.	buy by phone, fax of chiall.
Date Report Opioaucu to EAA FIF SITE:	

				1 01 11
	PROD	UCT ALLEGATION RESOLUTION	I	
]	PRELIMINARY INSPECTION		
		BRAKE & ABS SYSTEMS		
Customer's Name:		Inspection Date:	11/10/2008	
Vehicle Brand:	Chevrolet	Model:	2005 Cobalt	
<u>File #</u> :	71-67221641	0 <u>VIN:</u>	1G1AL52F557	
Mileage at Inspection: 113057 Inspection Location: Graham Chevr - 1515 W 4 th Street - Mansfield, OH - phone Inspector's phone number: 740-632-0875		olet Cadillac eet 44906 e: 419-529-1800		
Section 1		INSPECTION SUMMARY		
Briefly describe the cust	omer's allegation	on concerning the brakes/abs:		

Driver and the steering wheel locked. I lost control of my vehicle while turning right onto a side road for a detour around some road construction and the vehicle went across the highway and went into a ditch along the opposite side of the road.

Following the inspection, summarize the facts and observations:

The paint is scraped on the right lower corner of the rear bumper cover (photo 43). The paint is scraped on the right rear quarter panel above the wheel opening (photo 45). The fuel filler door is bent in 1/16 inch (photos 44 and 45). There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers. This vehicle has no current record of outstanding campaigns. Vetronix CDR data was downloaded and is attached.

There is no visible damage to the engine compartment or 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 ABS warning light is on with engine running. Stored codes in ABS system are: C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance. 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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				2 of 11
	PRODU	CT ALLEGATION RESOLUTION		
	Pl	RELIMINARY INSPECTION		
		BRAKE & ABS SYSTEMS		
Customer's Name:		Inspection Date:	11/10/2008	
Vehicle Brand:	Chevrolet	Model:	2005 Cobalt	
<u>File #</u> :	71-672216410	<u>VIN:</u>	1G1AL52F557	
{				
\ {				
L				

Section 2		NTERVIEW - II	INCIDEN	Γ DETAILS		
Provide a complete o	description of the incl	ident according	g to the L	DRIVER / CLAIMANT		
Interview mode: Interview date	By Telephone : 11/7/2008	In Person		Incident Date and Time	»: 10/16/2008	9:30 AM
Provide a complete de drive immediately prece drive and, if the vehicle Determine whether dri contacted previously c Driver of my vehicle while t went across the high wet and I had my sea	scription of the incident ceding the incident, the was pulling a trailer a ver has experienced th concerning the issue? states the followin urning right onto a si way and went into a at belt on. I was trave	t according to th type of driving c t the time of the is type of behav g: I was driving de road for a de ditch along the ing north on Re	he driver. conditions incident, vior before g my veh letour arc e opposit Route 250	Include information con how many brake stops the estimated total weig a. If so, how often? If so icle and the steering wound some road const e side of the road. The , Wooster OH for 20 m	ncerning the le s had occurren ght of the carg to, has a deale wheel locked truction and t e weather wa hinutes and 8	ength of the d during this go and trailer. er been . I lost control the vehicle s overcast and miles at 20
MPH. I came to a roa around the construct crossed 2 lanes of th right rear tire blew or for failure to control drove home. I had th injured in the incider	d construction detou tion. The steering wh le highway. The vehic ut during the acciden my vehicle. A tow tru e right rear tire replacent and there were no e	r and I turned the eel locked, I coo cle stopped whe t. A State police ck came and in ced and have be other occupants	the steer ould not s nen it wen ce officer nstalled t peen drivi ts in the v	ing wheel to the right in teer the vehicle and it it into a ditch along th was at the scene of th he spare tire on the right ing the vehicle since the vehicle.	to go onto a s t spun around e left side of le accident ar ght rear of the he accident.	side road d and I the road. The nd I was cited e vehicle and I I was not
\ {						

Also have the driver describe the operation of the brake system immediately before the incident and what happened at the beginning and during the incident. Complete the table below.

	PRODUCT ALL	EGATION RES	SOLUTION		
	PRELIMINARY INSPECTION				
	BRAKE	& ABS SYSTE	<u>MS</u>		
Customer's Name:		Inspec	ction Date:	11/10/2008	
Vehicle Brand:	Chevrolet		Model:	2005 Cobalt	
<u>File #</u> :	71-672216410		VIN:	1G1AL52F557	
	Before the Inc	ident	At the B	eginning* and During the Incident	
rake operation (normal	Brake operation normal		Brake opera	ation normal	

Brake operation (normal, fade, pull, grab, etc.)	Brake operation normal. {	Brake operation normal. { {
Brake pedal feel (normal, hard, spongy, etc.)	Brake pedal normal, firm. {	Brake pedal normal, firm. {
Warning lights/messages displayed. Describe	No warning lights/messages displayed. {	No warning lights/messages displayed. {
Unusual odors (from where?)	No unusual odors {	No unusual odors. {
Other {	None {	None {

* The beginning of the incident is the initiation of the braking sequence during which the incident occurred.

Estimated vehicle speed: 20 MPH.

Describe what the driver did during the incident (pump brakes, steer, etc.)? Describe: **Driver alleges the following:** I was driving my vehicle and the steering wheel locked. I lost control of my vehicle while turning right onto a side road for a detour around some road construction and the vehicle went across the highway and went into a ditch along the opposite side of the road.

Has the driver ever experienced this condition before? Describe. No

Surface where incident occurred:

{

Type: <u>C</u>oncrete, <u>A</u>sphalt, <u>G</u>ravel, Crushed <u>R</u>ock, <u>D</u>irt or Other? <u>Asphalt</u> Describe: {

Condition: Wet, Dry, Icy or Other? Overcast and Wet If other, specify:

Other comments or observations that have not been covered? None

{

			4 of 11
	PRODUCT AI PRELIN BRAK	LLEGATION RESOLUTION /INARY INSPECTION KE & ABS SYSTEMS	
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u> :	Chevrolet 71-672216410	<u>Inspection Date:</u> <u>Model:</u> <u>VIN:</u>	11/10/2008 2005 Cobalt 1G1AL52F557
Section 3	INTERVIE	W - VEHICLE HISTORY	
Did the owner purchase the	e vehicle 🛛 New or 🗌 U	sed? Purchase Date: 7/14/2005	
Source of information (na	ame, address, phone num , Ashland, OH	ber, & relationship if other than clai	mant):
<u>Comments:</u> {			
Note to the inspector: In	questions 3-5 below, docu	ument <u>only</u> the information which re	lates to the incident/allegation.
Prior collision damage? {	(date, description, etc.) No	o prior collision damage.	
Repaired by: Not applicab	ıle.		
Describe existing vehicle No warning lights On or {	<i>conditions</i> at the time of engine miss during the i	the incident(e.g. warning lights "Or incident.	n", engine miss, etc.):
<i>Repairs</i> outside of warrant	y (what, when, by whom?): None.	
{			
Other vehicle history info {	rmation (from person bein	g interviewed or GM Warranty Histo	ory)? / /

Last brake maintenance (date, description, by whom?): None.

VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format. You will also be directing the GM representative's attention to the areas of the photos that you see as being significant to the allegation or customer concern.

Take color photographs of the following: (include overview and close up photos of damaged areas)

A. Exterior:

Front	VIN
Right side	Left side
Rear	

Comments

The paint is scraped on the right lower corner of the rear bumper cover (photo 43). The paint is scraped on the right rear quarter panel above the wheel opening (photo 45). The fuel filler door is bent in 1/16 inch (photos 44 and 45). There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers.

B. Brakes:

Front assemblies with calipers removed Rear assemblies with drums/calipers removed

Comments: Brake system intact, no missing or loose components.

	PRODUCT A	LLEGATION RESOLUTION	
	PRELI	MINARY INSPECTION	
	BRA	KE & ABS SYSTEMS	
Customer's Name:		Inspection Date:	11/10/2008
Vehicle Brand:	Chevrolet	Model:	2005 Cobalt
<u>File #</u> :	71-672216410	<u>VIN:</u>	1G1AL52F557
C. Interior: Instrument panel & od List all driver electrical Instrument panel and {	ometer controls which are in the d odometer operational.	e "On" position: Heater -	
Comments: {			
{			
D. Underhood: Engine compartment Master cylinder and br	ake fluid reservoir	Brake lines and hoses ABS/TCS Modulator	ly routed. The meeter culinder is
operational and the brak leak down while holding engine in drive and reve operational and the cabl	e fluid is full. Brake flui constant pressure with rse and the park brake l es are adjusted and rou	d shows no sign of contamination n engine running or off. The park b held vehicle in all gears. All park b ited correctly.	n. Brake pedal firm and does not brake system was tested with rake cables and controls are
{			
E. Underbody: Scrapes or impact dar Fuel tank Tires/Wheels Comments: There are no visible scra {	nage on the following: apes or impact damage	to the fuel tank or front and rear w	vheels and tires.
F. General Observations	s (Take photographs if a	applicable):	
Anything on vehicle which	is after-market: No visib	le after-market equipment on the v	vehicle.
Anything on vehicle which	is a modification: No vis i	ible modifications to the vehicle.	
Anything on vehicle which	is a modification: No vis i	ible modifications to the vehicle.	

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION BRAKE & ABS SYSTEMS

Customer's Name: Vehicle Brand: File #:

Chevrolet 71-672216410 Inspection Date: Model:

VIN:

11/10/2008 2005 Cobalt 1G1AL52F557

Other relevant information: None

Section 5

BRAKES

Use the following table to identify what you did and what you found during the inspection of the brake system. 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. Record all diagnostic trouble codes found, the description of each current or history code and any other relevant data obtained using a scan tool.

	OBSERVATIONS/TEST RESULTS
	8 of 11
PRO	DUCT ALLEGATION RESOLUTION
	PRELIMINARY INSPECTION
	BRAKE & ABS SYSTEMS
Customer's Name:	Inspection Date: 11/10/2008
Vehicle Brand: Chevrolet	Model: 2005 Cobalt
File # 71-6722164	$\frac{10}{\text{VIN}} = 161\text{AL}52\text{F}557$
<u></u>	
Red brake warning light-note the	Red brake warning light comes on when ignition key is turned on,
operation of the light when the	stays on for 3 seconds and then and goes off. Red brake warning
Ignition key is turned "ON", also with park brake applied and released	light comes on when park brake is applied and goes of when park
	{
	{
	{
Yellow ABS light-note the operation of	The ABS warning light is on with engine running. Stored codes are
the light when the ignition key is turned "ON"	IN ABS system are C0281 Dynamic rear proportional inoperative,
	{
	{
Brake fluid level and condition-	Brake fluid is clear and shows no visible evidence of
comment on the level, color,	contamination. Master cylinder is full.
contamination, and smell	
Boost/booster/master cylinder-with	Pedal raises when engine is started. Booster is depleted in 5 pedal
engine "off", deplete the booster and	applies with engine off. Vacuum booster is connected. Brake pedal
hold the brake pedal, start engine	feel is firm and does not leak down while holding constant pressure
and note pedal behavior. Turn the	with engine running or off.
nedal applies required to deplete the	{
booster. If engine operation is not	\
possible, check the booster for	{
proper vacuum hose connection.	{
	[{ [
	\ \ \
External leakage? Check all hydraulic	No external leakage at hydraulic lines, connections or wheel
lines, connections, wheel cylinders (if	cylinders.
any), and ABS modulator	{
connections.	
Pedal travel, check per service manual	{ Pedal travels 1 1/2 inches
A pedal force gage is necessary for	{
proper check of pedal travel.	{
Front brakes-note condition of	Calipers and rotors are intact and show no visible damage. No
calipers, rotors as to whether they	leaks in calipers. No grooves in rotors.
are grooved, corroded, leaking, etc. Rear brakes describe the condition of	Rear brake drums are smooth, no corrosion
the rotors or drums (scored. smooth.	
corroded)	{
Pads and linings-measure and record	LF 13/32
lining thickness in inches or millimeters.	RF 13/32
NULE CONULION.	LK 8/32 DD 8/32
Confidential OW/PAK	Brake pads are clean and tight no visible damage to lining
	t

PRODUCT ALLEGATION RESOLUTION				
PRELIMINARY INSPECTION				
BRAKE & ABS SYSTEMS				
Customer's Name:		Inspection Date:	11/10/2008	
Vehicle Brand:	Chevrolet	Model:	2005 Cobalt	
<u>File #</u> :	71-672216410	<u>VIN:</u>	1G1AL52F557	

Other Comments: 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.

BRAKE SYSTEM PERFORMANCE WHILE STOPPING ON A DRY LEVEL ROAD:

OBSERVATIONS: 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 ABS system warning lamp is on and the ABS system is inoperative. The Park brake system was tested with the 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. The master cylinder is operational and the power brake booster functions. 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 engine in drive and reverse and the park brake held vehicle in all gears.

ABS/TCS SYSTEM PERFORMANCE ON A WET OR GRAVEL ROAD:

OBSERVATIONS: : The ABS warning lamp is on with the engine running and the ABS system was inoperative.

If vehicle is not driveable, conduct a brake torque test if possible. Start the engine, place the transmission in Drive with the foot on the brake. Slowly apply throttle and note the results. Is the brake able to hold the vehicle stationary? If not, at what throttle position does the vehicle begin to move. Service brake pedal feel is firm and does not leak down while holding constant pressure with engine running or off and holds vehicle stationary.

Conduct a parking brake test. Apply the park brake, start the engine, place the transmission in Drive and slowly apply the throttle and note the results. If the vehicle begins to move, note the throttle position that causes the vehicle to move. The park brake system was tested with engine in drive and reverse and the park brake held vehicle in all gears.

PRODUCT ALLEGATION RESOLUTION **PRELIMINARY INSPECTION BRAKE & ABS SYSTEMS** Inspection Date:

Customer's Name: Vehicle Brand:

Chevrolet File #: 71-672216410 Model: VIN:

11/10/2008 2005 Cobalt

1G1AL52F557

Section 6

TIRES

1. TIRE IDENTIFICATION:

Use a tread depth gauge at four points around the circumference to determine the average tread depth. If the tire size is different than specified on the tire placard, check the ABS calibration and note the findings.

					AVE. IREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	NUMBERS *
	(Goodyear)	(Eagle GA)	(<u>P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>	
LF	Fusion	HRI	P195/60R15	<u>26</u>	10/32	``
RF	Fusion	HRI	P195/60R15	<u>27</u>	1032	A8CBDCN2107 A8CBDCN2107
LR	Laramie	Grandeur Classic	P195/60R15	28	9/32	3DV9XHN2506
RR	Laramie	Grandeur Classic	P195/60R15	26	9/32	3DV9XHN2506

* Note: DOT numbers are found on the inside of the tire, adjacent to the rim.

Describe and photograph any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

There is no visible damage, scrapes, cuts or flat spots on the front or rear tires.

{	
{	
{	

2. TIRE PLACARD DATA:

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

TIRES P195/60R15 30

Section 7

WHEELS

WHEEL CONDITION:

Note and photgraph any damage to wheels and mountings, such as bent rims, impact marks, etc. There is no visible damage to the front or rear wheels on the vehicle.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION **BRAKE & ABS SYSTEMS**

Customer's Name: Vehicle Brand: File #:

Chevrolet

71-672216410

Inspection Date:

Model:

VIN:

11/10/2008 2005 Cobalt 1G1AL52F557

Section 8

SITE INSPECTION (If applicable)

Carefully consider the facts in the case and then document the basis of your decision concerning whether to inspect the site of the incident. General Motors prefers site inspections as noted on the assignment sheet. If an inspection of the site is done, it is important to move quickly so that valuable information is not lost. Site not available.

Section 9

Comment Overflow Sheet

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 10

Other Report Information

Check here if there was evidence of a "Fire-Related" event.

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

Attachments: (Check all that apply)

Photographs ⊠ Data Downloads

Other Records





CDR File Information

Vehicle Identification Number	1G1AL52F557
Investigator	EDWARD LAPOSTA
Case Number	71-672216410
Investigation Date	Monday, November 10 2008
Crash Date	Thursday, October 16 2008
Filename	1G1AL52F557
Saved on	Monday, November 10 2008 at 11:40:45 AM
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	Non-Deployment

Data Limitations

SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event 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

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Page 1 of 10





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





Multiple Event Data

Associated Events Not Recorded	0
An Event(s) Preceded the Recorded Event(s)	No
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	No

System Status At AE

Vehicle Identification Number	**1AL52F*5*525847
Low Tire Pressure Warning Lamp (If Equipped)	OFF
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	ON

System Status At 1 second

Transmission Range (If Equipped)	Third Gear
Transmission Selector Position (If Equipped)	Fourth Gear
Traction Control System Active (If Equipped)	Invalid
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	53
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

Pre-crash data

Parameter	-2 sec	-1 sec
Reduced Engine Power Mode	OFF	OFF
Cruise Control Active (If Equipped)	No	No
Cruise Control Resume Switch Active (If Equipped)	No	No
Cruise Control Set Switch Active (If Equipped)	No	No

Pre-crash data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	56	56	46	35	4
Engine Speed (RPM)	2048	1920	1536	2048	1024
Percent Throttle	43	18	17	20	17
Accelerator Pedal Position (percent)	20	0	0	0	0
Antilock Brake System Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Lateral Acceleration (feet/s ²)(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0

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





System Status At Non-Deployment

Ignition Cycles At Investigation	6907
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	5904
Ignition Cycles At Event	6792
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	BUCKLED
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Maximum SDM Recorded Velocity Change (MPH)	9.42
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	210
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Crash Record Locked	No
Vehicle Event Data (Pre-Crash) Associated With This Event	Yes
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes







	1	1	1	1	1		1	1	1	1	1	1	1		
Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis	0.00	0.00	0.68	1 36	2.03	2 71	3 39	3 39	4 07	4 74	4 74	5.42	5.42	6 10	6 10
Eorigitadiniar / txib	0.00	0.00	0.00	1.00	2.00	2.7 1	0.00	0.00	4.07	4.74	7.1 7	0.42	0.42	0.10	0.10
Recorded Velocity															
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
. ,															
Longitudinal Axis	6.78	6 78	7.46	7.46	7.46	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Longituaniai Axis	0.70	0.70	1.40	1.40	7.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Recorded Velocity															
,															

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Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	-0.68	-1.36	-2.03	-2.71	-3.39	-4.07	-4.07	-4.07	-4.07	-4.07	-4.07	-4.74	-4.07
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	-4.07	-4.07	-4.07	-4.07	-4.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

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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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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name: Vehicle Brand: File #:

Chevrolet 71-672216410 Inspection Date: <u>Model:</u> VIN:

11/10/2008 2005 Cobalt 1G1AL52F557

Number of Rolls DIGITAL

Inspector EDWARD J LAPOSTA

Roll Number DIGITAL

Nea.#	Description
0	0 VIN PLATE
1.	1 VIN LABEL
2.	2 ODOMETER
3.	3 FRONT EXTERIOR
4.	4 LE EXTERIOR
5	51 EXTERIOR
6.	6 LR EXTERIOR
7.	7 REAR EXTERIOR
8.	8 RR EXTERIOR
9.	9 R EXTERIOR
10.	10 RF EXTERIOR
11.	11 LEFT FRONT INTERIOR
12.	12 RIGHT FRONT INTERIOR
13.	13 LEFT REAR INTERIOR
14.	14 RIGHT REAR INTERIOR
15.	15 WINDSHIELD
16.	16 DASH-RIGHT
17.	17 STEERING WHEEL
18.	18 ACCELERATOR AND BRAKE PEDALS
19.	<u>19 UNDER CARRIAGE-FRONT</u>
20.	20 BRAKE CALIPER AND ROTOR-LEFT FRONT
21.	21 BRAKE CALIPER-LEFT FRONT
22.	22 BRAKE PADS-LEFT FRONT
23.	23 BRAKE CALIPER AND ROTOR-RIGHT FRONT
24,	24 BRAKE CALIPER-RIGHT FRONT
25.	25 BRAKE PADS-RIGHT FRONT
26.	<u>26 BRAKE SHOES-LEFT REAR</u>
27.	27 BRAKE SHOES-RIGHT REAR
28.	28 BRAKE MASTER CYLINDER
29.	<u>30 BRAKE MASTER CYLINDER CAP</u>
30.	<u>30 ENGINE-FRONT</u>
31.	<u>31 ENGINE-LEFT</u>
30	32 ENGINE PICHT

32 <u>32 ENGINE-RIGHT</u>
 33. <u>33 FUSE PANEL-ENGINE COMPARTMENT</u>

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name: Vehicle Brand: File #: Inspection Date: <u>Model:</u> VIN: 11/10/2008 2005 Cobalt 1G1AL52F557

34 SUSPENSION-LEFT FRONT 35 SUSPENSION-RIGHT FRONT 36 SUSPENSION-LEFT REAR 37 SUSPENSION-RIGHT REAR 38 VETRONIX CDR 39 VETRONIX CDR 40 STEERING GEAR 41 STEERING GEAR 42 STEERING GEAR 43 REAR BUMPER COVER 44 LEFT REAR QUARTER PANEL 45 FUEL FILLER DOOR 46 TIRE AND LOADING LABEL

Chevrolet

71-672216410

1	of	12
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Customer's Name: Vehicle Brand: <u>File #</u>:

Chevrolet 71-672216410 Inspection Date: Model: VIN: 11/10/2008 2005 Cobalt 1G1AL52F557

Mileage at Inspection: 113057

Inspection Location: Graham Chevrolet Cadillac 21515 W 4th Street Mansfield, OH 44906 Phone: 419-529-1800

Inspector's phone number: 740-632-0875

Inspected By: EDWARD J LAPOSTA

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

Driver alleges the following: I was driving my vehicle and the steering wheel locked. I lost control of my vehicle while turning right onto a side road for a detour around some road construction and the vehicle went across the highway and went into a ditch along the opposite side of the road.

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

The paint is scraped on the right lower corner of the rear bumper cover (photo 43). The paint is scraped on the right rear quarter panel above the wheel opening (photo 45). The fuel filler door is bent in 1/16 inch (photos 44 and 45). There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers. This vehicle has no current record of outstanding campaigns. Vetronix CDR data was downloaded and is attached.

There is no visible damage to the engine compartment or 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 ABS warning light is on with engine running. Stored codes in ABS system are: C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance. 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.

			2 of 12
	PRODUCT AL PRELIMINARY IN STEERING, SUSPENSIO	LEGATION RESOLUTION ISPECTION DN, AXLE, TIRE AND WHEEL SYS	STEMS
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u> :	Chevrolet 71-672216410	<u>Inspection Date:</u> M <u>odel:</u> <u>VIN:</u>	11/10/2008 2005 Cobalt 1G1AL52F557
Section 2	INTERVIEW -	INCIDENT DETAILS	
Obtain all of the informat	ion for this section from th	he Driver/Claimant	
Provide a complete desc	ription of the incident acco	ording to the DRIVER / CLAIMAN	<u>NT</u>
Interview mode: Interview date: 11/7/2 Was a police/fire departm Provide driver/claimant's do of other vehicles involved; may be placed in section 9) Driver for the section 9) Driver for the section 9) Driver for the section 9) Driver for the section 9) Store for the section 9) Store for the section 9) Driver for the section 9) Store for the section 9) Store for the section 9) MPH. I came to a road co around the construction. crossed 2 lanes of the hig right rear tire blew out du for failure to control my v drove home. I had the rig injured in the incident an	By Telephone In Personant In	Incident Date and T Ves No e was a collision, describe all collisies ed and the sequence in which they driving my vehicle and the steering or a detour around some road conny ing the opposite side of the road. a on Route 250, Wooster OH for 2 rned the steering wheel to the right d, I could not steer the vehicle and ed when it went into a ditch along police officer was at the scene of and installed the spare tire on the have been driving the vehicle sin- upants in the vehicle.	Time: 10/16/2008 9:30 AM sion events; include description were contacted. (Additional cmts ing wheel locked. I lost control onstruction and the vehicle . The weather was overcast and 20 minutes and 8 miles at 20 ght to go onto a side road nd it spun around and I ig the left side of the road. The of the accident and I was cited he right rear of the vehicle and I ace the accident. I was not
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Driver/other occupant's phy Driver , f	vsical description (include na emale, age , 5'10", no di	ame, gender, height, weight, & disa isabilities.	abilities):
If there was a collision: Describe extent of any inju	ries to the Driver:_Driver	was not injured in	the accident.
Describe where other occu at the time of the acciden	pants were seated & extent t.	of any injuries: There were no of	ther passengers in the vehicle
{			

					3 of 12
		PROD PRELIMIN	UCT ALLEGAT	ION RESOLUTION	
	:	STEERING, SUS	PENSION, AXL	E, TIRE AND WHEEL S	SYSTEMS
Customer	's Name:			Inspection Date:	11/10/2008
Vehic	le Brand:	Chevrolet		M <u>odel:</u>	2005 Cobalt
-	<u>File #</u> : 7	1-672216410		<u>VIN:</u>	1G1AL52F557
			D		
What was the	exact location	n of the incident.	Route 250, W	ooster, OH.	
Driving condit	tions at the tir	ne of the incider	nt:		
Weath	er conditions 8	Visibility: Clear a	and Dry Approxi	mate Temp (°F): 70	
Road Surface: Road Condition:		ry ⊠Wet	\Box Icy \Box	Other:	
Shoulder Cur	rb 🗌 : 🔤 C	oncrete Aspha	It Gravel	Crushed rock Dirt	
Posted Speed Li	mit 20	ry 🖾 Wet		_Other:_{	
Any objects in	the road? (rocks	s, scrap metal, pothole	e, speed bump, etc.)	No objects in the ro	oad.
Length of Driv	ve Prior to inc	ident:			
	Total Time (h	rs. & mins.): 20	minutes Dista	nce (miles): 8 miles	
Estima	Estimate of v	enicle speed 20	mph Source o	of est. Driver f est Driver	
(Do No	ot report spee	d information fro	om the Vetronia	a data here)	
If the driver/cl following info	aimant descri rmation, pleas	ption of the vehi se obtain it.	cle operation p	rior to and during the	incident does not include the
Steering	Normal 🗌	Other	Describ	e: Driver Jesselyn Spr	ing alleges that the steering
wheel locked	on her vehicle	and caused her	r to lose contro	l of the vehicle. The re	ar of the vehicle spun around
into a utich al	ong the oppo:	site side of the r			
Suspension Brakes	Normal 🖂 Normal 🕅	Other Other	[•] ∐ Describ	e e {	
Engine	Normal	Other	Describ	e {	
Electrical	Normal 🖂	Other	Describ	e {	
Were any war the details and	ning lights illu describe the e	minated or drive vent(s).	er information o	center messages displ	ayed? ☐ Yes ⊠ No If "Yes", get
Has the vehicle details and des	e behavior note scribe the even	ed during this incid t(s).	dent ever been r	noted prior to this incide	nt? 🗌 Yes 🛛 No If "Yes", get the
Also, determine	e whether there	e were any warnir	ng lights illumina	ted, messages on drive	r information panel, unusual noises,
smoke or stear	n observed. No	o warning lights served.	illuminated, no	messages on driver i	nformation panel, no unusual
Describe any e	avasive action.	Turning	Braking	Accelerating	Other: 1
Describe arry e					

				4 of 12
	PRODUC	T ALLEGATION RE	ESOLUTION	
	PRELIMINAR STEERING SUSPEI	RY INSPECTION		STEMS
Customer's Name:		Ins	pection Date:	11/10/2008
Vehicle Brand:	Chevrolet		Model:	2005 Cobalt
<u> </u>	71-672216410		<u>VIN:</u>	1G1AL52F557
Describe cargo (in the vehi Estimated total weight of cargo: <u>{</u>	cle interior, trunk and/o	r trailer (if any):_ Nor _ Estimated weight of th	1e le trailer, if any. {	
If a trailer was being towed	, photograph the hitch s	structure, both on th	e trailer and towing	vehicle.
Did the vehicle leave the ro locked on her vehicle and ditch along the opposite	oadway?: ⊠ Yes □N d caused her to lose c side of the road.	o Describe: Driver ontrol of the vehic	al le. The rear of the	leges that the steering wheel vehicle spun around into a
How was the vehicle transp drove he Additional comments conce	ported from the incident or vehicle home after t erning the incident: <u>Nor</u>	site to the present he incident.	ocation? Tow Truck	k □ Flat Bed ⊠Other
{				
{				
Section 3	INTERVIE	W - VEHICLE HIS	TORY	
Source of information (name	ne, address, phone num , Ashland, OH	ber, & relationship) Phone:	, if other than claima	ant:
Comments: (* None	Additional cmts may be place	d in section 9)		
Did the owner purchase the	e vehicle new?⊠ Yes	No Date 7/14/2	2005 Used? 🗌 Y	es 🖾 No Date
VEHICLE MODIFICATION Are any vehicle modificatio (e.g., objects attached to the modified body, electrical cont There are no visible mod {	IS / ALTERATIONS ns or alterations preser ne steering wheel or ins omponents, powertrain, ifications/alterations of	nt, and has any after trument panel, contr wheels or tires, afte or after-market equ	r-market equipment rols for disabled per er-market seats, etc. i ipment installed o	been installed? sons, shock absorbers, springs,) <u>Describe:</u> on the vehicle.
{	<u></u>			
Prior electrical system serv	rice? 🛛 No 🗌 Yes If	yes, describe:	{	
Prior collision repair? \square N	o 🗌 Yes If yes, desc	ribe:	{	
Repaired by whom? (name	, address, phone) 【			
Prior chassis system servic	ce, repair, or replaceme	nt? 🛛 No 🗌 Yes	If yes, describe wh	nat was done:
Prior electrical system com	ponents serviced, repa	ired, or replaced by	whom? (name, ad	dress, phone number)
Any other pertinent vehicle If yes, describe: <u>{</u>	history information (fro	m interview, GM wa	rranty or dealership	o history files)? ⊠ No □Yes

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS								
Customer's Name: Vehicle Brand: <u>File #</u> :	Chevrolet 71-672216410	Inspection Date: M <u>odel:</u> <u>VIN:</u>	11/10/2008 2005 Cobalt 1G1AL52F557					

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 paint is scraped on the right lower corner of the rear bumper cover (photo 43). The paint is scraped on the right rear quarter panel above the wheel opening (photo 45). The fuel filler door is bent in 1/16 inch (photos 44 and 45). There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers.

<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 ABS warning light is on with engine running. Stored codes in ABS system are: C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance. 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.

Section 4

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand: File #:

Chevrolet 71-672216410 Inspection Date: Model: VIN:

Tire/wheel assemblies

11/10/2008 2005 Cobalt 1G1AL52F557

CORNER ASSEMBLIES

Struts/shocks Springs Control arms

Axle assemblies Comments: There is no visible damage to the struts/shocks, springs, control arms, ball joints, steering knuckles, axles or tires and wheels of the vehicle.

Ball joints

Steering knuckles

UNDERHOOD

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

Comments:

There is no visible damage in the engine compartment. Brake fluid is full and shows no sign of contamination. The electronic 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.

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 71-672216410	Inspection Date: M <u>odel:</u> <u>VIN:</u>	11/10/2008 2005 Cobalt 1G1AL52F557
{ {			

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.

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Customer's Name: Vehicle Brand: File #:

Chevrolet 71-672216410

Inspection Date: M<u>odel:</u> <u>VIN:</u>

11/10/2008

2005 Cobalt

1G1AL52F557

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	All steering system components are in place and connected. The steering wheel rotates lock to lock smoothly and with moderate effort and appropriate movement of front wheels.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	All steering linkage is tight and no loose connections. No visible scrapes, abrasions or signs of contact with any other linkage.
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	No visible leaks at steering rack and pinion. No visible damage to boots on rack or contact by foreign objects.
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	Steering column, ignition switch and intermediate shaft tight and no loose connections. Column unlocks with ignition key correctly. Steering column fasteners clean and tight.
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	This vehicle has electronic power steering assist. Steering wheel rotates lock to lock smoothly and with moderate effort.
PS fluid level and condition- Color, contamination, odor	This vehicle has electronic power steering assist.
Steering knuckle-All attachments secure and proper?	All attachments to steering knuckles are secure and proper.
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	LF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	RF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.
Strut attachments, springs intact; control arms properly	LF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.

attached, deformed, broken,

Customer's Name: Vehicle Brand: File #: Inspection Date: Model: VIN:

11/10/2008 2005 Cobalt 1G1AL52F557

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,	No signs of impact to rear axle assembly. Rear axle properly located.
signs of impact, properly	
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 evidence of contact of the under carriage with the road surface,
contact of the under- carriage	road shoulder, curb or 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)	No electrical Tech II codes.
Warning lights/messages	No warning lights/messages displayed or Tech II codes.
displayed? Describe and obtain	
codes using a Tech II	
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 ABS system warning lamp is on and the ABS system is inoperative. 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.

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 71-672216410	Inspection Date: M <u>odel:</u> VIN:	11/10/2008 2005 Cobalt 1G1AL52F557

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.

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. The ABS system is inoperative. The ABS warning light is on with the engine running. Stored codes in ABS system are: C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance..

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident. No visible damage to ABS module, wiring or components.

TIRE AND WHEEL INSPECTION

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	<u>(Goodyear)</u>	(Eagle GA)	(<u>P205/70R15)</u>	<u>(psi)</u>	32nds of inch	
LF	Fusion	HRI	P195/60R15	<u>26</u>	<u>10/32</u>	A8CBDCN2107
RF	Fusion	HRI	P195/60R15	<u>27</u>	1032	A8CBDCN2107
LR	Laramie	Grandeur Classic	P195/60R15	<u>28</u>	9/32	3DV9XHN2506
RR	Larimie	Grandeur Classic	P195/60R15	<u>26</u>	9/32	3DV9XHN2506

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

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF. RR and LR). LF No visible damage to LF wheel or tire.

RF No visible damage to RF wheel or tire

LR No visible damage to LR wheel or tire.

RR No visible damage to RR wheel or tire.

_				11 of 12	
	P	RODUCT ALLEGATION	RESOLUTION		
	PREL			07FN0	
	STEERING,	SUSPENSION, AXLE, I	IRE AND WHEEL ST	STEMS	
Customer's N	Name:		nspection Date:	11/10/2008	
Vehicle I	Brand: Chevrolet		Model:	2005 Cobalt	
_	File #: 71-6722164	10	VIN:	1G1AL52F557	
Record the follo	owing data: (located on o	driver's door edge or ins	de the decklid)		
	SIZE	PRESSURE (psi)	PRESSURE A	T MAXIMUM LOAD(psi)	
TIRES	P195/60R15	30		35	
SPARE TIRE	T115/70Q15	60		<u> </u>	
		—			
Section 7		SITE INSPECTION			
SITE INSPECTIO	<u>N - PERFORM THE FO</u>	LLOWING IF ADDITION	IAL INFORMATION M	IAY BE FOUND:	
Measure I	Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.				
	idence of whether the v	abiala laft the read prior	ha dumina ar aftar tha i	incident. Decument all leastions	
distances.	. stationary objects (qua	rd rails, telephone poles	fences.buildings.etc).	nearest posted speed limit signs	
in the dire	in the direction of travel, etc				
	Identity evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.				
Inspect ro	adway & shoulder surfa	ces in the area of the inc	ident site for telltale sig	gns of loss of control, excessive	
speed, severe braking, etc.					
Photograph the scene and property if involved.					
Comments: Site not available	`				
{	7.				
\ {					
{					
۱					
Section 8	CC	OMMENT 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

Chevrolet

71-672216410

OTHER REPORT INFORMATION

Check here if there was evidence of a "Fire-Related" event.

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

Attachments: (Check all that apply)

☑ Photographs ☑ Data Downloads ☑ Other Records

Inspection Date: Model: VIN: 11/10/2008 2005 Cobalt 1G1AL52F557





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





























CDR File Information

Vehicle Identification Number	1G1AL52F557
Investigator	EDWARD LAPOSTA
Case Number	71-672216410
Investigation Date	Monday, November 10 2008
Crash Date	Thursday, October 16 2008
Filename	1G1AL52F557
Saved on	Monday, November 10 2008 at 11:40:45 AM
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	Non-Deployment

Data Limitations

SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event 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

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





Multiple Event Data

Associated Events Not Recorded	0
An Event(s) Preceded the Recorded Event(s)	No
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	No

System Status At AE

Vehicle Identification Number	**1AL52F*5*525847
Low Tire Pressure Warning Lamp (If Equipped)	OFF
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	ON

System Status At 1 second

Transmission Range (If Equipped)	Third Gear
Transmission Selector Position (If Equipped)	Fourth Gear
Traction Control System Active (If Equipped)	Invalid
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	53
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

Pre-crash data

Parameter	-2 sec	-1 sec				
Reduced Engine Power Mode	OFF	OFF				
Cruise Control Active (If Equipped)	No	No				
Cruise Control Resume Switch Active (If Equipped)	No	No				
Cruise Control Set Switch Active (If Equipped)	No	No				

Pre-crash data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec	
Vehicle Speed (MPH)	56	56	46	35	4	
Engine Speed (RPM)	2048	1920	1536	2048	1024	
Percent Throttle	43	18	17	20	17	
Accelerator Pedal Position (percent)	20	0	0	0	0	
Antilock Brake System Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid	
Lateral Acceleration (feet/s ²)(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid	
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid	
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0	

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





System Status At Non-Deployment

Ignition Cycles At Investigation	6907
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	5904
Ignition Cycles At Event	6792
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	BUCKLED
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Maximum SDM Recorded Velocity Change (MPH)	9.42
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	210
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Crash Record Locked	No
Vehicle Event Data (Pre-Crash) Associated With This Event	Yes
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes







Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis Recorded Velocity	0.00	0.00	0.68	1.36	2.03	2.71	3.39	3.39	4.07	4.74	4.74	5.42	5.42	6.10	6.10
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Longitudinal Axis Recorded Velocity	6.78	6.78	7.46	7.46	7.46	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Page 6 of 10







Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	-0.68	-1.36	-2.03	-2.71	-3.39	-4.07	-4.07	-4.07	-4.07	-4.07	-4.07	-4.74	-4.07
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	-4.07	-4.07	-4.07	-4.07	-4.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

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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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\$48 \$49	FE FB	02 05	FD FA	03 05	FC FA	04 06	00 00									
\$4A	FA	07	FA	07	FA	08	00									
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\$4D \$4E	FA 00	0B 00	FA 00	0B 00	00	00	00									
\$4F	00	00	00	00	00	00	00									
\$50 \$51	00 F0	00 00	00	00	00 00	00 00	00 00									
\$52	80	00	00	00	00	00	00									
\$53 \$54	00	00	00	00	00	00	00									
\$55 \$67	00	00	00	00	00	00	00									
\$68 \$68	F8	F8	90	C0	00	00	00									
\$69 \$6A	80 FF	FF FF	FF FF	FF 00	FF 00	00 00	00 00									
\$6B	FF	FF	FF	FF	FF	FF	00									
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\$6E	FF	FF	FF	FF	FF	FF	00									
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	PROD	UCT ALLEGATION RESOLUTION	I	
]	PRELIMINARY INSPECTION		
		BRAKE & ABS SYSTEMS		
Customer's Name:		Inspection Date:	11/10/2008	
Vehicle Brand:	Chevrolet	Model:	2005 Cobalt	
<u>File #</u> :	71-67221641	0 <u>VIN:</u>	1G1AL52F557	
Mileage at Inspection: 113057 Inspection Location: Graham Chevrolet Cadillac - 1515 W 4 th Street - Mansfield, OH 44906 - phone: 419-529-1800 Inspector's phone number: 740-632-0875 Inspected By: EDWARD J LAPOSTA				
Section 1		INSPECTION SUMMARY		
Briefly describe the cust	omer's allegation	on concerning the brakes/abs:		

Driver and the steering wheel locked. I lost control of my vehicle while turning right onto a side road for a detour around some road construction and the vehicle went across the highway and went into a ditch along the opposite side of the road.

Following the inspection, summarize the facts and observations:

The paint is scraped on the right lower corner of the rear bumper cover (photo 43). The paint is scraped on the right rear quarter panel above the wheel opening (photo 45). The fuel filler door is bent in 1/16 inch (photos 44 and 45). There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers. This vehicle has no current record of outstanding campaigns. Vetronix CDR data was downloaded and is attached.

There is no visible damage to the engine compartment or 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 ABS warning light is on with engine running. Stored codes in ABS system are: C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance. 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.

 $1 \circ f 11$

				2 of 11
	PRODU	CT ALLEGATION RESOLUTION		
	Pl	RELIMINARY INSPECTION		
		BRAKE & ABS SYSTEMS		
Customer's Name:		Inspection Date:	11/10/2008	
Vehicle Brand:	Chevrolet	Model:	2005 Cobalt	
<u>File #</u> :	71-672216410	<u>VIN:</u>	1G1AL52F557	
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L				

Section 2		NTERVIEW - II	INCIDEN	Γ DETAILS		
Provide a complete o	description of the incl	ident according	g to the L	DRIVER / CLAIMANT		
Interview mode: Interview date	By Telephone : 11/7/2008	In Person		Incident Date and Time	»: 10/16/2008	9:30 AM
Provide a complete de drive immediately prece drive and, if the vehicle Determine whether dri contacted previously c Driver of my vehicle while t went across the high wet and I had my sea	scription of the incident ceding the incident, the was pulling a trailer a ver has experienced th concerning the issue? states the followin urning right onto a si way and went into a at belt on. I was trave	t according to th type of driving c t the time of the is type of behav g: I was driving de road for a de ditch along the ing north on Re	he driver. conditions incident, vior before g my veh letour arc e opposit Route 250	Include information con how many brake stops the estimated total weig a. If so, how often? If so icle and the steering wound some road const e side of the road. The , Wooster OH for 20 m	ncerning the le s had occurren ght of the carg to, has a deale wheel locked truction and t e weather wa hinutes and 8	ength of the d during this go and trailer. er been . I lost control the vehicle s overcast and miles at 20
MPH. I came to a roa around the construct crossed 2 lanes of th right rear tire blew or for failure to control drove home. I had th injured in the incider	d construction detou tion. The steering wh le highway. The vehic ut during the acciden my vehicle. A tow tru e right rear tire replacent and there were no e	r and I turned the eel locked, I coo cle stopped whe t. A State police ck came and in ced and have be other occupants	the steer ould not s nen it wen ce officer nstalled t peen drivi ts in the v	ing wheel to the right in teer the vehicle and it it into a ditch along th was at the scene of th he spare tire on the right ing the vehicle since the vehicle.	to go onto a s t spun around e left side of le accident ar ght rear of the he accident.	side road d and I the road. The nd I was cited e vehicle and I I was not
\ {						

Also have the driver describe the operation of the brake system immediately before the incident and what happened at the beginning and during the incident. Complete the table below.

	PRODUCT ALL	EGATION RES	SOLUTION				
	PRELIMINARY INSPECTION						
	BRAKE	& ABS SYSTE	<u>MS</u>				
Customer's Name:		Inspec	ction Date:	11/10/2008			
Vehicle Brand:	Chevrolet		Model:	2005 Cobalt			
<u>File #</u> :	71-672216410		VIN:	1G1AL52F557			
	Before the Incident At the Beginning* and During the Incident						
rake operation (normal	Brake operation normal Brake operation normal			ation normal			

Brake operation (normal, fade, pull, grab, etc.)	Brake operation normal. {	Brake operation normal. { {
Brake pedal feel (normal, hard, spongy, etc.)	Brake pedal normal, firm. {	Brake pedal normal, firm. {
Warning lights/messages displayed. Describe	No warning lights/messages displayed. {	No warning lights/messages displayed. {
Unusual odors (from where?)	No unusual odors {	No unusual odors. {
Other {	None {	None {

* The beginning of the incident is the initiation of the braking sequence during which the incident occurred.

Estimated vehicle speed: 20 MPH.

Describe what the driver did during the incident (pump brakes, steer, etc.)? Describe: **Driver alleges the following:** I was driving my vehicle and the steering wheel locked. I lost control of my vehicle while turning right onto a side road for a detour around some road construction and the vehicle went across the highway and went into a ditch along the opposite side of the road.

Has the driver ever experienced this condition before? Describe. No

Surface where incident occurred:

{

Type: <u>C</u>oncrete, <u>A</u>sphalt, <u>G</u>ravel, Crushed <u>R</u>ock, <u>D</u>irt or Other? <u>Asphalt</u> Describe: {

Condition: Wet, Dry, Icy or Other? Overcast and Wet If other, specify:

Other comments or observations that have not been covered? None

{

			4 of 11				
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION BRAKE & ABS SYSTEMS							
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u> :	Chevrolet 71-672216410	<u>Inspection Date:</u> <u>Model:</u> <u>VIN:</u>	11/10/2008 2005 Cobalt 1G1AL52F557				
Section 3	INTERVIE	W - VEHICLE HISTORY					
Did the owner purchase the	e vehicle 🛛 New or 🗌 U	sed? Purchase Date: 7/14/2005					
Source of information (na	ame, address, phone num Ashland, OH	ber, & relationship if other than clained and the second sec	mant):				
<u>Comments:</u> {							
Note to the inspector: In	questions 3-5 below, docu	ument <u>only</u> the information which re	lates to the incident/allegation.				
Prior collision damage? ({	(date, description, etc.) No	o prior collision damage.					
Repaired by: Not applicab	le.						
Describe existing vehicle No warning lights On or of {	conditions at the time of angine miss during the i	the incident(e.g. warning lights "Or incident.	n", engine miss, etc.):				
<i>Repairs</i> outside of warrant	y (what, when, by whom?): None.					
{	motion (from norman bain	a intensioused or CM Morrent . List					
<pre>Other venicle history infor {</pre>	mailon (from person bein	ig interviewed or GIVI warranty Hist	ייט) <i>י:</i>]				

Last brake maintenance (date, description, by whom?): None.

VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format. You will also be directing the GM representative's attention to the areas of the photos that you see as being significant to the allegation or customer concern.

Take color photographs of the following: (include overview and close up photos of damaged areas)

A. Exterior:

Front	VIN
Right side	Left side
Rear	

Comments

The paint is scraped on the right lower corner of the rear bumper cover (photo 43). The paint is scraped on the right rear quarter panel above the wheel opening (photo 45). The fuel filler door is bent in 1/16 inch (photos 44 and 45). There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers.

B. Brakes:

Front assemblies with calipers removed Rear assemblies with drums/calipers removed

Comments: Brake system intact, no missing or loose components.

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	PRODUCT A	LLEGATION RESOLUTION	
	PRELI	MINARY INSPECTION	
	BRA	KE & ABS SYSTEMS	
Customer's Name:		Inspection Date:	11/10/2008
Vehicle Brand:	Chevrolet	Model:	2005 Cobalt
<u>File #</u> :	71-672216410	<u>VIN:</u>	1G1AL52F557
C. Interior: Instrument panel & od List all driver electrical Instrument panel and {	ometer controls which are in the d odometer operational.	e "On" position: Heater -	
Comments: {			
{			
D. Underhood: Engine compartment Master cylinder and br	ake fluid reservoir	Brake lines and hoses ABS/TCS Modulator	ly routed. The meeter culinder is
operational and the brak leak down while holding engine in drive and reve operational and the cabl	e fluid is full. Brake flui constant pressure with rse and the park brake l es are adjusted and rou	d shows no sign of contamination n engine running or off. The park b held vehicle in all gears. All park b ited correctly.	n. Brake pedal firm and does not brake system was tested with rake cables and controls are
{			
E. Underbody: Scrapes or impact dar Fuel tank Tires/Wheels Comments: There are no visible scra {	nage on the following: apes or impact damage	to the fuel tank or front and rear w	vheels and tires.
F. General Observations	s (Take photographs if a	applicable):	
Anything on vehicle which	is after-market: No visib	le after-market equipment on the v	vehicle.
Anything on vehicle which	is a modification: No vis i	ible modifications to the vehicle.	
Anything on vehicle which	is a modification: No vis i	ible modifications to the vehicle.	

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION BRAKE & ABS SYSTEMS

Customer's Name: Vehicle Brand: File #:

Chevrolet 71-672216410 Inspection Date: Model:

VIN:

11/10/2008 2005 Cobalt 1G1AL52F557

Other relevant information: None

Section 5

BRAKES

Use the following table to identify what you did and what you found during the inspection of the brake system. 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. Record all diagnostic trouble codes found, the description of each current or history code and any other relevant data obtained using a scan tool.

	OBSERVATIONS/TEST RESULTS		
	8 of 11		
PRO	DUCT ALLEGATION RESOLUTION		
	PRELIMINARY INSPECTION		
	BRAKE & ABS SYSTEMS		
Customer's Name:	Inspection Date: 11/10/2008		
Vehicle Brand: Chevrolet	Model: 2005 Cobalt		
File # 71-6722164	$\frac{10}{\text{VIN}} = 161\text{AL}52\text{F}557$		
<u></u>			
Red brake warning light-note the	Red brake warning light comes on when ignition key is turned on,		
operation of the light when the	stays on for 3 seconds and then and goes off. Red brake warning		
Ignition key is turned "ON", also with park brake applied and released	light comes on when park brake is applied and goes of when park		
	{		
	{		
	{		
Yellow ABS light-note the operation of	The ABS warning light is on with engine running. Stored codes are		
the light when the ignition key is turned "ON"	in ABS system are C0281 Dynamic rear proportional inoperative,		
	{		
	{		
Brake fluid level and condition-	Brake fluid is clear and shows no visible evidence of		
comment on the level, color,	contamination. Master cylinder is full.		
contamination, and smell			
Boost/booster/master cylinder-with	Pedal raises when engine is started. Booster is depleted in 5 pedal		
engine "off", deplete the booster and	applies with engine off. Vacuum booster is connected. Brake pedal		
hold the brake pedal, start engine	feel is firm and does not leak down while holding constant pressure		
and note pedal behavior. Turn the	with engine running or off.		
nedal applies required to deplete the	{		
booster. If engine operation is not	\		
possible, check the booster for	{		
proper vacuum hose connection.	{		
	[{ [
	\ \ \		
External leakage? Check all hydraulic	No external leakage at hydraulic lines, connections or wheel		
lines, connections, wheel cylinders (if	cylinders.		
any), and ABS modulator	{		
connections.			
Pedal travel, check per service manual	{ Pedal travels 1 1/2 inches		
A pedal force gage is necessary for	{		
proper check of pedal travel.	{		
Front brakes-note condition of	Calipers and rotors are intact and show no visible damage. No		
calipers, rotors as to whether they	leaks in calipers. No grooves in rotors.		
are grooved, corroded, leaking, etc. Rear brakes describe the condition of	Rear brake drums are smooth, no corrosion		
the rotors or drums (scored. smooth.			
corroded)	{		
Pads and linings-measure and record	LF 13/32		
lining thickness in inches or millimeters.	RF 13/32		
NULE CONULION.	LK 8/32 DD 8/32		
Confidential OW/PAK	Brake pads are clean and tight no visible damage to lining		
	t		

PRODUCT ALLEGATION RESOLUTION					
	PI	RELIMINARY INSPECTION			
BRAKE & ABS SYSTEMS					
Customer's Name:		Inspection Date:	11/10/2008		
Vehicle Brand:	Chevrolet	Model:	2005 Cobalt		
<u>File #</u> :	71-672216410	<u>VIN:</u>	1G1AL52F557		

Other Comments: 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.

BRAKE SYSTEM PERFORMANCE WHILE STOPPING ON A DRY LEVEL ROAD:

OBSERVATIONS: 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 ABS system warning lamp is on and the ABS system is inoperative. The Park brake system was tested with the 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. The master cylinder is operational and the power brake booster functions. 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 engine in drive and reverse and the park brake held vehicle in all gears.

ABS/TCS SYSTEM PERFORMANCE ON A WET OR GRAVEL ROAD:

OBSERVATIONS: : The ABS warning lamp is on with the engine running and the ABS system was inoperative.

If vehicle is not driveable, conduct a brake torque test if possible. Start the engine, place the transmission in Drive with the foot on the brake. Slowly apply throttle and note the results. Is the brake able to hold the vehicle stationary? If not, at what throttle position does the vehicle begin to move. Service brake pedal feel is firm and does not leak down while holding constant pressure with engine running or off and holds vehicle stationary.

Conduct a parking brake test. Apply the park brake, start the engine, place the transmission in Drive and slowly apply the throttle and note the results. If the vehicle begins to move, note the throttle position that causes the vehicle to move. The park brake system was tested with engine in drive and reverse and the park brake held vehicle in all gears.

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION BRAKE & ABS SYSTEMS Inspection Date:

Customer's Name: Vehicle Brand:

Chevrolet File #: 71-672216410 Model: VIN:

11/10/2008 2005 Cobalt

1G1AL52F55

Section 6

TIRES

1. TIRE IDENTIFICATION:

Use a tread depth gauge at four points around the circumference to determine the average tread depth. If the tire size is different than specified on the tire placard, check the ABS calibration and note the findings.

					AVE. IREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	NUMBERS *
	(Goodyear)	(Eagle GA)	(<u>P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>	
LF	Fusion	HRI	P195/60R15	<u>26</u>	10/32	`
						A8CBDCN2107
RF	Fusion	HRI	P195/60R15	<u>27</u>	1032	A8CBDCN2107
LR	Laramie	Grandeur	P195/60R15	28	9/32	3DV9XHN2506
		Classic				
RR	Laramie	Grandeur Classic	P195/60R15	26	9/32	3DV9XHN2506

* Note: DOT numbers are found on the inside of the tire, adjacent to the rim.

Describe and photograph any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

There is no visible damage, scrapes, cuts or flat spots on the front or rear tires.

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2. TIRE PLACARD DATA:

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

TIRES P195/60R15 30

Section 7

WHEELS

WHEEL CONDITION:

Note and photgraph any damage to wheels and mountings, such as bent rims, impact marks, etc. There is no visible damage to the front or rear wheels on the vehicle.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION **BRAKE & ABS SYSTEMS**

Customer's Name: Vehicle Brand: File #:

Chevrolet

71-672216410

Inspection Date:

Model:

VIN:

11/10/2008 2005 Cobalt 1G1AL52F557

Section 8

SITE INSPECTION (If applicable)

Carefully consider the facts in the case and then document the basis of your decision concerning whether to inspect the site of the incident. General Motors prefers site inspections as noted on the assignment sheet. If an inspection of the site is done, it is important to move quickly so that valuable information is not lost. Site not available.

Section 9

Comment Overflow Sheet

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.

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Section 10

Other Report Information

Check here if there was evidence of a "Fire-Related" event.

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

Attachments: (Check all that apply)

Photographs ⊠ Data Downloads

Other Records

1	of	12
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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

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

Chevrolet 71-672216410 Inspection Date: Model: VIN: 11/10/2008 2005 Cobalt 1G1AL52F557

Mileage at Inspection: 113057

Inspection Location: Graham Chevrolet Cadillac 21515 W 4th Street Mansfield, OH 44906 Phone: 419-529-1800

Inspector's phone number: 740-632-0875

Inspected By: EDWARD J LAPOSTA

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

Driver alleges the following: I was driving my vehicle and the steering wheel locked. I lost control of my vehicle while turning right onto a side road for a detour around some road construction and the vehicle went across the highway and went into a ditch along the opposite side of the road.

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

The paint is scraped on the right lower corner of the rear bumper cover (photo 43). The paint is scraped on the right rear quarter panel above the wheel opening (photo 45). The fuel filler door is bent in 1/16 inch (photos 44 and 45). There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers. This vehicle has no current record of outstanding campaigns. Vetronix CDR data was downloaded and is attached.

There is no visible damage to the engine compartment or 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 ABS warning light is on with engine running. Stored codes in ABS system are: C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance. 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.

			2 of 12
	PRODUCT AL PRELIMINARY IN STEERING, SUSPENSIO	LEGATION RESOLUTION ISPECTION DN, AXLE, TIRE AND WHEEL SY	STEMS
Customer's Name: <u>Vehicle Brand:</u> <u>File #</u> :	Chevrolet 71-672216410	Inspection Date: M <u>odel:</u> <u>VIN:</u>	11/10/2008 2005 Cobalt 1G1AL52F557
Section 2	INTERVIEW -	INCIDENT DETAILS	
Obtain all of the informat	ion for this section from the	he Driver/Claimant	
Provide a complete desc	ription of the incident acc	ording to the DRIVER / CLAIMAI	<u>NT</u>
Interview mode: Interview date: 11/7/2 Was a police/fire departm Provide driver/claimant's d of other vehicles involved; may be placed in section 9) Driver softway of my vehicle while turning went across the highway wet and I had my seat be MPH. I came to a road co around the construction. crossed 2 lanes of the hi right rear tire blew out du for failure to control my v drove home. I had the rig injured in the incident an	By Telephone In Person By Telephone In Person By Telephone In Person By Teleport obtained? Ye escription of incident. If there describe all objects contacted tates the following: I was on the stee following: I was on and went into a side road for and went into a side road for and went into a ditch alor It on. I was traveling north nstruction detour and I tur The steering wheel locked ghway. The vehicle stopped uring the accident. A State vehicle. A tow truck came a ht rear tire replaced and h d there were no other occu	Incident Date and Tes No e was a collision, describe all colli- ed and the sequence in which they driving my vehicle and the steeri- or a detour around some road co- ng the opposite side of the road. a on Route 250, Wooster OH for 2 rned the steering wheel to the ri- d, I could not steer the vehicle a ed when it went into a ditch alon police officer was at the scene of and installed the spare tire on the ave been driving the vehicle sin- upants in the vehicle.	Time: 10/16/2008 9:30 AM ision events; include description were contacted. (Additional cmts ing wheel locked. I lost control onstruction and the vehicle . The weather was overcast and 20 minutes and 8 miles at 20 ght to go onto a side road and it spun around and I og the left side of the road. The of the accident and I was cited he right rear of the vehicle and I hee the accident. I was not
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Driver/other occupant's photoe descent of the second secon	vsical description (include na emale, age , 5'10", no di	ame, gender, height, weight, & disa isabilities.	abilities):
If there was a collision: Describe extent of any inju	ries to the Driver:	Spring was not injured in	n the accident.
Describe where other occu at the time of the accider	pants were seated & extent t.	of any injuries: There were no of	ther passengers in the vehicle
{			

					3 of 12
		PROD PRELIMIN	UCT ALLEGAT	ION RESOLUTION	
	:	STEERING, SUS	PENSION, AXL	E, TIRE AND WHEEL S	SYSTEMS
Customer	's Name:			Inspection Date:	11/10/2008
Vehic	le Brand:	Chevrolet		M <u>odel:</u>	2005 Cobalt
-	<u>File #</u> : 7	1-672216410		<u>VIN:</u>	1G1AL52F557
			D		
What was the	exact location	n of the incident.	Route 250, W	ooster, OH.	
Driving condit	tions at the tir	ne of the incider	nt:		
Weath	er conditions 8	Visibility: Clear a	and Dry Approxi	mate Temp (°F): 70	
Road Surface: Road Condition:		ry ⊠Wet	\Box Icy \Box	Other:	
Shoulder Cur	rb 🗌 : 🔤 C	oncrete Aspha	It Gravel	Crushed rock Dirt	
Posted Speed Li	mit 20	ry 🖾 Wet		_Other:_{	
Any objects in	the road? (rocks	s, scrap metal, pothole	e, speed bump, etc.)	No objects in the ro	oad.
Length of Driv	ve Prior to inc	ident:			
	Total Time (h	rs. & mins.): 20	minutes Dista	nce (miles): 8 miles	
Estima	Estimate of v	enicle speed 20	mph Source o	of est. Driver f est Driver	
(Do No	ot report spee	d information fro	om the Vetronia	a data here)	
If the driver/cl following info	aimant descri rmation, pleas	ption of the vehi se obtain it.	cle operation p	rior to and during the	incident does not include the
Steering	Normal 🗌	Other	Describ	e: Driver Jesselyn Spr	ing alleges that the steering
wheel locked	on her vehicle	and caused her	r to lose contro	l of the vehicle. The re	ar of the vehicle spun around
into a utich al	ong the oppo:	site side of the r			
Suspension Brakes	Normal 🖂 Normal 🕅	Other Other	[•] ∐ Describ	e e {	
Engine	Normal	Other	Describ	e {	
Electrical	Normal 🖂	Other	Describ	e {	
Were any war the details and	ning lights illu describe the e	minated or drive vent(s).	er information o	center messages displ	ayed? ☐ Yes ⊠ No If "Yes", get
Has the vehicle details and des	e behavior note scribe the even	ed during this incid t(s).	dent ever been r	noted prior to this incide	nt? 🗌 Yes 🛛 No If "Yes", get the
Also, determine	e whether there	e were any warnir	ng lights illumina	ted, messages on drive	r information panel, unusual noises,
smoke or stear	n observed. No	o warning lights served.	illuminated, no	messages on driver i	nformation panel, no unusual
Describe any e	avasive action.	Turning	Braking	Accelerating	Other: 1
Describe arry e					

				4 of 12
	PRODUC	T ALLEGATION RE	ESOLUTION	
	PRELIMINAR STEERING SUSPEI	RY INSPECTION		STEMS
Customer's Name:		Ins	pection Date:	11/10/2008
Vehicle Brand:	Chevrolet		Model:	2005 Cobalt
<u> </u>	71-672216410		<u>VIN:</u>	1G1AL52F557
Describe cargo (in the vehi Estimated total weight of cargo: <u>{</u>	cle interior, trunk and/o	r trailer (if any):_ Nor _ Estimated weight of th	1e le trailer, if any. {	
If a trailer was being towed	, photograph the hitch s	structure, both on th	e trailer and towing	vehicle.
Did the vehicle leave the ro locked on her vehicle and ditch along the opposite	oadway?: ⊠ Yes □N d caused her to lose c side of the road.	o Describe: Driver ontrol of the vehic	al le. The rear of the	leges that the steering wheel vehicle spun around into a
How was the vehicle transp drove he Additional comments conce	ported from the incident or vehicle home after t erning the incident: <u>Nor</u>	site to the present he incident.	ocation? Tow Truck	k □ Flat Bed ⊠Other
{				
{				
Section 3	INTERVIE	W - VEHICLE HIS	TORY	
Source of information (name	ne, address, phone num , Ashland, OH	ber, & relationship) Phone:	, if other than claima	ant:
Comments: (* None	Additional cmts may be place	d in section 9)		
Did the owner purchase the	e vehicle new?⊠ Yes	No Date 7/14/2	2005 Used? 🗌 Y	es 🖾 No Date
VEHICLE MODIFICATION Are any vehicle modificatio (e.g., objects attached to the modified body, electrical cont There are no visible mod {	IS / ALTERATIONS ns or alterations preser ne steering wheel or ins omponents, powertrain, ifications/alterations of	nt, and has any after trument panel, contr wheels or tires, afte or after-market equ	r-market equipment rols for disabled per er-market seats, etc. i ipment installed o	been installed? sons, shock absorbers, springs,) <u>Describe:</u> on the vehicle.
{	<u></u>			
Prior electrical system serv	rice? 🛛 No 🗌 Yes If	yes, describe:	{	
Prior collision repair? \square N	o 🗌 Yes If yes, desc	ribe:	{	
Repaired by whom? (name	, address, phone) 【			
Prior chassis system servic	ce, repair, or replaceme	nt? 🛛 No 🗌 Yes	If yes, describe wh	nat was done:
Prior electrical system com	ponents serviced, repa	ired, or replaced by	whom? (name, ad	dress, phone number)
Any other pertinent vehicle If yes, describe: <u>{</u>	history information (fro	m interview, GM wa	rranty or dealership	o history files)? ⊠ No □Yes

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
Customer's Name: Vehicle Brand: <u>File #</u> :	Chevrolet 71-672216410	Inspection Date: M <u>odel:</u> <u>VIN:</u>	11/10/2008 2005 Cobalt 1G1AL52F557	

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 paint is scraped on the right lower corner of the rear bumper cover (photo 43). The paint is scraped on the right rear quarter panel above the wheel opening (photo 45). The fuel filler door is bent in 1/16 inch (photos 44 and 45). There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers.

<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 ABS warning light is on with engine running. Stored codes in ABS system are: C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance. 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.

Section 4

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand: File #:

Chevrolet 71-672216410 Inspection Date: Model: VIN:

Tire/wheel assemblies

11/10/2008 2005 Cobalt 1G1AL52F557

CORNER ASSEMBLIES

Struts/shocks Springs Control arms

Axle assemblies Comments: There is no visible damage to the struts/shocks, springs, control arms, ball joints, steering knuckles, axles or tires and wheels of the vehicle.

Ball joints

Steering knuckles

UNDERHOOD

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

Comments:

There is no visible damage in the engine compartment. Brake fluid is full and shows no sign of contamination. The electronic 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.

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 71-672216410	Inspection Date: M <u>odel:</u> <u>VIN:</u>	11/10/2008 2005 Cobalt 1G1AL52F557	
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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.

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand: File #:

Chevrolet 71-672216410

Inspection Date: M<u>odel:</u> VIN:

11/10/2008

2005 Cobalt

1G1AL52F557

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	All steering system components are in place and connected. The steering wheel rotates lock to lock smoothly and with moderate effort and appropriate movement of front wheels.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	All steering linkage is tight and no loose connections. No visible scrapes, abrasions or signs of contact with any other linkage.
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	No visible leaks at steering rack and pinion. No visible damage to boots on rack or contact by foreign objects.
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	Steering column, ignition switch and intermediate shaft tight and no loose connections. Column unlocks with ignition key correctly. Steering column fasteners clean and tight.
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	This vehicle has electronic power steering assist. Steering wheel rotates lock to lock smoothly and with moderate effort.
PS fluid level and condition- Color, contamination, odor	This vehicle has electronic power steering assist.
Steering knuckle-All attachments secure and proper?	All attachments to steering knuckles are secure and proper.
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	LF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	RF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.
Strut attachments, springs intact; control arms properly	LF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.

attached, deformed, broken,

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand: File #: Inspection Date: Model: VIN:

11/10/2008 2005 Cobalt 1G1AL52F557

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,	No signs of impact to rear axle assembly. Rear axle properly located.
signs of impact, properly	
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 evidence of contact of the under carriage with the road surface,
contact of the under- carriage	road shoulder, curb or 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)	No electrical Tech II codes.
Warning lights/messages	No warning lights/messages displayed or Tech II codes.
displayed? Describe and obtain	
codes using a Tech II	
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 ABS system warning lamp is on and the ABS system is inoperative. 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.

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 71-672216410	Inspection Date: M <u>odel:</u> VIN:	11/10/2008 2005 Cobalt 1G1AL52F557		

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.

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. The ABS system is inoperative. The ABS warning light is on with the engine running. Stored codes in ABS system are: C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance..

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident. No visible damage to ABS module, wiring or components.

TIRE AND WHEEL INSPECTION

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	<u>(Goodyear)</u>	(Eagle GA)	(<u>P205/70R15)</u>	<u>(psi)</u>	32nds of inch	
LF	Fusion	HRI	P195/60R15	<u>26</u>	<u>10/32</u>	A8CBDCN2107
RF	Fusion	HRI	P195/60R15	<u>27</u>	1032	A8CBDCN2107
LR	Laramie	Grandeur Classic	P195/60R15	<u>28</u>	9/32	3DV9XHN2506
RR	Larimie	Grandeur Classic	P195/60R15	<u>26</u>	9/32	3DV9XHN2506

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

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF. RR and LR). LF No visible damage to LF wheel or tire.

RF No visible damage to RF wheel or tire

LR No visible damage to LR wheel or tire.

RR No visible damage to RR wheel or tire.

_				11 of 12				
	Р	RODUCT ALLEGATIC	ON RESOLUTION					
	PRELIMINARY INSPECTION							
	STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS							
Customer's N	Customer's Name: Inspection Date: 11/10/2008							
Vehicle I	Brand: Chevrolet		Model:	2005 Cobalt				
_	File #: 71-6722164	10	VIN:	1G1AL52F557				
Record the follo	owing data: (located on	driver's door edge or ir	nside the decklid)					
	SIZE	PRESSURE (psi)	PRESSURE A	T MAXIMUM LOAD(psi)				
TIRES	P195/60R15	30		35				
SPARE TIRE	T115/70Q15	60		60				
-								
Section 7		SITE INSPECTION						
SITE INSPECTIO	<u>N - PERFORM THE FC</u>	<u>DLLOWING IF ADDITIC</u>	DNAL INFORMATION M	<u>IAY BE FOUND:</u>				
Measure I	location and photograph	narks, gouges in the pa n.	avement, debris, or any	ouner marks.				
Identify ev distances	vidence of whether the v	vehicle left the road pric	or to, during, or after the	incident. Document all locations,				
in the dire	ection of travel, etc	iru raiis, telepriorie pole	s, lences,buildings,etc),	nearest posted speed limit signs				
Identify ev	vidence & photograph a	ny object struck by the	vehicle on or off the road	d 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.								
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{								
۲ ۲								
			······································					
Section 8 COMMENT OVERFLOW								

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

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand: File #:

Section 9

Chevrolet

71-672216410

OTHER REPORT INFORMATION

Check here if there was evidence of a "Fire-Related" event.

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

Attachments: (Check all that apply)

☑ Photographs ☑ Data Downloads ☑ Other Records

Inspection Date: Model: VIN: 11/10/2008 2005 Cobalt 1G1AL52F557

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name: Vehicle Brand: File #:

Chevrolet 71-672216410 Inspection Date: <u>Model:</u> VIN:

11/10/2008 2005 Cobalt 1G1AL52F557

Number of Rolls DIGITAL

Inspector EDWARD J LAPOSTA

Roll Number DIGITAL

Nea.#	Description
0	0 VIN PLATE
1.	1 VIN LABEL
2.	2 ODOMETER
3.	3 FRONT EXTERIOR
4.	4 LF EXTERIOR
5.	5 L EXTERIOR
6.	6 LR EXTERIOR
7.	7 REAR EXTERIOR
8.	8 RR EXTERIOR
9.	9 R EXTERIOR
10.	10 RF EXTERIOR
11.	11 LEFT FRONT INTERIOR
12.	12 RIGHT FRONT INTERIOR
13.	13 LEFT REAR INTERIOR
14.	14 RIGHT REAR INTERIOR
15.	15 WINDSHIELD
16.	16 DASH-RIGHT
17.	17 STEERING WHEEL
18.	<u>18 ACCELERATOR AND BRAKE PEDALS</u>
19.	<u>19 UNDER CARRIAGE-FRONT</u>
20.	20 BRAKE CALIPER AND ROTOR-LEFT FRONT
21.	21 BRAKE CALIPER-LEFT FRONT
22.	22 BRAKE PADS-LEFT FRONT
23.	23 BRAKE CALIPER AND ROTOR-RIGHT FRONT
24,	24 BRAKE CALIPER-RIGHT FRONT
25.	25 BRAKE PADS-RIGHT FRONT
26.	<u>26 BRAKE SHOES-LEFT REAR</u>
27.	27 BRAKE SHOES-RIGHT REAR
28.	28 BRAKE MASTER CYLINDER
29.	<u>30 BRAKE MASTER CYLINDER CAP</u>
30.	<u>30 ENGINE-FRONT</u>
31.	<u>31 ENGINE-LEFT</u>
32	32 ENGINE-RIGHT

32 <u>32 ENGINE-RIGHT</u>
 33. <u>33 FUSE PANEL-ENGINE COMPARTMENT</u>

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name: Vehicle Brand: File #: Inspection Date: <u>Model:</u> VIN: 11/10/2008 2005 Cobalt 1G1AL52F557

34 SUSPENSION-LEFT FRONT 35 SUSPENSION-RIGHT FRONT 36 SUSPENSION-LEFT REAR 37 SUSPENSION-RIGHT REAR 38 VETRONIX CDR 39 VETRONIX CDR 40 STEERING GEAR 41 STEERING GEAR 42 STEERING GEAR 43 REAR BUMPER COVER 44 LEFT REAR QUARTER PANEL 45 FUEL FILLER DOOR 46 TIRE AND LOADING LABEL

Chevrolet

71-672216410

EAA Inspection Request

Date: <u>11/03/08</u>	
TO: EAA	Vehicle Information
EAA/SPX Field Coordinator	VIN#: <u>1G1AL52F557</u>
Phone: 586-582-5835	Year/Make: 2005 Chevrolet
Fax: 586-582-5840	Model: Cobalt
Email: <u>eaafc@servicesolutions.spx.com</u>	Contact's Name: Cathy Dean
	Contact's Number: (419) 529-1800
From Brandy Fabian	Venicle Location: GRAHAM CHEVROLET CADILLAC
PAR Customer Relations Specialist	Mansfield, OH 44906
	If located at a Salvage/Auction Yard:
Email: brandy fabian@gmexpert.com	Ins. Adi. Name:
Phone: 866-790-5600 ext.31065	Phone #:
<u>or</u> 866-790-5700 ext.	Claim or Salvage ID #:
Fax: 866-480-3626	0
Mailing Address:	Claimant Information
GM PAR Investigations	PAR File #: 71-672216410
7401 E. Ben White	Claimant Name:
Building 3	Claimant Home #:
Austin, TX 78741	Claimant Work #:
	Claimant Cell #: (
	Address:
	Ashland, OH
Required Actions: Advise PAR	CRS via voicemail/email of inspection date.
🗌 🖂 Repair Estim	ate Required
Review All P	AR File information
🖂 Contact PAR	R CRS 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
Engine Stalling	Thermal Events
Special Instructions:	
Interview Owner? 🛛 Yes 🗌 No 🛛 🖄	Vetronix Requested Detain Fire/Police Report
<u>Other (define)</u>	
Investigations can only b	e rushed if e-mailed by one of the following:
<u>RUSH</u> (Name of Team Manager or Ops Mg	r Approving the Rush):
EA	AA Internal Use Only
To: SA :	Date E-Mailed to SA:
From: <i>EAA Field Coordinator</i>	Due Date:
	EAA SA Use Only
Case Acceptance/Investigation:	\square NO
Please acknowledge acceptance of this case prom	nptly by phone, fax or email.
Date Report Uploaded to EAA FTP SITE:	-F00 F

				1 01 11		
	PROD	UCT ALLEGATION RESOLUTION				
PRELIMINARY INSPECTION						
		BRAKE & ABS SYSTEMS				
Customer's Name:		Inspection Date:	11/10/2008			
Vehicle Brand:	Chevrolet	Model:	2005 Cobalt			
<u>File #</u> :	71-67221641	0 <u>VIN:</u>	1G1AL52F557			
Mileage at Inspection: 113057 Inspection Location: Graham Chevrolet Cadillac 1515 W 4 th Street 1515 W 4 th Street Mansfield, OH 44906 phone: 419-529-1800 Inspector's phone number: 740-632-0875 Inspected By: EDWARD J LAPOSTA						
ection 1 INSPECTION SUMMARY						
riefly describe the customer's allegation concerning the brakes/abs:						

Driver and the steering wheel locked. I lost control of my vehicle while turning right onto a side road for a detour around some road construction and the vehicle went across the highway and went into a ditch along the opposite side of the road.

Following the inspection, summarize the facts and observations:

The paint is scraped on the right lower corner of the rear bumper cover (photo 43). The paint is scraped on the right rear quarter panel above the wheel opening (photo 45). The fuel filler door is bent in 1/16 inch (photos 44 and 45). There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers. This vehicle has no current record of outstanding campaigns. Vetronix CDR data was downloaded and is attached.

There is no visible damage to the engine compartment or 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 ABS warning light is on with engine running. Stored codes in ABS system are: C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance. 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.

 $1 \circ f 11$

				2 of 11
	PRODU	CT ALLEGATION RESOLUTION		
	Pl	RELIMINARY INSPECTION		
		BRAKE & ABS SYSTEMS		
Customer's Name:		Inspection Date:	11/10/2008	
Vehicle Brand:	Chevrolet	Model:	2005 Cobalt	
<u>File #</u> :	71-672216410	<u>VIN:</u>	1G1AL52F557	
{				
\ {				
(

Section 2		NTERVIEW - I	INCIDEN	T DETAILS		
Provide a complete o	lescription of the inc	ident according	ig to the L	DRIVER / CLAIMANT		
Interview mode: Interview date	By Telephone : 11/7/2008	In Person		Incident Date and Tir	ne: 10/16/2008	9:30 AM
Provide a complete description of the incident according to the driver. Include information concerning the length of the drive immediately preceding the incident, the type of driving conditions, how many brake stops had occurred during this drive and, if the vehicle was pulling a trailer at the time of the incident, the estimated total weight of the cargo and trailer. Determine whether driver has experienced this type of behavior before. If so, how often? If so, has a dealer been contacted previously concerning the issue? Driver states the following: I was driving my vehicle and the steering wheel locked. I lost control of my vehicle while turning right onto a side road for a detour around some road construction and the vehicle went across the highway and went into a ditch along the opposite side of the road. The weather was overcast and						
MPH. I came to a roa around the construct crossed 2 lanes of th right rear tire blew or for failure to control drove home. I had th injured in the incider {	d construction detou tion. The steering wh e highway. The vehic ut during the acciden my vehicle. A tow tru e right rear tire replac it and there were no o	r and I turned t eel locked, I co le stopped who t. A State police ck came and in ced and have b other occupant	the steeri ould not s nen it wer ce officer nstalled t been drivi	ing wheel to the right steer the vehicle and at into a ditch along was at the scene of he spare tire on the ing the vehicle since vehicle.	It to go onto a s l it spun around the left side of the accident an right rear of the the accident.	side road d and I the road. The nd I was cited e vehicle and I I was not
{ {						

Also have the driver describe the operation of the brake system immediately before the incident and what happened at the beginning and during the incident. Complete the table below.

PRODUCT ALLEGATION RESOLUTION					
	PRELIMIN	NARY INSPEC	TION		
	BRAKE	& ABS SYSTE	<u>MS</u>		
Customer's Name:		Inspec	ction Date:	11/10/2008	
Vehicle Brand:	Chevrolet		Model:	2005 Cobalt	
<u>File #</u> :	71-672216410		VIN:	1G1AL52F557	_
Before the Incident At the Beginning* and During the Incident					
rake operation (normal	Brake operation normal		Brake opera	ation normal	

Brake operation (normal, fade, pull, grab, etc.)	Brake operation normal. {	Brake operation normal. { {
Brake pedal feel (normal, hard, spongy, etc.)	Brake pedal normal, firm. {	Brake pedal normal, firm. { {
Warning lights/messages displayed. Describe	No warning lights/messages displayed. {	No warning lights/messages displayed. {
Unusual odors (from where?)	No unusual odors {	No unusual odors. {
Other	None {	None {

* The beginning of the incident is the initiation of the braking sequence during which the incident occurred.

Estimated vehicle speed: 20 MPH.

Describe what the driver did during the incident (pump brakes, steer, etc.)? Describe: **Driver alleges the following:** I was driving my vehicle and the steering wheel locked. I lost control of my vehicle while turning right onto a side road for a detour around some road construction and the vehicle went across the highway and went into a ditch along the opposite side of the road.

Has the driver ever experienced this condition before? Describe. No

Surface where incident occurred:

{

Type: <u>C</u>oncrete, <u>A</u>sphalt, <u>G</u>ravel, Crushed <u>R</u>ock, <u>D</u>irt or Other? <u>Asphalt</u> Describe: {

Condition: Wet, Dry, Icy or Other? Overcast and Wet If other, specify:

Other comments or observations that have not been covered? None

{

			4 of 11			
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION RDAKE & ABS SYSTEMS						
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u> :	Chevrolet 71-672216410	<u>Inspection Date:</u> <u>Model:</u> <u>VIN:</u>	11/10/2008 2005 Cobalt 1G1AL52F557			
Section 3	INTERVIE	W - VEHICLE HISTORY				
Did the owner purchase the	e vehicle 🛛 New or 🗌 U	sed? Purchase Date: 7/14/2005				
Source of information (na	ame, address, phone num , Ashland, OH	ber, & relationship if other than clai	<u>mant):</u>			
<u>Comments:</u> {						
Note to the inspector: In	questions 3-5 below, docu	ument <u>only</u> the information which re	lates to the incident/allegation.			
Prior collision damage? {	(date, description, etc.) No	o prior collision damage.				
Repaired by: Not applicab	ıle.					
Describe existing vehicle conditions at the time of the incident(e.g. warning lights "On", engine miss, etc.): No warning lights On or engine miss during the incident.						
Repairs outside of warranty (what, when, by whom?): None.						
{						
Other <i>vehicle history</i> information (from person being interviewed or GM Warranty History)?						

Last brake maintenance (date, description, by whom?): None.
VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format. You will also be directing the GM representative's attention to the areas of the photos that you see as being significant to the allegation or customer concern.

Take color photographs of the following: (include overview and close up photos of damaged areas)

A. Exterior:

Front	VIN
Right side	Left side
Rear	

Comments

The paint is scraped on the right lower corner of the rear bumper cover (photo 43). The paint is scraped on the right rear quarter panel above the wheel opening (photo 45). The fuel filler door is bent in 1/16 inch (photos 44 and 45). There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers.

B. Brakes:

Front assemblies with calipers removed Rear assemblies with drums/calipers removed

Comments: Brake system intact, no missing or loose components.

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	PRODUCT A	LLEGATION RESOLUTION	
	PRELI	MINARY INSPECTION	
	BRA	KE & ABS SYSTEMS	
Customer's Name:		Inspection Date:	11/10/2008
Vehicle Brand:	Chevrolet	Model:	2005 Cobalt
<u>File #</u> :	71-672216410	<u>VIN:</u>	1G1AL52F557
C. Interior: Instrument panel & od List all driver electrical Instrument panel and {	ometer controls which are in the d odometer operational.	e "On" position: Heater -	
Comments: {			
{			
D. Underhood: Engine compartment Master cylinder and br	ake fluid reservoir	Brake lines and hoses ABS/TCS Modulator	ly routed. The meeter culinder is
operational and the brak leak down while holding engine in drive and reve operational and the cabl	e fluid is full. Brake flui constant pressure with rse and the park brake l es are adjusted and rou	d shows no sign of contamination n engine running or off. The park b held vehicle in all gears. All park b ited correctly.	n. Brake pedal firm and does not brake system was tested with rake cables and controls are
{			
E. Underbody: Scrapes or impact dar Fuel tank Tires/Wheels Comments: There are no visible scra {	nage on the following: apes or impact damage	to the fuel tank or front and rear w	vheels and tires.
F. General Observations	s (Take photographs if a	applicable):	
Anything on vehicle which	is after-market: No visib	le after-market equipment on the v	vehicle.
Anything on vehicle which	is a modification: No vis i	ible modifications to the vehicle.	
Anything on vehicle which	is a modification: No vis i	ible modifications to the vehicle.	

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION BRAKE & ABS SYSTEMS

Customer's Name: Vehicle Brand: File #:

Chevrolet 71-672216410 Inspection Date: Model:

VIN:

11/10/2008 2005 Cobalt 1G1AL52F557

Other relevant information: None

Section 5

BRAKES

Use the following table to identify what you did and what you found during the inspection of the brake system. 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. Record all diagnostic trouble codes found, the description of each current or history code and any other relevant data obtained using a scan tool.

	OBSERVATIONS/TEST RESULTS
	8 of 11
PRO	DUCT ALLEGATION RESOLUTION
	PRELIMINARY INSPECTION
	BRAKE & ABS SYSTEMS
Customer's Name:	Inspection Date: 11/10/2008
Vehicle Brand: Chevrolet	Model: 2005 Cobalt
File # 71-6722164	$\frac{10}{\text{VIN}} = 161\text{AL}52\text{F}557$
<u></u>	
Red brake warning light-note the	Red brake warning light comes on when ignition key is turned on,
operation of the light when the	stays on for 3 seconds and then and goes off. Red brake warning
Ignition key is turned "ON", also with park brake applied and released	light comes on when park brake is applied and goes of when park
	{
	{
	{
Yellow ABS light-note the operation of	The ABS warning light is on with engine running. Stored codes are
the light when the ignition key is turned "ON"	IN ABS system are C0281 Dynamic rear proportional inoperative,
	{
	{
Brake fluid level and condition-	Brake fluid is clear and shows no visible evidence of
comment on the level, color,	contamination. Master cylinder is full.
contamination, and smell	
Boost/booster/master cylinder-with	Pedal raises when engine is started. Booster is depleted in 5 pedal
engine "off", deplete the booster and	applies with engine off. Vacuum booster is connected. Brake pedal
hold the brake pedal, start engine	feel is firm and does not leak down while holding constant pressure
and note pedal behavior. Turn the	with engine running or off.
nedal applies required to deplete the	{
booster. If engine operation is not	\
possible, check the booster for	{
proper vacuum hose connection.	{
	[{ [
	\ \ \
External leakage? Check all hydraulic	No external leakage at hydraulic lines, connections or wheel
lines, connections, wheel cylinders (if	cylinders.
any), and ABS modulator	{
connections.	
Pedal travel, check per service manual	{ Pedal travels 1 1/2 inches
A pedal force gage is necessary for	{
proper check of pedal travel.	{
Front brakes-note condition of	Calipers and rotors are intact and show no visible damage. No
calipers, rotors as to whether they	leaks in calipers. No grooves in rotors.
are grooved, corroded, leaking, etc. Rear brakes describe the condition of	Rear brake drums are smooth, no corrosion
the rotors or drums (scored. smooth.	
corroded)	{
Pads and linings-measure and record	LF 13/32
lining thickness in inches or millimeters.	RF 13/32
NULE CONULION.	LK 8/32 DD 8/32
Confidential OW/PAK	Brake pads are clean and tight no visible damage to lining
	t

PRODUCT ALLEGATION RESOLUTION				
PRELIMINARY INSPECTION				
BRAKE & ABS SYSTEMS				
Customer's Name:		Inspection Date:	11/10/2008	
Vehicle Brand:	Chevrolet	Model:	2005 Cobalt	
<u>File #</u> :	71-672216410	<u>VIN:</u>	1G1AL52F557	

Other Comments: 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.

BRAKE SYSTEM PERFORMANCE WHILE STOPPING ON A DRY LEVEL ROAD:

OBSERVATIONS: 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 ABS system warning lamp is on and the ABS system is inoperative. The Park brake system was tested with the 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. The master cylinder is operational and the power brake booster functions. 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 engine in drive and reverse and the park brake held vehicle in all gears.

ABS/TCS SYSTEM PERFORMANCE ON A WET OR GRAVEL ROAD:

OBSERVATIONS: : The ABS warning lamp is on with the engine running and the ABS system was inoperative.

If vehicle is not driveable, conduct a brake torque test if possible. Start the engine, place the transmission in Drive with the foot on the brake. Slowly apply throttle and note the results. Is the brake able to hold the vehicle stationary? If not, at what throttle position does the vehicle begin to move. Service brake pedal feel is firm and does not leak down while holding constant pressure with engine running or off and holds vehicle stationary.

Conduct a parking brake test. Apply the park brake, start the engine, place the transmission in Drive and slowly apply the throttle and note the results. If the vehicle begins to move, note the throttle position that causes the vehicle to move. The park brake system was tested with engine in drive and reverse and the park brake held vehicle in all gears.

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PRODUCT ALLEGATION RESOLUTION **PRELIMINARY INSPECTION BRAKE & ABS SYSTEMS** Inspection Date:

Customer's Name: Vehicle Brand:

Chevrolet File #: 71-672216410 Model: VIN:

11/10/2008 2005 Cobalt

1G1AL52F557

Section 6

TIRES

1. TIRE IDENTIFICATION:

Use a tread depth gauge at four points around the circumference to determine the average tread depth. If the tire size is different than specified on the tire placard, check the ABS calibration and note the findings.

					AVE. IREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	NUMBERS *
	(Goodyear)	(Eagle GA)	(<u>P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>	
LF	Fusion	HRI	P195/60R15	<u>26</u>	10/32	``
RF	Fusion	HRI	P195/60R15	<u>27</u>	1032	A8CBDCN2107 A8CBDCN2107
LR	Laramie	Grandeur Classic	P195/60R15	28	9/32	3DV9XHN2506
RR	Laramie	Grandeur Classic	P195/60R15	26	9/32	3DV9XHN2506

* Note: DOT numbers are found on the inside of the tire, adjacent to the rim.

Describe and photograph any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

There is no visible damage, scrapes, cuts or flat spots on the front or rear tires.

{	
{	
{	

2. TIRE PLACARD DATA:

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

TIRES P195/60R15 30

Section 7

WHEELS

WHEEL CONDITION:

Note and photgraph any damage to wheels and mountings, such as bent rims, impact marks, etc. There is no visible damage to the front or rear wheels on the vehicle.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION **BRAKE & ABS SYSTEMS**

Customer's Name: Vehicle Brand: File #:

Chevrolet

71-672216410

Inspection Date:

Model:

VIN:

11/10/2008 2005 Cobalt 1G1AL52F557

Section 8

SITE INSPECTION (If applicable)

Carefully consider the facts in the case and then document the basis of your decision concerning whether to inspect the site of the incident. General Motors prefers site inspections as noted on the assignment sheet. If an inspection of the site is done, it is important to move quickly so that valuable information is not lost. Site not available.

Section 9

Comment Overflow Sheet

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.

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Section 10

Other Report Information

Check here if there was evidence of a "Fire-Related" event.

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

Attachments: (Check all that apply)

Photographs ⊠ Data Downloads

Other Records





CDR File Information

Vehicle Identification Number	1G1AL52F557
Investigator	EDWARD LAPOSTA
Case Number	71-672216410
Investigation Date	Monday, November 10 2008
Crash Date	Thursday, October 16 2008
Filename	1G1AL52F557
Saved on	Monday, November 10 2008 at 11:40:45 AM
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	Non-Deployment

Data Limitations

SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event 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

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





Multiple Event Data

Associated Events Not Recorded	0
An Event(s) Preceded the Recorded Event(s)	No
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	No

System Status At AE

Vehicle Identification Number	**1AL52F*5*525847
Low Tire Pressure Warning Lamp (If Equipped)	OFF
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	ON

System Status At 1 second

Transmission Range (If Equipped)	Third Gear
Transmission Selector Position (If Equipped)	Fourth Gear
Traction Control System Active (If Equipped)	Invalid
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	53
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

Pre-crash data

Parameter	-2 sec	-1 sec
Reduced Engine Power Mode	OFF	OFF
Cruise Control Active (If Equipped)	No	No
Cruise Control Resume Switch Active (If Equipped)	No	No
Cruise Control Set Switch Active (If Equipped)	No	No

Pre-crash data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	56	56	46	35	4
Engine Speed (RPM)	2048	1920	1536	2048	1024
Percent Throttle	43	18	17	20	17
Accelerator Pedal Position (percent)	20	0	0	0	0
Antilock Brake System Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Lateral Acceleration (feet/s ²)(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0

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





System Status At Non-Deployment

Ignition Cycles At Investigation	6907					
SIR Warning Lamp Status	OFF					
SIR Warning Lamp ON/OFF Time (seconds)	655200					
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	5904					
Ignition Cycles At Event	6792					
Ignition Cycles Since DTCs Were Last Cleared	254					
Driver's Belt Switch Circuit Status	BUCKLED					
Diagnostic Trouble Codes at Event, fault number: 1	N/A					
Diagnostic Trouble Codes at Event, fault number: 2	N/A					
Diagnostic Trouble Codes at Event, fault number: 3	N/A					
Diagnostic Trouble Codes at Event, fault number: 4	N/A					
Diagnostic Trouble Codes at Event, fault number: 5	N/A					
Diagnostic Trouble Codes at Event, fault number: 6	N/A					
Maximum SDM Recorded Velocity Change (MPH)	9.42					
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	210					
Driver First Stage Deployment Loop Commanded	No					
Driver Second Stage Deployment Loop Commanded	No					
Driver Side Deployment Loop Commanded	No					
Driver Pretensioner Deployment Loop Commanded	No					
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No					
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No					
Driver Knee Deployment Loop Commanded	No					
Passenger First Stage Deployment Loop Commanded	No					
Passenger Second Stage Deployment Loop Commanded	No					
Passenger Side Deployment Loop Commanded	No					
Passenger Pretensioner Deployment Loop Commanded	No					
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No					
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No					
Passenger Knee Deployment Loop Commanded	No					
Second Row Left Side Deployment Loop Commanded	No					
Second Row Left Pretensioner Deployment Loop Commanded	No					
Third Row Left Roof Rail/Head Curtain Loop Commanded	No					
Second Row Right Side Deployment Loop Commanded	No					
Second Row Right Pretensioner Deployment Loop Commanded	No					
Third Row Right Roof Rail/Head Curtain Loop Commanded	No					
Second Row Center Pretensioner Deployment Loop Commanded	No					
Crash Record Locked						
Vehicle Event Data (Pre-Crash) Associated With This Event						
Deployment Event Recorded in the Non-Deployment Record						
Event Recording Complete	Yes					







	1	1	1	1	1		1	1	1	1	1	1	1		
Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis	0.00	0.00	0.68	1 36	2.03	2 71	3 39	3 39	4 07	4 74	4 74	5.42	5.42	6 10	6 10
Eorigitadiniar / txib	0.00	0.00	0.00	1.00	2.00	2.7 1	0.00	0.00	4.07	4.74	7.1 7	0.42	0.42	0.10	0.10
Recorded Velocity															
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
. ,															
Longitudinal Axis	6.78	6 78	7.46	7.46	7.46	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Longituaniai Axis	0.70	0.70	1.40	1.40	7.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Recorded Velocity															
,															

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Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	-0.68	-1.36	-2.03	-2.71	-3.39	-4.07	-4.07	-4.07	-4.07	-4.07	-4.07	-4.74	-4.07
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	-4.07	-4.07	-4.07	-4.07	-4.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

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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.

\$012 \$0234 \$0078 \$00000000000000000000000000000000	$\begin{array}{c} 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 $	00 00 00 00 29 56 00 00 00 00 00 00 00 00 00 00 00 00 00	00 00 00 00 00 00 00 00 00 00 00 00 00	$\begin{array}{c} 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00$	57 00	$\begin{array}{c} 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00$	$\begin{array}{c} 00\\ 00\\ 00\\ 00\\ 00\\ 32\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 00\\ 0$
\$20	40	00	00	00	00	00	00
\$21	FF	01	00	00	70	00	00
\$22 \$24	00	A8 00	00	00	00	00	00
\$25	00	00	00	00	00	00	00
\$26	00	00	00	00	00	00	00
\$27	FF	00	FF	00	00	00	00
\$2B	00	00	00	00	00	00	00
\$2D	00	00	00	00	00	00	00
Ş2E S2F	00	TT TT	F0 1∆	17 FB	84 73	00	00
\$30	9D	00	00	00	00	00	00
\$31	00	00	00	00	34	00	00
\$33 \$33	2B	32	2B	00 2F	00 6E	00	00
\$34	10	20	18	1E	20	00	00
\$35 \$36	0.7	39	4A 00	5A 00	5A 00	00	00
\$37	00	00	00	03	04	08	E0
\$38	67	00	40	00	03	C0	00
\$39 \$3A	00	00	00	00	00	80 80	00
\$3B	03	06	0C	00	00	00	00
\$3C	00 21	00	00 4C	00 25	00	00	C0
\$3E	35	52	58	47	00	00	00
\$3F	00	00	90	00	00	00	00
\$40 \$41	20	A5 00	00	00	00	00	00
\$42	00	FF	F0	17	10	00	00
1G1AL5	2F55	/					





\$44 \$45	0 0 0 0	0 0 0 0	00	00	00	00	00000									
\$46 \$47	00 00	00 00	00 00	00 00	00 FF	00 01	00 00									
\$48 \$49	FE FB	02 05	FD FA	03 05	FC FA	04 06	00 00									
\$4A \$4B	FA FA	07 08	FA F9	07 09	FA FA	08 09	00 00									
\$4C	FA	00 0A	FA	0A	FA	0B	00									
\$4D \$4E	Р'А 00	0B 00	Р'А 00	0B 00	00	00	00									
\$4F \$50	00	00	00	00	00	00	00									
\$50 \$51	F0	00	00	00	00	00	00									
\$52 \$53	80 15	00	00 C1	00	00	00	00									
\$54 \$55	00	00	00	00	00	00	00									
\$55 \$67	00	00	00	00	00	00	00									
\$68 \$69	F8 80	8 स न न	90 קק	С0 FF	00 דד	00	00									
\$6A	FF	FF	FF	00	00	00	00									
\$6В \$6С	FF FF	FF FF	FF FF	FF FF	FF FF	FF FF	00									
\$6D \$6F	FF	FF	FF rr	FF rr	FF	FF	00									
\$6E \$6F	FF	FF	FF	FF	FF	FF	00									
\$70 \$71	FF FF	FF FF	FF FF	FF FF	FF FF	FF FF	00 00									
\$72	FF	FF	FF	FF	FF	FF	00									
\$73 \$74	FF.	FF FF	FF FF	FF FF	FF FF	FF FF	00									
\$75 \$76	FF FF	FF FF	FF मम	FF FF	FF FF	FF FF	00									
\$77	FF	FF	FF	FF	FF	FF	00									
\$78 \$79	F0 81	00 FF	00 FF	F0 FF	00 00	00 00	00 00									
\$7A	82	FF	FF	00	00	00	00									
ς/Β	гг	гг	ГГ	гг	гг	гг	00									
\$01 \$02	41 01	55 02	01 03	02 04	03	04	52	53	41	32	03	09	01	AA	AA	01
\$03	41	54	01	02	03	04	52	53	41	32	03	09	01	AA	AA	01
\$04 \$05	42	02 55	US FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$06 \$07	FF 42	FF 54	FF FF	FF FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$08	FF	FF	FF	FF	20	25	ГO	2.4	2.2	20	20	2.0	21	2.0	ГO	20
\$0D \$0E	41 01	48 5A	34 4B	37 31	30	35	52	34	33	30	39	32	31	32	52	39
\$0F \$10	41 01	4A 02	01 03	02 04	03	04	52	45	41	32	30	32	33	30	30	30
\$13	42	52	FF	FF	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	FF	\mathbf{FF}	FF	FF	FF	FF	FF	FF
\$14 \$17	FF 42	ь. 54	FF.	FF.	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$18 \$21	FF 31	FF 1 2	FF 66	FF 1 z	ፑና	87	91	۹ħ								
\$22	94	32		-4) <u> </u>	74								
\$23 \$24	31 31	41 41	FA FA	FA FA	FA FA	FA FA	32 32									
\$25	32	41	FA	FA	FA	FA	32									
\$26	32	41	FA	FA	FA	FA	32									
\$40 \$41	3F	00	00	02	00	18										
\$42 \$43	10 00	C4 00	8C	80												
1G1AL	52F55	7		50								Ρ	age 9) of 10)	
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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name: Vehicle Brand: File #:

Chevrolet 71-672216410 Inspection Date: <u>Model:</u> VIN:

11/10/2008 2005 Cobalt 1G1AL52F557

Number of Rolls DIGITAL

Inspector EDWARD J LAPOSTA

Roll Number DIGITAL

Nea.#	Description
0	0 VIN PLATE
1.	1 VIN LABEL
2.	2 ODOMETER
3.	3 FRONT EXTERIOR
4.	4 LE EXTERIOR
5	51 EXTERIOR
6.	6 LR EXTERIOR
7.	7 REAR EXTERIOR
8.	8 RR EXTERIOR
9.	9 R EXTERIOR
10.	10 RF EXTERIOR
11.	11 LEFT FRONT INTERIOR
12.	12 RIGHT FRONT INTERIOR
13.	13 LEFT REAR INTERIOR
14.	14 RIGHT REAR INTERIOR
15.	15 WINDSHIELD
16.	16 DASH-RIGHT
17.	17 STEERING WHEEL
18.	18 ACCELERATOR AND BRAKE PEDALS
19.	<u>19 UNDER CARRIAGE-FRONT</u>
20.	20 BRAKE CALIPER AND ROTOR-LEFT FRONT
21.	21 BRAKE CALIPER-LEFT FRONT
22.	22 BRAKE PADS-LEFT FRONT
23.	23 BRAKE CALIPER AND ROTOR-RIGHT FRONT
24,	24 BRAKE CALIPER-RIGHT FRONT
25.	25 BRAKE PADS-RIGHT FRONT
26.	<u>26 BRAKE SHOES-LEFT REAR</u>
27.	27 BRAKE SHOES-RIGHT REAR
28.	28 BRAKE MASTER CYLINDER
29.	<u>30 BRAKE MASTER CYLINDER CAP</u>
30.	<u>30 ENGINE-FRONT</u>
31.	<u>31 ENGINE-LEFT</u>
30	32 ENGINE PICHT

32 <u>32 ENGINE-RIGHT</u>
33. <u>33 FUSE PANEL-ENGINE COMPARTMENT</u>

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name: Vehicle Brand: File #: Inspection Date: <u>Model:</u> VIN: 11/10/2008 2005 Cobalt 1G1AL52F557

34 SUSPENSION-LEFT FRONT 35 SUSPENSION-RIGHT FRONT 36 SUSPENSION-LEFT REAR 37 SUSPENSION-RIGHT REAR 38 VETRONIX CDR 39 VETRONIX CDR 40 STEERING GEAR 41 STEERING GEAR 42 STEERING GEAR 43 REAR BUMPER COVER 44 LEFT REAR QUARTER PANEL 45 FUEL FILLER DOOR 46 TIRE AND LOADING LABEL

Chevrolet

71-672216410

1	of	12
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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

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

Chevrolet 71-672216410 Inspection Date: Model: VIN: 11/10/2008 2005 Cobalt 1G1AL52F557

Mileage at Inspection: 113057

Inspection Location: Graham Chevrolet Cadillac 21515 W 4th Street Mansfield, OH 44906 Phone: 419-529-1800

Inspector's phone number: 740-632-0875

Inspected By: EDWARD J LAPOSTA

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

Driver alleges the following: I was driving my vehicle and the steering wheel locked. I lost control of my vehicle while turning right onto a side road for a detour around some road construction and the vehicle went across the highway and went into a ditch along the opposite side of the road.

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

The paint is scraped on the right lower corner of the rear bumper cover (photo 43). The paint is scraped on the right rear quarter panel above the wheel opening (photo 45). The fuel filler door is bent in 1/16 inch (photos 44 and 45). There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers. This vehicle has no current record of outstanding campaigns. Vetronix CDR data was downloaded and is attached.

There is no visible damage to the engine compartment or 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 ABS warning light is on with engine running. Stored codes in ABS system are: C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance. The park brake system was tested with transmission in forward and reverse and the park brake held vehicle in all gears. All park brake cables and controls are operational and the cables are adjusted and routed correctly.

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS										
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u> :	Chevrolet 71-672216410	Inspection Date: M <u>odel:</u> <u>VIN:</u>	11/10/2008 2005 Cobalt 1G1AL52F557							
Section 2	INTERVIEW -	INCIDENT DETAILS								
Obtain all of the informat	ion for this section from th	he Driver/Claimant								
Provide a complete desc	ription of the incident acco	ording to the DRIVER / CLAIMAN	<u>NT</u>							
Interview mode: Interview date: 11/7/2 Was a police/fire departm Provide driver/claimant's do of other vehicles involved; may be placed in section 9) Driver for the section 9) Driver for the section 9) Driver for the section 9) Driver for the section 9) Store for the section 9) Store for the section 9) Driver for the section 9) Store for the section 9) Store for the section 9) MPH. I came to a road co around the construction. crossed 2 lanes of the hig right rear tire blew out du for failure to control my v drove home. I had the rig injured in the incident an	By Telephone In Personal In Pe	Incident Date and T Ves No e was a collision, describe all collisies ed and the sequence in which they driving my vehicle and the steering or a detour around some road conny ing the opposite side of the road. a on Route 250, Wooster OH for 2 rned the steering wheel to the right d, I could not steer the vehicle and ed when it went into a ditch along police officer was at the scene of and installed the spare tire on the have been driving the vehicle sin- upants in the vehicle.	Time: 10/16/2008 9:30 AM sion events; include description were contacted. (Additional cmts ing wheel locked. I lost control onstruction and the vehicle . The weather was overcast and 20 minutes and 8 miles at 20 ght to go onto a side road nd it spun around and I ig the left side of the road. The of the accident and I was cited he right rear of the vehicle and I ace the accident. I was not							
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{										
Driver/other occupant's phy Driver , f	vsical description (include na emale, age , 5'10", no di	ame, gender, height, weight, & disa isabilities.	abilities):							
If there was a collision: Describe extent of any inju	ries to the Driver:_Driver	was not injured in	the accident.							
Describe where other occu at the time of the acciden	pants were seated & extent t.	of any injuries: There were no of	ther passengers in the vehicle							
{										

					3 of 12
		PROD PRELIMIN	UCT ALLEGAT	ION RESOLUTION	
	:	STEERING, SUS	PENSION, AXL	E, TIRE AND WHEEL S	SYSTEMS
Customer	's Name:			Inspection Date:	11/10/2008
Vehic	le Brand:	Chevrolet		M <u>odel:</u>	2005 Cobalt
-	<u>File #</u> : 7	1-672216410		<u>VIN:</u>	1G1AL52F557
What was the	exact location	n of the incident.	Route 250, W	ooster, OH.	
Driving condit	tions at the tir	ne of the incider	nt:		
Weath	er conditions 8	Visibility: Clear a	and Dry Approxi	mate Temp (°F): 70	
Road Surface: Road Condition:		ry ⊠Wet	\Box Icy \Box	Other:	
Shoulder Cur	rb 🗌 : 🔤 C	oncrete Aspha	It Gravel	Crushed rock Dirt	
Posted Speed Li	mit 20	ry 🖾 Wet		_Other:_{	
Any objects in	the road? (rocks	s, scrap metal, pothole	e, speed bump, etc.)	No objects in the ro	oad.
Length of Driv	ve Prior to inc	ident:			
	Total Time (h	rs. & mins.): 20	minutes Dista	nce (miles): 8 miles	
Estima	Estimate of v	enicle speed 20	mph Source o	of est. Driver f est Driver	
(Do No	ot report spee	d information fro	om the Vetronia	a data here)	
If the driver/cl following info	aimant descri rmation, pleas	ption of the vehi se obtain it.	cle operation p	rior to and during the	incident does not include the
Steering	Normal 🗌	Other	Describ	e: Driver Jesselyn Spr	ing alleges that the steering
wheel locked	on her vehicle	and caused here	r to lose contro	l of the vehicle. The re	ar of the vehicle spun around
into a unch ar			uau.		
Suspension Brakes	Normal 🖂 Normal 🕅	Other Other	[•] ∐ Describ [•] □ Describ	e e {	
Engine	Normal	Other	Describ	e {	
Electrical	Normal 🖂	Other	Describ	e {	
Were any war the details and	ning lights illu describe the e	minated or drive vent(s).	er information o	center messages displ	ayed? ☐ Yes ⊠ No If "Yes", get
Has the vehicle details and des	e behavior note scribe the even	ed during this incid t(s).	dent ever been r	noted prior to this incide	nt? 🗌 Yes 🛛 No If "Yes", get the
Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises,					
smoke or steam observed. No warning lights illuminated, no messages on driver information panel, no unusual noises, smoke or steam observed.					
Describe any e	evasive action.	Turning	Braking	Accelerating	Other: 1
Describe arry e					

				4 of 12
	PRODUCT	ALLEGATION RE	SOLUTION	
	PRELIMINARY	INSPECTION		STEMS
Customer's Name:		Insp	pection Date:	11/10/2008
Vehicle Brand:	Chevrolet		Model:	2005 Cobalt
<u> </u>	71-672216410		<u>VIN:</u>	1G1AL52F557
Describe cargo (in the vehi Estimated total weight of cargo: <u>{</u>	cle interior, trunk and/or t	railer (if any): <u></u> Non Estimated weight of the	e e trailer, if any. {	
If a trailer was being towed	, photograph the hitch str	ucture, both on the	e trailer and towing	vehicle.
Did the vehicle leave the ro locked on her vehicle and ditch along the opposite	oadway?: ⊠ Yes □No d caused her to lose con side of the road.	Describe: Driver htrol of the vehic	al e. The rear of the	lleges that the steering wheel vehicle spun around into a
How was the vehicle transp drove he Additional comments conce	ported from the incident s ar vehicle home after the erning the incident:_None	ite to the present le e incident.	ocation? T ow Trucl	k □ Flat Bed ⊠Other
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{				· · · · · · · · · · · · · · · · · · ·
Section 3	INTERVIEV	V - VEHICLE HIST	ORY	
Source of information (name	ne, address, phone numb , Ashland, OH	er, <u>& relationship),</u> Phone:	if other than claima	<u>ant:</u>
Comments: (/ None	Additional cmts may be placed i	n section 9)		
Did the owner purchase the	e vehicle new?Xes] No Date 7/14/2	005 Used? 🗌 Y	es 🖾 No Date
VEHICLE MODIFICATION Are any vehicle modification (e.g., objects attached to the modified body, electrical cont There are no visible mod {	IS / ALTERATIONS ns or alterations present, ne steering wheel or instru- omponents, powertrain, w ifications/alterations or	and has any after ument panel, contr heels or tires, afte after-market equ	-market equipment ols for disabled per r-market seats, etc. i pment installed o	been installed? rsons, shock absorbers, springs,) <u>Describe:</u> on the vehicle.
{				
VEHICLE REPAIR / SERV Prior electrical system serv	/ <u>ICE HISTORY</u> rice?⊠No □Yes If y	es, describe:	[
Prior collision repair? N	o Yes If yes, describ	De:	[
Repaired by whom? (name	, address, phone) {			
Prior chassis system servic	ce, repair, or replacement	? 🛛 No 🗌 Yes	If yes, describe wh	nat was done:
Prior electrical system com	ponents serviced, repaire	ed, or replaced by	whom? (name, ad	dress, phone number)
Any other pertinent vehicle	history information (from	interview, GM wai	ranty or dealership	o history files)? ⊠ No □Yes

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS						
Customer's Name: Vehicle Brand: <u>File #</u> :	Chevrolet 71-672216410	Inspection Date: M <u>odel:</u> <u>VIN:</u>	11/10/2008 2005 Cobalt 1G1AL52F557			

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 paint is scraped on the right lower corner of the rear bumper cover (photo 43). The paint is scraped on the right rear quarter panel above the wheel opening (photo 45). The fuel filler door is bent in 1/16 inch (photos 44 and 45). There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers.

<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 ABS warning light is on with engine running. Stored codes in ABS system are: C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance. 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.

Section 4

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand: File #:

Chevrolet 71-672216410 Inspection Date: Model: VIN:

Tire/wheel assemblies

11/10/2008 2005 Cobalt 1G1AL52F557

CORNER ASSEMBLIES

Struts/shocks Springs Control arms

Axle assemblies Comments: There is no visible damage to the struts/shocks, springs, control arms, ball joints, steering knuckles, axles or tires and wheels of the vehicle.

Ball joints

Steering knuckles

UNDERHOOD

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

Comments:

There is no visible damage in the engine compartment. Brake fluid is full and shows no sign of contamination. The electronic 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.

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 71-672216410	Inspection Date: M <u>odel:</u> <u>VIN:</u>	11/10/2008 2005 Cobalt 1G1AL52F557		
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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.

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand: File #:

Chevrolet 71-672216410

Inspection Date: M<u>odel:</u> VIN:

11/10/2008

2005 Cobalt

1G1AL52F557

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	All steering system components are in place and connected. The steering wheel rotates lock to lock smoothly and with moderate effort and appropriate movement of front wheels.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	All steering linkage is tight and no loose connections. No visible scrapes, abrasions or signs of contact with any other linkage.
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	No visible leaks at steering rack and pinion. No visible damage to boots on rack or contact by foreign objects.
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	Steering column, ignition switch and intermediate shaft tight and no loose connections. Column unlocks with ignition key correctly. Steering column fasteners clean and tight.
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	This vehicle has electronic power steering assist. Steering wheel rotates lock to lock smoothly and with moderate effort.
PS fluid level and condition- Color, contamination, odor	This vehicle has electronic power steering assist.
Steering knuckle-All attachments secure and proper?	All attachments to steering knuckles are secure and proper.
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	LF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	RF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.
Strut attachments, springs intact; control arms properly	LF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.

attached, deformed, broken,

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand: File #: Inspection Date: Model: VIN:

11/10/2008 2005 Cobalt 1G1AL52F557

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,	No signs of impact to rear axle assembly. Rear axle properly located.
signs of impact, properly	
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 evidence of contact of the under carriage with the road surface,
contact of the under- carriage	road shoulder, curb or 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)	No electrical Tech II codes.
Warning lights/messages	No warning lights/messages displayed or Tech II codes.
displayed? Describe and obtain	
codes using a Tech II	
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 ABS system warning lamp is on and the ABS system is inoperative. 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.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS						
Customer's Name: Vehicle Brand:Inspection Date:11/10/2008Vehicle Brand: File #:ChevroletModel:2005 CobaltVehicle Brand: File #:71-672216410VIN:1G1AL52F557						

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.

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. The ABS system is inoperative. The ABS warning light is on with the engine running. Stored codes in ABS system are: C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance..

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident. No visible damage to ABS module, wiring or components.

TIRE AND WHEEL INSPECTION

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	<u>(Goodyear)</u>	(Eagle GA)	(<u>P205/70R15)</u>	<u>(psi)</u>	32nds of inch	
LF	Fusion	HRI	P195/60R15	<u>26</u>	<u>10/32</u>	A8CBDCN2107
RF	Fusion	HRI	P195/60R15	<u>27</u>	1032	A8CBDCN2107
LR	Laramie	Grandeur Classic	P195/60R15	<u>28</u>	9/32	3DV9XHN2506
RR	Larimie	Grandeur Classic	P195/60R15	<u>26</u>	9/32	3DV9XHN2506

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

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF. RR and LR). LF No visible damage to LF wheel or tire.

RF No visible damage to RF wheel or tire

LR No visible damage to LR wheel or tire.

RR No visible damage to RR wheel or tire.

_				11 of 12			
	PRODUCT ALLEGATION RESOLUTION						
	STEERING,	SUSPENSION, AXLE,	, TIRE AND WHEEL ST	SIEMS			
Customer's N	Name:		Inspection Date:	11/10/2008			
Vehicle I	Brand: Chevrolet		Model:	2005 Cobalt			
_	File #: 71-6722164	10	VIN:	1G1AL52F557			
Record the follo	owing data: (located on	driver's door edge or ir	nside the decklid)				
	SIZE	PRESSURE (psi)	PRESSURE A	T MAXIMUM LOAD(psi)			
TIRES	P195/60R15	30		35			
SPARE TIRE	T115/70Q15	60		60			
-							
Section 7		SITE INSPECTION					
SITE INSPECTIO	<u>N - PERFORM THE FC</u>	<u>DLLOWING IF ADDITIC</u>	DNAL INFORMATION M	<u>IAY BE FOUND:</u>			
Measure I	location and photograph	narks, gouges in the pa n.	avement, debris, or any	ouner marks.			
Identify ev distances	vidence of whether the v	vehicle left the road pric	or to, during, or after the	incident. Document all locations,			
in the dire	ection of travel, etc	iru raiis, telepriorie pole	s, lences,buildings,etc),	nearest posted speed limit signs			
Identify ev	vidence & photograph a	ny object struck by the	vehicle on or off the road	d 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.							
Site not available.							
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<u></u>							
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Section 8	C	OMMENT OVERFLOW	V				

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

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: Vehicle Brand: File #:

Section 9

Chevrolet

71-672216410

OTHER REPORT INFORMATION

Check here if there was evidence of a "Fire-Related" event.

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

Attachments: (Check all that apply)

☑ Photographs ☑ Data Downloads ☑ Other Records

Inspection Date: Model: VIN: 11/10/2008 2005 Cobalt 1G1AL52F557





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

June 22, 2011



Service request: 71-674290713 Customer Relationship Specialist: Leslie Olsen

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 discuss your vehicle have been unsuccessful. We have tried to contact you on the following dates October 27, 2008 and October 28, 2008, and messages were left on both occasions.

As soon as you are available, please contact us to discuss the concerns with your vehicle.

If you have further questions, please contact me at 1-866-790-5600 extension 31273, Monday through Friday between 9:30 a.m. and 6:00 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center



CHEVROLET

Customer Assistance Center

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









CHEVROLET

Customer Assistance Center

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

January 20, 2009

Liberty, MO

Customer Did Not Receieve Letter From GM

Service Request: 71-674290713

Dear

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. 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.

We are proud you made Chevrolet your choice when you purchased your 2005 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.our______ Marketing Support department at 1-800-950-2438. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Chevrolet Customer Assistance Center


General Motors Loyalty Certificate

Issued by: Chevrolet Certificate No. 1G1AK12F257

Issue Date: January 20, 2009

Issued exclusively for:



Valid through: January 19, 2010

Amount: One Thousand Dollars and Zero Cents ****\$1,000.00****

Valid only towards the retail purchase or lease of an eligible new GM passenger car or light duty truck (excluding HUMMER H1). As the primary recipient and GM vehicle owner, you may transfer your General Motors' Owner Loyalty Certificate to an immediate family member, including parents, spouse, surviving spouse, siblings and children. However, the family member must reside at your address. He or she will be required to provide proof of relationship and residency. At the time of redemption, your family member must tell the dealer that he or she is the recipient of a General Motors' Owner Loyalty Certificate from an immediate family member. Mechanical reproductions or other facsimiles are not valid. Only one certificate may be redeemed per purchase/lease per eligible customer.

cott Lawson

. <u>-</u> •	General Motors Authorized Signature
Customer Signature	Date
New Vehicle Identification Number	Delivery Date
Dealer Acknowledgement:	
Dealership Name	Dealer Code
Dealer Signature	Date
	CARS0007 Revised 7/07

PROCEDURES TO REDEEM YOUR GENERAL MOTORS OWNER LOYALTY CERTIFICATE

- Negotiate your best deal with any Chevrolet, Buick, Pontiac, GMC, HUMMER, Saab or Cadillac Dealer, or Saturn Retailer. Then present this original certificate to them. To be eligible, you must take delivery of a new and unused General Motors vehicle prior to the expiration date on the face of this certificate.
- The amount on the face of this certificate must be applied to a purchase or lease of a new and unused General Motors vehicle. This certificate may not be redeemed for cash.
- The amount on the face of this certificate applied to a vehicle purchase is over and above all other manufacturer incentives currently available at the time of purchase.
- General Motors will credit the dealer for the face amount of the certificate.
- Please furnish this certificate to your General Motors dealer at the time of purchase.
- Dealer will apply for credit from General Motors for the amount of the certificate using the applicable incentives procedure.
- Required dealer documents for transferability:
 For proof of household: government issued identification
 For proof of relationship: marriage certificate or birth certificate



Start With Trust

FAX TRANSMITTAL SHEET

RE:	Attached
# OF PAGES:	
BBB FAX:	(248) 644-5026
FROM:	Carmel Weems Advertising Review Manager
FAX:	(866) 215-6750
COMPANY:	General Motors Corporation
NAME:	Business Resource Center, Legal Correspondence
DATE:	October 22, 2008

This facsimile transmission is confidential and intended solely for the individual to whom it was addressed. If there is any problem with this transmission, or if it is been incorrectly addressed, contact the Better Business Bureau immediately at: **Telephone: (248) 644-9100**

FAX: (248) 644-9100

30555 Southfield Road, Suite 200 • Scuthfield, MI 48076-7751 • Phone: 248.644.9100 • Fax: 248.644.5026



Business Resource Center, Legal Correspondence General Motors Corporation Po Box 33170 Detroit, Mi 48232, MI 48232

10/21/2008

Dear Business Resource Center, Legal Correspondence:

The Better Business Bureau received a complaint about your business. The complaint was submitted on 9/30/2008 10:32:45 AM and was assigned an ID of 7042861. The consumer's information appears below:

Please review this information and respond within the next seven calendar days. We thank you for your anticipated response to this complaint.

If you received this complaint via email simply click on the "**Respond to this Complaint**", link located on the left, when you are ready to answer.

If complaint was received via postal mail, please State your position in a typed or handwritten letter and fax or mail back to the BBB.

Please understand that when you respond to a complaint, your response may be submitted directly to the customer.

Regards,

Rebecca Gohlke The Better Business Bureau Fax: 248-644-5026

9-25-08

To whom it may concern:

I have a problem that I would like to bring attention to that I feel is a safety issue. I bought a 2005 Chevy Cobalt back in July of 05. The power steering on the cobalt's is an EPS system (Electrical Power Steering). The power steering has been going off and on when I am driving. My car has 68,000 miles and is a 2005; there are cars that only have 12,000 miles that are also having the same issue, so I know it is not caused by the age or mileage of my car! It started on Friday when I was driving into town. The power steering went out and I had to pull over, turn the car off and then back on. After doing this the car was fine for a few minutes then the power steering shut off again. Ever since then; the power steering has been going out, even on the highway going 55+ mph which is very dangerous since it makes the car hard to turn. I went on the internet and looked up "issues with power steering on Chevy Cobalt's" and I came across hundreds of complaints about the power steering. After reading, I learned that other Chevy Cobalt owners are having the exact same problem with the EPS system. I'm not sure why GM has not recalled this issue when it is a huge safety hazard. To fix this problem, the part it self is \$600 not including labor. As I furthered my research people have been paying about \$1,200 - \$1,500 to replace and fix the EPS system. I really think it is very irresponsible of GM to not have a recall on this part due to the hundreds of complaints I have witnessed! GM needs to wake up and see that when the power steering goes out while you're driving 55+mph on the highway it's not easy nor is it safe for anyone in the car and that they need to do a recall or at least help pay for the issue which is the EPS system. I am not sure what it will take for GM to recall the part; maybe a death due to the EPS system failure is what they are waiting for. In that case they do not have the heart or care about the safety and appreciation of their customers. I also contacted GM customer service and they were not able to help me with anything but tell me I am going to have to pay to fix the issue. I appreciate your time and hope this subject gets resolved with immediate action!

Thank you,

Address:	, Liber	ty, Mc
Phone:		
E-Mail:		

SEP 2 9 2008

I only sent the first page of all the complaints on the EPS system that were from Cobalt owners on a few of the websites I looked at. If you would like all of the pages please mail me or call stating that you would like the rest of the pages. I did not send all due to the amount of pages I would have to print.

Thank you.

Address:	Liberty, MC
Phone:	
E-Mail:	

STILLE STONE	NHTSA
OFFICE OF DEFECTS INVESTIGATION (ODI)	www.ulusa.gov

Complaints - Search Results

47 Record(s) Displayed.

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	Report Date :	September 25, 2008 at 09:01	AM
	Search Type :	VEHICLE	
	Year :	2005	
	Make :	CHEVROLET	
	Model :	COBALT	
Make : CHEVROLET	Model ; COBA	LT Year: 20	005
Manufacturer : GENERAL MOTORS CORF			
Crash : No	Fire : No	Number	of Injurios: 0
ODI ID Number : 10243358		Number	of Deather 0
Date of Failure: September 19, 2008		number	or beaths: 0
VIN: 1G1AK12F257			
Component: STEERING			
CHEVY COBALT BACK IN JULY OF 05. THE CHEVY COBALT BACK IN JULY OF 05. THE (ELECTRICAL POWER STEERING). THE P.O (I HAVE ONLY 68,000 MILES). IT STARTED (HAD TO PULL OVER, TURN THE CAR OFF T MINUTES LATER THE POWER STEERING V BEEN GOING OUT, EVEN ON THE HIGHWAY TURN OR STEER MY CAR. I WENT ON THE 2005 CHEVY COBALT'S" AND I CAME ACRO GOING OUT ON PEOPLE THAT OWN A COB WHY GM HAS NOT RECALLED THIS ISSUE SELF IS \$500 NOT INCLUDING LABOR. AS I FIX THE EPS SYSTEM. I REALLY THINK IT IS PART DUE TO THE HUNDREDS OF COMPLA TO WAKE UP AND SEE THAT WHEN THE PO THE HIGHWAY ITS NOT EASY NOR SAFE FO FIX ALL OF THE PROBLEMS ON THE EPS 3 AND RECALL THE PART, MAYBE A DEATH I THAT CASE THEY HAVE NO HEART FOR TH CUSTOMER SERVICE AND THEY WERE NO HAVE TO PAY FOR THE PROBLEM TO GET	E TO ISSUE TH POWER STEEF WER STEERIN ON FRIDAY WH THEN BACK ON VENT OFF AGA Y GOING 55 IT (INTERNET AND SS HUNDREDS SALT OR A MAL WHEN IT IS A S DID MY RESEA S VERY IRRESF AINTS I HAVE S OWER STEERIN OR ANYONE IN YSTEM. I DON" DUE TO EPS SY IEIR CUSTOME T ABLE TO HEL FIXED. I AM AL	AT HAS TO DO WITH SAFET ING ON THE COBALT'S IS A HAS BEEN GOING OFF ANI EN I WAS DRIVING INTO TOV AFTER DOING THIS THE CA NI EVER SINCE THEN THE P 30ES OUT WHICH CAUSES I DOOKED UP "ISSUES WITH OF COMPLAINTS ABOUT TH BU WHICH ALSO HAS A EPS AFETY ISSUE! TO FIX THIS F RCH PEOPLE HAVE BEEN P 20NSIBLE OF GM TO NOT HA EENI SOMEONE PLEASE HEI IG GOES OUT WHILE YOU'RE THE CAR AND THAT THEY N KNOW WHAT IT WILL TAKE STEM FAILURE IS WHAT THI RS OR APPRECIATION. I ALS P ME WITH ANYTHING BUT SO NOT SURE IF THERE HAS	Y. I BOUGHT A 2005 EPS SYSTEM D ON WHEN I AM DRIVING WN IT WENT OUT AND I WR WAS FINE THEN A FEV OWER STEERING HAS T TO BE VERY HARD TO POWER STEERING ON HE POWER STEERING SYSTEM. I'M NOT SURE PROBLEM THE PART ITS AYING ABOUT \$1,200 TO IVE A RECALL ON THIS LP ME ON GETTING GM E DRIVING 55+MPH ON EED TO DO A RECALL TO FOR THEM TO WAKE UP EY ARE WAITING FOR. IN BO CONTACTED GMAC TELL ME I AM GOING TO S BEEN ANY CRASH

Make : CHEVROLET	Model : COBALT	Year: 2005
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10243109		Number of Deaths: 0
Date of Failure: September 22, 2008		

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Page 1 of 5



OFFICE OF DEFECTS INVESTIGATION (ODI)

Complaints - Search Results

13 Record(s) Displayed.

	Report Date : Septembe	er 24, 2008 at 05:52 PM	
	Search Type : VEHICLE		
	Year : 2005		
	Make : CHEVROL	_ET	
	Model : COBALT		
Make : CHEVROLET	Model : COBALT	Vacat 2000	
Manufacturer : GENERAL MOTORS CORP.		rear: 2005	
Crash : No	Fire : No	Number of Injuries: 0	
ODI ID Number : 10242130	,		
Date of Failure: September 7, 2008		Number of Deaths: 0	
VIN : 1G1AK52E557			

Component: STEERING:ELECTRIC POWER ASSIST SYSTEM

Summary:

2005 COBALT, 40K MILES. ELECTRIC POWER ASSIST STEERING SYSTEM GOING OUT. LIGHT COMES ON SOMETIMES AND POWER STEERING WILL GO OUT. WILL STOP CAR, AND SOMETIMES THIS STOPS. MOSTLY BAD ON HOT DAYS. OUT OF WARRANTY RESEARCHING WILL COST ME 1,200 TO 2,000. UNDERSTAND THIS IS A KNOWN ISSUE. WHY ISN'T THERE A RECALL. I HAVE A 3 YEAR OLD AND BRAND NEW BABY GRAND DAUGHTER. I SHUDDER TO THINK WHAT WILL HAPPEN IF THIS GOES OUT WHILE THEY ARE IN MY CAR. THEY LIVE WITH ME. THIS IS HORRIBLY DANGEROUS. THEY WONT RECALL IT, BUT MAKE THE PART SO EXPENSIVE YOU CANT AFFORD IT. NO OTHER PART EVER COST THAT MUCH IN MY LIFE UNLESS I WAS REPLACING AN ENGINE. I AM ASKING THAT THEY RECALL THIS PART ASAP BEFORE SOMEONE GETS KILLED. YOU NEVER KNOW WHEN IT WILL JUST STOP WORKING, AND LOOSE POWER AND OR CONTROL OF YOUR CAR. I PRAY THAT MYSELF OR MY GRANDCHILDREN CAN LIVE THROUGH THIS LONG ENOUGH TO SAVE THE MONEY TO MAKE THIS RIDICULOUSLY EXPENSIVE REPAIR. I CANT JUST NOT DRIVE IT. IT IS OUR ONLY CAR. PLEASE THE SCARIEST THING IN THE WORLD TO LOOSE POWER WHAT I HEAR A FEW OTHER CAR MAKES. IT IS THE SCARIEST THING IN THE WORLD TO LOOSE POWER WHILE DRIVING. AND EXTREMELY DANGEROUS.

Make : CHEVROLET	Model : COBALT	Year : 2005
Manufacturer : GENERAL MOTORS COR	PP.	
Crash : No	Fire : No	Number of Injurios: 0
ODI ID Number : 10221039		Number of Injunes, 0
Date of Failure: December 1, 2007		Number of Deaths; U
VIN : Not Available		
Component: STEERING:ELECTRIC POW	EF: ASSIST SYSTEM	
Summary:		

TL*THE CONTACT OWNS A 2005 CHE\'ROLET COBALT. WHILE DRIVING AT ANY SPEED, THE POWER STEERING INTERMITTENTLY SHUTS OFF. THE FAILURE HAS PROGRESSIVELY WORSENED OVER TIME. THE DEALER STATED THAT THE STEERING CCLUMN NEEDED TO BE REPLACED AT THE COST OF \$2,000. THE VIN, ENGINE SIZE, AND PURCHASE DATE WERE UNKNOWN. THE CURRENT MILEAGE WAS 55,000 AND FAILURE . .

Page 1 of 10

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and Antionical International Contraction

INTELSA ODI - Complaints



OFFICE OF DEFECTS INVESTIGATION (ODI)

Complaints - Search Results

25 Record(s) Displayed.

	Report Date : Septembe	er 24, 2008 at <i>05:55 PM</i>
	Search Type : VEHICLE	
	Year: 2006	
	Make : CHEVROL	ET
	Model : COBALT	
Make : CHEVROLET	Model : COBALT	Year: 2006
Manufacturer : GENERAL MOTORS (ORP.	
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10242984		Number of Deaths: 0
Date of Failure: September 1, 2008		
VIN : Not Avaitable		
Component: STEERING		
Summary:		
Make : CHEVROLET	Model : COBALT	Year : 2006
Manufacturer : GENERAL MOTORS C	CORP.	
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10241959		Number of Deaths: 0
Date of Failure: September 5, 2008		
VIN: 1G1AL55F067		
Component: STEERING		
I WAS LEAVING MY APARTMENT MAIN STREET WHEN MY CAR WOUL	COMPLEX AND WAS IN THE P DNT ALLOW ME TO CONTINUE HAD TO STOP/IN THE STREET)	ROCESS ON TURNING RIGHT ONTO THE E TO TURN RIGHT SO I FORCED IT UNTIL I TO SEE WHY I COULDN'T TURN AND MY

HAVE A 2006 CHEVY COBALT LT. *TR

Page 1 of 4

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NHISA ODI - Complaints



OFFICE OF DEFECTS INVESTIGATION (ODI)

Ccmplaints - Search Results

8 Record(s) Displayed.

	Report Date : September	⁻ 25, 2008 at <i>09:08 AM</i>
	Search Type : VEHICLE	
	Year : 2007	
	Make: CHEVROLE	ET
	Model : COBALT	
fake : CHEVROLET	Model : COBALT	Year: 2007
Manufacturer : GENERAL MOTORS (CORP.	
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10243365		Number of Deaths: 0
Date of Failure: September 24, 2008		
/IN: 1G1AL55F577		
Component: STEERING		
	Model: COBALT	real , 2007
Manufacturer : GENERAL MOTORS (CORP.	
Crash : No	Fire : No	Number of Injuries: 0
DDI ID Number : 10241381		Number of Deaths: 0
Date of Failure: September 24, 2007		
/IN: 1G1AK55F777		
Component: STEERING		
Summary: TL*THE CONTACT OWNS A 200 DRIVEWAY IN A RAINSTORM, THE O DRENCHED WITH FOUR INCHES OF DRENCHED WITH FOUR INCHES OF	7 CHEVROLET COBALT. WHILE T CONTACT NOTICED THAT THE P WATER. THE VEHICLE WAS TA	THE VEHICLE WAS PARKED IN THE ASSENGER SIDE FRONT FLOOR PANEL WA KEN TO AN AUTHORIZED DEALER AND

CONSTANTLY STICK. THE CONTACT HAD TO MAKE SEVERAL ATTEMPTS BEFORE THE PEDAL WOULD RELEASE. THERE WAS ALSO A MALFUNCTION WITH THE STEERING ROD. ON FOUR SEPARATE OCCASIONS. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR IDENTICAL FAILURES, BUT WITH NO RESOLUTIONS THE CONTACT WAS CONCERNED OF THE SAFETY RISKS INVOLVED. THE FAILURE MILEAGE WAS 1,800 AND CURRENT MILEAGE WAS 14,000.

Page 1 of 5

Cobalt Power	Steering	Failure	- 1	opix:	
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top):	Holden, NO (change) (John 1	be Topix commutity raday: Sign Up (r. Sign H)	2IP code	or keyword	Kalis is i
ike Gal allo res ret	-battered veston ws idents to urn	Ask a Me	chanic now!	Pans	wer.
Home Ferums To	p Stories Popular Leval	US 2008 Election World Sports Entertainment Sci-Lech	Offbeat Other Topics		
Chevrolet Cobalt	Focuais & Poils News Nev	/5wire			
Chevrolet Col	alt				
Cobalt Powe Posted in the Chevrol	r Steering Failur	C PROK MARY EMOLL	Chevy Cobalt Prof Free Case Review	olems? and 24/7 Help wil	h
Ads by Google Chevy Cobait Proble	105? - Submit Your Chevy Cobal em	t Details for a cree Lemon Law Case Review.	Immediate Respons	e to Your Inquiry	
Power Steering - Even	ything to do with Power Steeri	18 items.			
Chevy Cobalt Cleara ChevroletConatt Motor	nce - Chevrolet Dealers Cutting Investion	Prices to Mee. Sales Goals, Get Our Low Price	Power Steering Everything to do wit items rakeo roar	h Power Sleering)
Comments	6.7	.			
Showing posts 1 - 201	al 134 - pres i next -	Go to last post () Jump to page: 1	Y: Y	Aa	i ny Google
Atlanta, GA	57D 5, 2007	#1 (S Judge It! Report Abuse 1 Reply -	2612009 Discritication in the second state	in the second second second second second	FOR THE STREET LABOR.
	Has anyone resolved a p driving the car and ran- steering stops working, at random intervals. Ap the worst.	roblem with the 2006 Cobalt regarding the power steering? I'm domly the polver steering flashes on the screen and my power Furn the car off and back on and the issue goes away to return pears to be worse the hotter it is outside. Over 80 is when it is	Get a New Chevro Chevrolet Cobalt 2008	olet Price Q	uote
Kevin	1899 (m. 1807)	42 : 🛧 Judge it! Elfeport Abuse :: Reply			100
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		1004bit	CONTRACTOR AND AND TO SERVICE AND A DESCRIPTION	nanya na katalan ang katang	n de vie Ballacol Sanod volcanisticos
	witsanATL wrath: nasaahan reactiveo driving the cor ano r steering anos worki reform ar random mi when it is the worst	Eprophem will the 2006 Enclude regarding the prevention any lat- majonity the power spectrum (layber on the screen and any power ng. Turn the out off and back on and the issue goes away to ervals appears to be over the bar or it is outside. Deve BH is	Automotive News Spensored by MyRide SJExpert Picks: SUVs I Stars	S Rated from 4.0	ta 5.0
	lake it to the dealer. if the exact same thing, f steering fluid was low, that the Cobalt doesn' electric power steering steering was going out?	your car is bider warranty still. My griffriend's 2005 Cabalt did was looking for the power steering reservoir to see if the power and to my surprise. I couldn't find it. I did research and found have the standard hydraulic power steering system, but an system. The cealer told us that the motor that drives the power horting out, vhatever, and it had to be replaced.	Despite high gas prices, mi or crossover for family had highly rated SUVs and cross Context of the state of the state of the sneak preview popul the Mustang, Shelby GT500	any families still a ling. Here are 21 sovers. C Preview Spy F ar 2010 Ford mode), and Lincoln AKT	eed an SUV of the most Photos els, including
	If it is not under warra above to fix it.	aty still, the i L think you might be looking at about \$2000 or	Top 10 Used Entry-I Just because times are too surround yourself with lear	evel Luxury C gh, doesn't mean her, wood, heate	ars you can't J seats and
	This goes to prove that idea. The hydraulic syst problem this early in the	changing something that doesn't need to be changed is a bad- em would have been fine, and probably wouldn't have posed a car's tife. Hopefully it's not going to happen again. Good luck!	the other trappings of a lu	KUFY CAT.	
		· · · · · · ·	Daily Horoscope	for Septemb	ber 24
Kevin Saint Lauis MC	Sep 25, 2007	#3 + 🖄 Judge itt. Report Abuse - Reply -	Cancer		
	wilsonATL wrote: Has anyone resolved driving the car and r steering stops work return at random in when it is the worst. SORRY, Lapologize, Lan to my girlfriend, and th	a problem with the 2006 Cobalt reguraing the power steering? Fin andomity the power steering flashes on the steer and my power ng. Trun the car off and back on and the losue goes away to ervais. Appea's to be worse the hotter it is outside. Over 80 is actually not sure what the dealer had to replace. I just talked e dealer told her the entire steering system had to be replaced.	Canter A victory dinner with your partner is in order even if you're just celebrating surviving the pa monthal You have been tested and tried relea but still prevail. The Grab's resiliency is appar your persistence pays off. The next few week bring a promotion or other form of increase in Get your Ho		er tonight, past six entlessly, arent as eks may in status, Horoscope
	so i'm assuming the e components had to be	ntile rack and pinion (if that is what is still used) and all replaced, which would be why it dicast over \$2000 to replace	ay na yang pana ayan ayan ayan yang sayan yang sayan sa ku saba saba saba saba saba saba	a noncentra alla antici contra a regione da	nah (samin a tar mir vi) of a manufacture du
	without the warranty.	Regardless, take it to the dealer if it is under warranty	Chevrolet Cobalt	News	
Jorge CA Rietto, CA	(obviously) Sep 25 - 2010 witsund II wrote dias angale resource gene har oe ar mail	$a_{4} = \sum_{i=1}^{\infty} J_{i0} d_{2} e_{4} C_{i}^{i}$: Report Abuve — Reply — a problem with the 2006 Constitution of the power store multiplication ordering the provention behaves as the constraint net power	 Continue reading Turbie Ten Cars Wild Better Is Why the Chevy Volt wo First Look: 2009 Pontian Pickup safes picking up 	ocharging, compre iel Economy Than nt save GM 1 G5	ssion sy A Toyota
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Start With Trust



FAX TRANSMITTAL SHEET

RE:	Attached
# OF PAGES:	
BBB FAX:	(248) 644-5026
FROM:	Carmel Weems Advertising Review Manager
FAX:	(866) 215-6750
COMPANY:	General Motors Corporation
NAME:	Business Resource Center, Legal Correspondence
DATE:	October 22, 2008

This facsimile transmission is confidential and intended solely for the individual to whom it was addressed. If there is any problem with this transmission, or if it is been incorrectly addressed, contact the Better Business Bureau immediately at: Telephone: (248) 644-9100 FAX: (248) 644-5026

30555 Southfield Road, Suite 200 • Southfield, MI 48076-7751 • Phone: 248.644.9100 • Fax: 248.644.5026

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Business Resource Center, Legal Correspondence General Motors Corporation Po Box 33170 Detroit, Mi 48232, MI 48232

10/21/2008

Dear Business Resource Center, Legal Correspondence:

The Better Business Bureau received a complaint about your business. The complaint was submitted on 9/30/2008 10:32:45 AM and was assigned an ID of 7042861. The consumer's information appears below:

Please review this information and respond within the next seven calendar days. We thank you for your anticipated response to this complaint.

If you received this complaint via email simply click on the **"Respond to this Complaint**", link located on the left, when you are ready to answer.

If complaint was received via postal mail, please State your position in a typed or handwritten letter and fax or mail back to the BBB.

Please understand that when you respond to a complaint, your response may be submitted directly to the customer.

Regards,

Rebecca Gohike The Better Business Bureau Fax: 248-644-5026



To whom it may concern:

I have a problem that I would like to bring attention to that I feel is a safety issue. I bought a 2005 Chevy Cobalt back in July of 05. The power steering on the cobalt's is an EPS system (Electrical Power Steering). The power steering has been going off and on when I am driving. My car has 68,000 miles and is a 2005; there are cars that only have 12,000 miles that are also having the same issue, so I know it is not caused by the age or mileage of my car! It started on Friday when I was driving into town. The power steering went out and I had to pull over, turn the car off and then back on. After doing this the car was fine for a few minutes then the power steering shut off again. Ever since then; the power steering has been going out, even on the highway going 55+ mph which is very dangerous since it makes the car hard to turn. I went on the internet and looked up "issues with power steering on Chevy Cobalt's" and I came across hundreds of complaints about the power steering. After reading, I learned that other Chevy Cobalt owners are having the exact same problem with the EPS system. I'm not sure why GM has not recalled this issue when it is a huge safety hazard. To fix this problem, the part it self is \$600 not including labor. As I furthered my research people have been paying about \$1,200 - \$1,500 to replace and fix the EPS system. I really think it is very irresponsible of GM to not have a recall on this part due to the hundreds of complaints I have witnessed! GM needs to wake up and see that when the power steering goes out while you're driving 55+mph on the highway it's not easy nor is it safe for anyone in the car and that they need to do a recall or at least help pay for the issue which is the EPS system. I am not sure what it will take for GM to recall the part; maybe a death due to the EPS system failure is what they are waiting for. In that case they do not have the heart or care about the safety and appreciation of their customers. I also contacted GM customer service and they were not able to help me with anything but tell me I am going to have to pay to fix the issue. I appreciate your time and hope this subject gets resolved with immediate action!

Thank you,



I only sent the first page of all the complaints on the EPS system that were from Cobalt owners on a few of the websites I looked at. If you would like all of the pages please mail me or call stating that you would like the rest of the pages. I did not send all due to the amount of pages I would have to print.

Thank you.

Address	5:	Liberty, MO	
Phone:			
E-Mail:			



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OFFICE OF DEFECTS INVESTIGATION (ODI)

Complaints - Search Results

47 Record(s) Displayed.

	Report Date : September	25, 2008 at <i>09:01 AM</i>
	Search Type : VEHICLE	
	Year : 2005	
	Make : CHEVROLE	т
	Model : COBALT	
Make : CHEVROLET	Model : COBALT	Year : 2005
Manufacturer : GENERAL MOTORS CO	DRP.	
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10243358		Number of Deaths: 0
Date of Failure: September 19, 2008		

VIN: 1G1AK12F257...

Component: STEERING

Summary:

I HAVE A PROBLEM THAT I WOULD LIKE TO ISSUE THAT HAS TO DO WITH SAFETY. I BOUGHT A 2005 CHEVY COBALT BACK IN JULY OF 05. THE POWER STEERING ON THE COBALT'S IS A EPS SYSTEM (ELECTRICAL POWER STEERING). THE POWER STEERING HAS BEEN GOING OFF AND ON WHEN I AM DRIVING (I HAVE ONLY 68,000 MILES). IT STARTED ON FRIDAY WHEN I WAS DRIVING INTO TOWN IT WENT OUT AND I HAD TO PULL OVER, TURN THE CAR OFF THEN BACK ON. AFTER DOING THIS THE CAR WAS FINE THEN A FEW MINUTES LATER THE POWER STEERING WENT OFF AGAIN! EVER SINCE THEN THE POWER STEERING HAS BEEN GOING OUT, EVEN ON THE HIGHWAY GOING 55 IT GOES OUT WHICH CAUSES IT TO BE VERY HARD TO TURN OR STEER MY CAR. I WENT ON THE INTERNET AND LOOKED UP "ISSUES WITH POWER STEERING ON 2005 CHEVY COBALT'S" AND I CAME ACROSS HUNDREDS OF COMPLAINTS ABOUT THE POWER STEERING GOING OUT ON PEOPLE THAT OWN A COBALT OR A MALIBU WHICH ALSO HAS A EPS SYSTEM. I'M NOT SURE WHY GM HAS NOT RECALLED THIS ISSUE WHEN IT IS A SAFETY ISSUE! TO FIX THIS PROBLEM THE PART ITS SELF IS \$500 NOT INCLUDING LABOR. AS I DID MY RESEARCH PEOPLE HAVE BEEN PAYING ABOUT \$1,200 TO FIX THE EPS SYSTEM. I REALLY THINK T IS VERY IRRESPONSIBLE OF GM TO NOT HAVE A RECALL ON THIS PART DUE TO THE HUNDREDS OF COMPLAINTS I HAVE SEEN! SOMEONE PLEASE HELP ME ON GETTING GM TO WAKE UP AND SEE THAT WHEN THE POWER STEERING GOES OUT WHILE YOU'RE DRIVING 55+MPH ON THE HIGHWAY ITS NOT EASY NOR SAFE FOR ANYONE IN THE CAR AND THAT THEY NEED TO DO A RECALL TO FIX ALL OF THE PROBLEMS ON THE EPS SYSTEM. I DON'T KNOW WHAT IT WILL TAKE FOR THEM TO WAKE UP AND RECALL THE PART, MAYBE A DEATH DUE TO EPS SYSTEM FAILURE IS WHAT THEY ARE WAITING FOR. IN THAT CASE THEY HAVE NO HEART FOR THEIR CUSTOMERS OR APPRECIATION. LALSO CONTACTED GMAC CUSTOMER SERVICE AND THEY WERE NOT ABLE TO HELP ME WITH ANYTHING BUT TELL ME I AM GOING TO HAVE TO PAY FOR THE PROBLEM TO GET FIXED. I AM ALSO NOT SURE IF THERE HAS BEEN ANY CRASH RELATED INCIDENTS DUE TO THE EPS SYSTEM. THANK YOU! LAUREN PHILLIPS

		V
Make : CHEVROLET	Model : COBALT	Year: 2005
Manufacturer : GENERAL MOTORS CORF		
Crash: No	Fire : No	Number of Injuries: 0
ODI ID Number : 10243109		Number of Deaths: 0
Date of Failure: September 22, 2008		

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Page 1 of 5

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OFFICE OF DEFECTS INVESTIGATION (ODI)

Complaints - Search Results

13 Record(s) Displayed.

	Report Date : September	24, 2008 at 05:52 PM
	Search Type : VEHICLE	
	Year: 2005	
	Make : CHEVROLE	T
	Model : COBALT	May service and service and the
Make : CHEVROLET	Model : COBALT	Year : 2005
Manufacturer : GENERAL MOTORS CO	DRP.	
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10242130		Number of Deaths: 0
Date of Failure: September 7, 2008		
VIN: 1G1AK52F557		
Component: STEERING:ELECTRIC PC	OW'ER ASSIST SYSTEM	

Summary:

2005 COBALT, 40K MILES. ELECTRIC POWER ASSIST STEERING SYSTEM GOING OUT. LIGHT COMES ON SOMETIMES AND POWER STEERING WILL GO OUT. WILL STOP CAR, AND SOMETIMES THIS STOPS. MOSTLY BAD ON HOT DAYS. OUT OF WARRANTY, RESEARCHING WILL COST ME 1,200 TO 2,000. UNDERSTAND THIS IS A KNOWN ISSUE. WHY ISN'T THERE A RECALL, I HAVE A 3 YEAR OLD AND BRAND NEW BABY GRAND DAUGHTER. I SHUDDER TO THINK WHAT WILL HAPPEN IF THIS GOES OUT WHILE THEY ARE IN MY CAR. THEY LIVE WITH ME. THIS IS HORRIBLY DANGEROUS. THEY WONT RECALL IT, BUT MAKE THE PART SO EXPENSIVE YOU CANT AFFORD IT. NO OTHER PART EVER COST THAT MUCH IN MY LIFE UNLESS I WAS REPLACING AN ENGINE, I AM ASKING THAT THEY RECALL THIS PART ASAP BEFORE SOMEONE GETS KILLED. YOU NEVER KNOW WHEN IT WILL JUST STOP WORKING, AND LOOSE POWER AND OR CONTROL OF YOUR CAR. I PRAY THAT MYSELF OR MY GRANDCHILDREN CAN LIVE THROUGH THIS LONG ENOUGH TO SAVE THE MONEY TO MAKE THIS RIDICULOUSLY EXPENSIVE REPAIR. I CANT JUST NOT DRIVE IT, IT IS OUR ONLY CAR. PLEASE PLEASE INVESTIGATE THIS PART IN THE COBALT AND FROM WHAT I HEAR A FEW OTHER CAR MAKES. IT IS THE SCARIEST THING IN THE WORLD TO LOOSE POWER WHILE DRIVING. AND EXTREMELY DANGEROUS. THANK YOU *TR

Make : CHEVROLET	Model : COBALT	Year : 2005
Manufacturer : GENERAL MOTORS	CORP	
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10221039		Number of Deaths: 0
Date of Failure: December 1, 2007		
VIN : Not Available		
Component: STEERING:ELECTRIC	POWER ASSIST SYSTEM	
Summary:		

TL*THE CONTACT OWNS A 2005 CHEVROLET COBALT. WHILE DRIVING AT ANY SPEED, THE POWER STEERING INTERMITTENTLY SHUTS OFF. THE FAILURE HAS PROGRESSIVELY WORSENED OVER TIME. THE DEALER STATED THAT THE STEERING COLUMN NEEDED TO BE REPLACED AT THE COST OF \$2,000. THE VIN, ENGINE SIZE, AND PURCHASE DATE WERE UNKNOWN. THE CURRENT MILEAGE WAS 55,000 AND FAILURE

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Page 1 of 10

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OFFICE OF DEFECTS INVESTIGATION (ODI)

Complaints - Search Results

25 Record(s) Displayed.

na bio a winang si katalan ing kanang kan	Report Date : Septembe	r 24, 2008 at <i>05:55 PM</i>
	Search Type : VEHICLE	
	Year : 2006	
	Make : CHEVROL	ET
	Model : COBALT	
Make : CHEVROLET	Model : COBALT	Year: 2006
Manufacturer : GENERAL MOTO	RS COF P.	
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10242984		Number of Deaths: 0
Date of Failure: September 1, 200	8	
VIN : Not Available		
Component: STEERING		
INTERMITTENTLY LOSES PO	OWER STEERING WHILE DRIVING.	(KNOWN DEFECT BY DEALER). TH
Make : CHEVROLET	Model : COBALT	Year: 2006
Manufacturer : GENERAL MOTO	RS CORP.	
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10241959		Number of Deaths: 0
Date of Failure: September 5, 20	08	
VIN: 1G1AL55F067		
Component: STEERING		
Summary: I WAS LEAVING MY APARTI MAIN STREET WHEN MY CAR W WAS STRAIGHT AGAIN AND TH MESSAGE BOARD WAS FLASH THE MAIN ROAD BUT COULDN' STEERING RETURNED BUT ON AND TURN IT ON AGAIN JUST AND I CAN'T EVEN DRIVE MY C SINCE IT WAS OUT OF WARRA INFORMED THEM THAT I LIVEE HIGHWAY AND THEY SAID ALL REPAIR. I INFORMED BOTH CC THEY COULD DO. I WENT ONL	MENT COMPLEX AND WAS IN THE VOULDN'T ALLOW ME TO CONTINU EN I HAD TO STOP(IN THE STREET NG POWER STEERING, I THEN TR T TURN IN SO I TURNED OFF MY C LY FOF: A FEW SECONDS, I HAD T 'O RETURN TO MY RESIDENCE. TH AR, I CALLED GM AND THEY TOLD NTY AND I CALLED THE DEALERSI I THREE HOURS AWAY AND DIDN'T THREE HOURS AWAY AND DIDN'T THREE HOURS AWAY AND DIDN'T THREE THAT I WAS NOT WORK NE TO SEE IF THERE WERE OTHE	PROCESS ON TURNING RIGHT ONTO THE JE TO TURN RIGHT SO I FORCED IT UNTIL I TO SEE WHY I COULDN'T TURN AND MY IED TO TURN INTO A BUSINESS TO GET OFF CAR AND STARTED IT AGAIN AND THE POWER O CONTINUE TO STOP AND TURN MY CAR OFF HE POWER STEERING IS COMPLETELY GONE IME THERE WAS NOTHING THEY COULD DO HIP AND THEY TOLD ME TO BRING IT IN BUT I T FEEL SAFE DRIVING THE CAR DOWN THE BRING IT IN AND CAN CUT ME A DEAL ON THE ING AND THEY TOLD ME THERE WAS NOTHING IRS WITH THIS SAME PROBLEM WHEN I FOUND AND NOTHING IS BEING DONE ABOUT IT. I

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OFFICE OF DEFECTS INVESTIGATION (ODI)

Complaints - Search Results

8 Record(s) Displayed.

	Report Date : September 2	25, 2008 at <i>09:08 AM</i>
	Search Type : VEHICLE	
	Year: 2007	
	Make : CHEVROLE	Т
	Model : COBALT	
Make : CHEVROLET	Model : COBALT	Year : 2007
Manufacturer : GENERAL MOTORS C	ORP.	
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10243365		Number of Deaths: 0
Date of Failure: September 24, 2008		
VIN: 1G1AL55F577		
Component: STEERING		
WERE ALMOST HIT FROM BEHID AS		N
Make : CHEVROLET	Model : COBALI	Year: 2007
Manufacturer : GENERAL MOTORS (COF.P.	
Crash: No	Fire : No	Number of injuries: 0
ODI ID Number : 10241381		Number of Deaths: 0
Date of Failure: September 24, 2007		
VIN: TOTAROUTTEL		
Component: STEERING		

Cobatt Power Steering Failure - Topix

Page 1 of 5

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Chevrolet Coba	łt				
Cobalt Power Posted in the Chevrolet	Steering Failure Cobatt Forum	(2 RODEMARK - 2) ERMIL	Chevy Cobalt Problems Free Case Review and 2 Immediate Response to 1 containat without own	7 4/7 Help with Your Inquiry	
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-shool.com Chevy Cobalt Clearanc Chevrolettrasit water fra	e - Chevrolet Dealers Cutting Prices	s to Meet Sales Goals, Get Our Low Price	Power Steering Everything to do with Po items. False com	wer Steering	
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Showing posts 1 - 20 of	134 - prev i next -	at the locate part is burne to page.	V V	- 0	
wilsonATL Atlanta, GA	Sep 6, 2007 Has anyone resolved a proble driving the car and randomity steering stops working. Turn at random intervals. Appears the worst.	an with the 2006 Cobialt regarding the power steering? I'm y the power steering flashes on the screen and my power the car off and back on and the issue goes away to return to be worse the hotter it is outside. Over 80 is when it is	Get a New Chevrole Chevrolet Cobalt	t Price Quote	
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Kevin Gebet General MO	Sep. 25, 2007	a) i de indie n'i rebar vour - reba	Cancer		
sann Lòuis, MQ	wilsonATL wrote: Has anyone resolved a pr driving the car and rand steering stops working, return at random interv when it is the worst. SORRY, I apologize, I am Bu to my girifriend, and the d son fin assuming the entit	roblem with the 20th Cobalt regarning the power steering/Im family the nower steering flashes on the screen and my power Jurn the car eff and back on and the Issue goes among to als. Appears to be warse the botter it is outside. Over 80 is citually not sure what the dealer had to replace. I just talked ealer told her the entire sceering system had to be replaced, we rack and pinion (if that is what is still used) and all	A victory dinner with your partner is in order tonight, even if you're just celebrating gurviving the past six months! You have been tested and tried relentlessly, but still prevail. The Crab's resiliency is apparent as your persistence pays off. The next few weeks may pring a promotion or other form of increase in status. Get your Horoscop		
	components had to be rep	placed, which would be why if d cost over \$2000 to replace	Chevrolet Cobalt N	lews	
Jorge CA Riotto, CA	without the warranty. Re (obviously) vep 24(21) without the wrote Rep ongote recovering a daying table of wrote re covering table of wrote rest	equities), take in to the decision in the system of the large $\mu_{\rm eff} \approx 3$ Judge $\Omega^{\rm eff}$: Report Alone \wedge Reply - scoberns (B) (for 2006 scoord) organizing (bo descer structure) (3) another use instrument (but use on the scoord) due being of the large of the system structure (3).	 Continue reading Turboc Fon Cars with Berrer Fue Why the Chevy Yoh word First Look: 2009 Pontract Produp sales picking up Dixon leads Top Fuel cha 	harging, compression sy Economy Than A Toyola . save GM 55 59	





501 N. 291 Hwy. 1-35 at 291 LIBERTY, MISSOURI 64068 (816) 781-3500 www.heartlandchevrolet.com



PARTS DIRECT (816) 792-1761 • TOLL FREE 1 (800) 996-6678 • FAX (816) 781-2624

ELE TRADICES ARE DUE LEUR PRIVALE DE LEE VOIL DE LEURDARD ROMES ANY DETSEMPTING CALARCER WILL BELL INDERES: AL UNIVER THE DAVIE SALA IN THE EVENIOF COLLECTION ACTIVITY AL LEE DE LEURD REPORTE SALA ATTORING FUE DEL DE ASCESSES, DEAR OF LEE PREDATION.

PEREIRE JUR BUITES, FOUR AND FASOR FOURES BUILES, FOUR BUILT OF SEVER AND FOUR SET OF A DEFENDENCE SEVERAL MARE AND CONTRACTOR AND MARE AND CONTRACTOR STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sub-of-this domitions. The Seller hereby expressly disclams all warranties, either express or impliert including any implied warranty of morchanitability or fitness for a particular purpose. Selier neither assumes nor authorizes any other person to assume for it any hability in connection with the sale of this itera/items. TAG NO SIVOICE DATE DRY ORCE NO 404509 CUSTOMER HO LABOR DATE DISENSE NO CCN.042 - d d Als.CASE STOCK UN ener solations & çî . DELINERY DALE FEAR MAKE / MODE: Carl Millio Males an ana an VERICLE IN DO Post new mean of the i ς I ΩΩΣ . [n(+-к) 1 here we RESIDENCE PHONE RUSS I PHONE COUNTENTS <u>ela estrela el</u> (1844年)(1948年)) 1961年 - 新祝会 Beerg Plate to a statistical design of the second statistical second statistical second secon in 1999 and 1 1999 and 199 1999 and 19 38 5 H AVE A state of the sta торания (10) Алинания (10) ET CLURGE - EF LREATE CLURA - EF CHELM - ME CAFF. TE MARRANES HELBELLARD OF BETTER DE LATTER DE LA COMPLEX DE LA DELEXIONE FLACELLE DE LA DELEXIÓN DE LATTERA DE LA COMPLEXIÓN MEMORIE DE LA DE e e de la comp 经运行 机管理输行 化合物管理输行系统合理输行系统 计分子分子 建成工作的 化化化化化化化化化化化化化化 (BLAS) C. S. AND S. 146.31 A MINUTARE D 2015 ar i con a s

June 22, 2011



Service Request: 71-674290713

Dear

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. 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.

We are proud you made Chevrolet your choice when you purchased your 2005 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 our Marketing Support department at 1-800-950-2438. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Chevrolet Customer Assistance Center



661

General Motors Corporation Customer and Relationship Services Customer Assistance Center PO Box 33170 Detroit, MI 48232-5170

January 20, 2009

Better Business Bureau Attention: Rebecce Gohlke

Customer: Service request: 71-674290713 Customer Relationship Specialist: Leslie Olsen

Dear Rebecca Gohlke:

Thank you for your recent correspondence regarding for any inconvenience she may have experienced.

2005 Chevrolet Cobalt. We are sorry

At your request, we reviewed the state case with our Central Office Staff. As a gesture to the state of the s

General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We again apologize for any inconvenience **mathematication** may have experienced.

If you have further questions, please contact me at 1-866-790-5600 extension 31273 Monday through Friday between 9:30 a.m. and 6:00 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center







0.499,490,0



444-2244444





June 22, 2011



Service request: 71-674290713 Customer Relationship Specialist: Leslie Olsen

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 regarding your vehicle have been unsuccessful. We have tried to contact you on the following dates December 15, 2008 and December 16, 2008, and messages were left on both occasions. As soon as you are available, please contact us to discuss your vehicle.

If you have further questions, please contact me at 1-866-790-5600 extension 31273 Monday through Friday between 9:30 a.m. and 6:00 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

Issued by: *Chevrolet*

Certificate No. 1G1AK12F257

Issue Date: June 22, 2011

Issued exclusively for:



Valid through: January 19, 2010

Amount: One Thousand Dollars and Zero Cents ****\$1,000.00****



661

General Motors Corporation Customer and Relationship Services Customer Assistance Center PO Box 33170 Detroit, MI 48232-5170

October 30, 2008

Better Business Bureau Attention: Rebecca Gohlke

Customer: **Reference** number: 7042861 Service request: 71-674290713 Customer Relationship Specialist: Leslie Olsen

Dear Ms. Gohlke:

Thank you for your recent correspondence regarding the satisfaction our customers receive from their vehicles.

Our continued success depends upon

We are concerned to learn when a customer is dissatisfied with any phase of their experience with our product. For this reason our office would like a chance to review **Sector Concerns**. Unfortunately, my attempts to contact **Sector Concerns** have been unsuccessful to discuss her vehicle's concerns. I have tried to contact her on the following dates October 27, 2008 and October 28, 2008, and messages were left on both occasions.

In an effort to maintain customer satisfaction and to expedite a resolution to **concern** this is to advise you that we have sent correspondence to the customer seeking contact.

After we review **Concerns**, we will be in contact with you to discuss this matter further. If you have any further questions, please contact me at 1-866-790-5600 extension 31273 between 9:30 a.m. and 6:00 p.m. Eastern Standard Time weekdays and I will be happy to assist you.

Sincerely, Chevrolet Customer Assistance Center







009 N.H. 000



444-204444







CHEVROLET Customer Assistance Center

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



02-17-09A08:51 RCVD





Customer Assistance Center

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

February 10, 2009

Liberty, MO

Customer Did Not Receieve Letter From GM

Service Request: 71-674290713

Dear

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. 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.

We are proud you made Chevrolet your choice when you purchased your 2005 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 our Marketing Support department at 1-800-950-2438. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Chevrolet Customer Assistance Center



General Motors Loyalty Certificate

Issued by: *Chevrolet*

Certificate No. 1G1AK12F257657296

Issue Date: February 10, 2009

Issued exclusively for:



Valid through: January 19, 2010

Amount: One Thousand Dollars and Zero Cents ****\$1,000.00****

Valid only towards the retail purchase or lease of an eligible new GM passenger car or light duty truck (excluding HUMMER H1). As the primary recipient and GM vehicle owner, you may transfer your General Motors' Owner Loyalty Certificate to an immediate family member, including parents, spouse, surviving spouse, siblings and children. However, the family member must reside at your address. He or she will be required to provide proof of relationship and residency. At the time of redemption, your family member must tell the dealer that he or she is the recipient of a General Motors' Owner Loyalty Certificate from an immediate family member. Mechanical reproductions or other facsimiles are not valid. Only one certificate may be redeemed per purchase/lease per eligible customer.

ح ' TUSAN

General Motors Authorized Signature

Date
Delivery Date
Dealer Code
Date
-

CARS0007 Revised 7/07

PROCEDURES TO REDEEM YOUR GENERAL MOTORS OWNER LOYALTY CERTIFICATE

- Negotiate your best deal with any Chevrolet, Buick, Pontiac, GMC, HUMMER, Saab or Cadillac Dealer, or Saturn Retailer. Then present this original certificate to them. To be eligible, you must take delivery of a new and unused General Motors vehicle prior to the expiration date on the face of this certificate.
- The amount on the face of this certificate must be applied to a purchase or lease of a new and unused General Motors vehicle. This certificate may not be redeemed for cash.
- The amount on the face of this certificate applied to a vehicle purchase is over and above all other manufacturer incentives currently available at the time of purchase.
- General Motors will credit the dealer for the face amount of the certificate.
- Please furnish this certificate to your General Motors dealer at the time of purchase.
- Dealer will apply for credit from General Motors for the amount of the certificate using the applicable incentives procedure.
- Required dealer documents for transferability:
 For proof of household: government issued identification
 For proof of relationship: marriage certificate or birth certificate

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

October 27, 2008

service manager Rich Brenner SWEENEY CHEVROLET 8010 MARKET ST YOUNGSTOWN, OH 44512-5963 via fax only to 330-758-7521

Re: Siebel Request: 71-674723093 2005 Cobalt VIN # 1G1AK52FX57

١.

Dear Mr. Brenner:

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

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- 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).
- <u>PLEASE NOTE: IF THE CUSTOMER SOCIAL SECURITY NUMBER IS</u> <u>INDICATED ON ANY OF THE DOCUMENTS IT MUST BE BLACKED OUT</u> <u>PRIOR TO FAXING</u>

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.



GENERAL MOTURS BUSINESS RESOURCE, CENTER

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

Sincerely,

Greta Vanderhoek BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 11839 FAX# 866-874-5903

Privileged and Confidential Information

CASE ASSESSMENT

Bv: Greta Vanderhoek State: OH

Customer Name:

Service Request: 71-674723093

BBB Case No.: CHV0851697

In Service

6/2/2005 (June 2,

Date:

Vehicle ID No.: 1G1AK52FX57 Vehicle is: new

BAC Code: 207590

2005) Year, Make & Model: 2005 Chevrolet Cobalt Mileage at Time of BBB Filing (50000) Lien holder: $GMAC \boxtimes$ Other \square : {Name}

DVM Name: Wes Taylor Phone/Cell Number: 330-606-6301 Svc Mgr Name: Rich Brenner

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

Sale Type: Purchase \Box Lease \boxtimes Other \Box : {Type} CAM Name: Rob Johnson Phone Number: 630-961-6817

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.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y OR N. IF YES PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. TAC CASE NUMBER 9202282, DLR CONTACTED BECAUSE THERE WAS NO COMMUNICATION WITH THE PCM, TAC ADVISED THE DLR ON HOW TO REPAIR

IF TAC HAS NOT BEEN CONTACTED WHY NOT_____n/a_

<u>running hot/check engine light</u>

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
04/06/05	109801	*	133	c/s car running hot/worse with a/c on check cooling fan no turning on found fan unplugged see line A RECALL
24/02/06	120260	5	11636	c/s warning lights all coming on in dash and car will not shift check towed in out of calibration transmission control module transmission reprogramming with
27/03/06	121556	10	12714	SPS scan found history U2100 GM LAN (illegible)communication code symptom 4 programming error found TCM update for U2100 reprogram module and road test c/s check engine light staying on and transmission not shifting

				properly check could not duplicate concern at this time scan found U2100 hist. P0700 U2107 His loss of communication on high speed LAN no current road test unable to verify trans shifting concern, working as designed
02/04/08	155493	1	45991	c/s check engine light coming on and off intermittently while driving check and advise cause updated calibration and leaking intake resonator resonator, air cleaner – replace powertrain control module engine reprogramming with SPS updated calibration and leaking intake resonator diagnose ECM Code P0171 fuel trim lean SPS reflash ECM with updated calibration for P0171 SPS code 11D68 Also found air intake resonator crankcase air fitting separated from resonator – special ordered part.

noise in front end

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:		
27/03/06	121556	*	12714	c/s hears clicking noise in shifter/console area while driving check		
09/08/06	127574	*	19434	ck. for noise in console area no abnormal noises noticed at this time c/s there is a popping noise in front end when turning could duplicate concerns at this time		
				roadtested, no popping noise heard at this time need to ride with consultant to show how to get noise		
\Box key gets stuck/poise in front end						

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

brake/turn signals keep going out

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
04/08/06	128250	1	19713	c/s brake lights keep going out/drivers side light is out right now/both are only working intermittently/high mount is always working cause shorted bulbs, stop, tail and turn lamp(left) replace
23/03/07	137435	1	27779	both stop-turn bulbs burnt out replace bulbs c/s left side brake light inop (illegible)working cause inop bulbs, stop, tail and turn lamp (left)
02/04/08	155493	1	45991	burnt out bulbs replaced right brake and right rear marker bulbs c/s right turn signal blinking fast right fornt bulb out cause burnt out bulb headlamp composite assembly - right burnt out bulb replaced right front part/trun bulb note

excessive water inside right capsule`

□ <u>steering column(not on claim form)</u>

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
2703/06	121556	*	12714	c/s power steering inop check could not duplicate concern at this time
27/03/06	121556	*	12714	see Line G for steering column replacement c/s hears rattle noise in front end over bumps check cause excessive play
08/06/06	124537	*	16254	column assembly, steering - replace c/s hears clunking type noise when making turns worse on right hand check cause insufficient lubrication shaft steering intermediate - replace
				road test diag clunk noise on turns replace interm steering shaft lack of lube causing noise re ck noise gone

water leak(not on claim form)

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
08/06/06	124537	8	16254	c/s when defog or a/c running getting water on pass side front floorboard check
				SOP special ordered part – consultant will call and parts will send notification when part arrives
09/08/06	127574	2	19434	c/s water is leaking into passenger side floor board/SOP part needs installed
				cause:repair as per bulletin HVAC case – reseal SOP HVAC case seal on backorder no stock available install HVAC case gasket as per bulletin 05-01-38-016A

trunk release (not on claim form)

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
08/06/06	124537	*	16254	c/s button for trunk release inside car will not pop out SOP part here cause shorted switch rear compartment lid release replace replace trunk release switch no detent

instrument cluster(not on claim form)

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
09/08/06	127574	*	19434	c/s that red brake light is coming on cause out of calibration instrument panel cluster(IPC) reprogram reprogram IP cluster w updated software
gas cap teather(not on claim form)

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
24/08/06	128250	*	19713	c/s gas cap teather is no secured to vehicle cause broken cap, fuel tank, replace

body control module (not on claim form)

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
22/09/06	129638	8	21247	c/s security light coming on intermittent and shows check power steering on monitor and car bucks and jerks check cause internal open module, computer (control) body – replace no communications w/pcm D. Jackson for TACH case on no communication TAC case # 9202282 Brian McCummins has Multiple codes for communication loss TCM U2100PSCM U2100, BCM U2100, BCM 2111, PSCM U2107, PSCM U2105 checkec all gnds and B power to BCM and switched power to BCM from ignition switch all modules after BCM were shutting down suspect BCM has an open internall Y replaced and reprogrammed BCM relearned theft deterrent.

{Symptom}

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
04/06/05	109801	3	133	Recall A/c system wiring or dual stage airbag module wiring Install jumper harness

Has the vehicle ever been involved in an accident Y Did you confirm your answer with the customer Y What type of damage was sustained (example front end collision)

Are the RO's attached if the vehicle was in an accident n/a

Has the customer filed any insurances claims on this Vehicle N If Yes obtain the following information below

Insurance Company_	State Farm
Insurance Rep (First	and Last Name)n/a
Phone #n/a	
Claim Made? N	Claim Status: NA
Claim #n/a	
Did Insurance Compa	ny refer customer to GM? NA

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

Was a Trade Repurchase offered to the customer N (A Trade Repurchase is to be offered as a settlement before a Straight can be considered) Date authorized by the DVM/CAM

Other

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

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: not reported within the first 12/12

Lemon Law Repurchase/Replacement: veh has had 3 repairs within the first 12 months/18,000 miles for steering issue

GM Program Summary Repairs/Reimbursement for past repairs: vehicle is outside bumper to bumper

THE STATE LEMON LAW READS:

Days out of service: 30 or more Repairs 3 or more for same or 8 different Time period 12 months / 18,000 miles Does Lemon Law state nonconformity must continue to exist? Y

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

Number of repair attempts in the presumption period:	6
Total days out of service during the presumption period:	18
Total days out of service during customer's ownership:	40

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: 1-434513513 Date & Offer/Result: repair needed – BCM replacement, file closed satisfied

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:cannot afford to have the veh fixed now that it is out of warranty and the gmpp has expired, veh was leased for her mother to drive, sts the veh is still experiencing issues with the key getting stuck

DVM sts:that the cust will not be offered any goodwill, The check engine light was corrected with a software update. The stop lamps and turn signals were corrected by replacing burned out bulbs. There was no water contamination. There was no complaint the last time in for the ignition key sticking. The service manager stated that this car was filthy inside and smelled terrible that he and the technician could only drive it into the building by leaving the driver's door open and keeping their head outside of the vehicle. The owner is way over on mileage and will have to pay mileage fees when they turn this leased vehicle in

SVM sts:cust has not been in since April, cust is out of gmpp and over in lease miles, the vehicle has been repaired

CRS Rationale:ro's indicate that the veh appears to be eligible as there has been 3 repair attempts within the first 12/18,000 for the check engine light, the dlr and the DVM indicate that the vehicle is not in very good condition, the vehicle over miles on the lease and the cust appears to be wanting out of the lease.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law vehicle is eligible as there have been three repair attempts within the first 12/18,000 it could be argued that the non-conformities have impaired the use, value and safety veh did not conform to the warranty

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law pending info further info to be received from customer

dlr sts that the veh is not in the shop and understand the vehicle is repaired cust has not brought the veh back to the dlr for repairs,

Decision reached by CRS: Arbitrate case:

e:

Settle case: x

:

CRS FINAL OFFER: no offer to be made		DATE:	CUST {Accepted / Declined}
Goodwill: {Type}	Attorney Fees (if applicable): \${Amount}		

		·
TEAM LEAD APPROVING:	{Name}	Date: {Date}

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

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

BBB AUTO LINE Customer Claim Form

Case number: CHV0851697 Contact Date: 10/26/08 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: Youngstown	State: OH Zip code:
Day phone:	Evening phone:
Fax:	E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model:	Cobalt	Year: 2005	Current mileage: 50000		
Name(s) that appears on the ve	hicle title:					
Selling dealer/city/state: Sweeney Chevrolet, Youngstown, OH						
Primary Servicing dealer/city/	state: SWEEN	IEY CHEV	ROLET,			
Acquired as 🗌 new 🗌 used	🗌 demo 🛛	eased	Is the vehicle in your pos	ssession? 🛛 yes 🔲 no		
Purchase/lease date: 05/02/0	5		Mileage at purchase/leas	e:		
First repair attempt date: 06/0	6/05		First repair attempt milea	age: 133		
How often is the vehicle used for business purposes (percenta	ge): 0 여	Numbe % or lease	er of vehicles owned ed by the business:	Transmission type: X Automatic Annual		
Has the vehicle been in an accid	ent/had body c	lamage? [yes ⊠no	Date of accident:		
Description of damage:						

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

For this to be a new car there have been too many repairs and there are repairs needed currently. Since the car was not replaced after so many problems we would like to return the car and end our lease. We will never lease again.

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
Running hot/check engine light (Recall a/c harness		6		no
Clicking noise in front end		3		yes
Key gets stuck / noise in steering column		2		yes
Brake/turn signals keep going out		2		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



October 27, 2008

PAULO SALVADOR CHEVROLET P O BOX 33170 DETROIT MI 48232-5170

Re:m01 CHV0851697: vs Chevrole

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, John Ryan at Extension 529



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 OHIO LEMON LAW

The following is a brief explanation of most relevant provisions of the Ohio lemon law. The complete text of the lemon law can be found at Ohio Rev. Code Ann. Sec. 1345.71*et seq*.

VEHICLES COVERED

The Ohio lemon law covers (1) a passenger car, (2) a noncommercial motor vehicle, or (3) those parts of any motor home that are not part of the permanently installed facilities used for cold storage, cooking, eating and sleeping.

A "passenger car" is any motor vehicle that is designed and used for carrying not more than nine persons and includes any motor vehicle that is designed and used for carrying not more than fifteen persons in a ridesharing arrangement. Guidance from the Attorney General's Office indicates that a pick-up truck used exclusively for business purposes is not covered by the lemon law.

A "noncommercial motor vehicle" is any motor vehicle, including a farm truck, that is designed by the manufacturer to carry a load of no more than one ton and is used exclusively for purposes other than engaging in business for profit.

CONSUMERS COVERED

The lemon law covers the following "consumers":

- 1. The purchaser, other than for purposes of resale, of a motor vehicle;
- 2. Any lessee of a motor vehicle for 30 days or more while title remains in the name of a person other than the user;
- 3. Any person to whom the vehicle is transferred during the duration of the manufacturer's written vehicle warranty; and
- 4. Any other person entitled by the terms of the warranty to enforce the warranty.

The lemon law appears to cover a subsequent transferee if the vehicle is acquired during the warranty period.

VEHICLE CONVERTERS

The lemon law does not apply to vehicle converters.

PROBLEMS COVERED

The lemon law covers any "nonconformity", which it defines as a defect or condition that:

- 1. Substantially impairs the use, value, or safety of a motor vehicle to the consumer; and
- 2. Does not conform to the express written warranty of the manufacturer or distributor.

The lemon law provides the manufacturer an affirmative defense if the manufacturer can show that the nonconformity is the result of abuse, neglect, or unauthorized modification or alteration of the passenger motor vehicle by anyone other than the manufacturer, its agent or authorized dealer.

MANUFACTURER'S DUTY TO REPAIR

If a vehicle does not conform to the manufacturer's written new vehicle warranty and the consumer reports the nonconformity to the manufacturer, its agent or authorized dealer during the period of one year following the date of original delivery or during the first 18,000 miles of operation – whichever is earlier – the manufacturer, its agent or authorized dealer must make any repairs necessary to conform the vehicle to the warranty. Repairs must be made even after the expiration of the one year or 18,000 mile period.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer or dealer is unable to conform the vehicle to the manufacturer's written vehicle warranty by repairing or correcting any nonconformity after a *reasonable number of repair attempts*, the manufacturer must (at the consumer's option) replace the vehicle with a new vehicle acceptable to the consumer or repurchase the vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The lemon law establishes a presumption for determining whether the manufacturer had a reasonable number of attempts to repair. Case law¹ interprets the lemon law's presumption as establishing a definition that a reasonable number of repair attempts has been made if, during the period of one year following the date of original delivery or during the first 18,000 miles of operation, whichever is earlier, any of the following occurs:

- 1. Substantially the same nonconformity has been subject to repair three or more times and either continues to exist or recurs;
- 2. The vehicle is out of service by reason of repair for a cumulative total of thirty or more calendar days;
- 3. There have been eight or more attempts to repair any nonconformity; or
- 4. There has been at least one attempt to repair a nonconformity that results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven, and the nonconformity either continues to exist or recurs.

DISPUTE RESOLUTION

The lemon law provisions authorizing a civil action under the lemon law do not apply to a consumer who has not first used an informal dispute settlement mechanism if:

¹ Royster v. Toyota Motor Sales, U.S.A., Inc., 92 Ohio St. 327, 750 N.E.2d 531 (2001); Temple v. Fleetwood Enterprises, Inc., 133 Fed. Appx. 254, 2005 U.S. App. LEXIS 9992 (6th Cir. 2005).

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- 1. The mechanism qualifies under rules promulgated by the Attorney General; and
- 2. The consumer receives timely notification, in writing, of the availability of the mechanism, along with a description of its operation and effect.

If a qualified mechanism does not exist, if the consumer is dissatisfied with the decision produced by a qualified mechanism, or if the manufacturer, its agent or authorized dealer fails to promptly fulfill the decision, the consumer may bring a civil action in court.

TIME PERIOD FOR FILING CLAIMS

An action must be commenced within five years of the date of the vehicle's original delivery (to the consumer²). The statute of limitations does not run for the period beginning on the date that a complaint is filed with an informal dispute settlement mechanism and ending on the date of the mechanism's decision.

 ² Curl v. Volkswagen of America, Inc., 2005 Ohio 6420 (Ohio Ct. App. 2005).
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REMEDIES UNDER THE OHIO LEMON LAW

REPURCHASE OF OWNED VEHICLE

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

- 1. The contract price for the motor vehicle, including charges for transportation, undercoating, dealer-installed options and accessories, dealer services, dealer preparation and delivery charges;
- 2. All finance, credit insurance, warranty and service contract charges incurred by the consumer;
- 3. All sales tax, license and registration fees, and similar government charges;
- 4. All incidental damages, including but not limited to
 - any reasonable fees charged by the lender for making or canceling the loan; and
 - any expenses incurred by the consumer as a result of the nonconformity, such as charges for towing, vehicle rental, meals, and lodging.

Refunds must be made to the consumer, or jointly to the consumer and any lienholder that appears on the face of the certificate of title. The lienholder may deduct the balance owing to it, including any fees charged for canceling the loan, and must immediately remit the balance, if any, to the consumer and cancel the loan.

REPURCHASE OF LEASED VEHICLES

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

- 1. Capitalized cost reduction, security deposit, taxes, title fees, all monthly lease payments, the residual value of the vehicle, and all finance, credit insurance, warranty, and service contract charges incurred by the consumer; and
- 2. All incidental damages, including but not limited to
 - any reasonable fees charged by the lessor for making or canceling the lease; and
 - any expenses incurred by the consumer as a result of the nonconformity, such as charges for towing, vehicle rental, meals, and lodging.

Refunds must be made jointly to the consumer and lessor. The lessor may deduct the balance owing to it, including any fees charged for canceling the loan, and must immediately remit the balance, if any, to the consumer and cancel the lease.

REPLACEMENT

When replacing a vehicle under the Ohio lemon law, the manufacturer must replace the vehicle with a new vehicle acceptable to the consumer.

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The manufacturer must notify any lienholder noted on the certificate of title or the lessor. If both the lienholder or lessor and the consumer consent to finance or lease the replacement motor vehicle, the lienholder or lessor must release the lien on or surrender title to the motor vehicle being replaced after it has obtained a lien on or title to the replacement motor vehicle. If the existing lienholder or lessor does not finance or lease the replacement motor vehicle, it has no obligation to discharge the note or cancel the lien on or surrender the title to the motor vehicle being replaced until the original indebtedness or the lease terms are satisfied.

This information is not intended as legal advice. Please direct specific questions to your legal counsel. © 2006, Council of Better Business Bureaus, Inc.

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

|--|

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

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

Section 1

Purchase Price	13752.78
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 15135.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -1382.22
(If positive, look for Overallowance)	

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

Section 2

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

Section 3

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

Section 4	
Purchase Price	13752.78
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 500.00
(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	= 13252.78
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

Bv: Greta Vanderhoek State: OH

Customer Name:

Service Request: 71-674723093

BBB Case No.: CHV0851697

In Service

6/2/2005 (June 2,

Date:

Vehicle ID No.: 1G1AK52FX57 Vehicle is: new

BAC Code: 207590

2005) Year, Make & Model: 2005 Chevrolet Cobalt Mileage at Time of BBB Filing (50000) Lien holder: $GMAC \boxtimes$ Other \square : {Name}

DVM Name: Wes Taylor Phone/Cell Number: 330-606-6301 Svc Mgr Name: Rich Brenner

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

Sale Type: Purchase \Box Lease \boxtimes Other \Box : {Type} CAM Name: Rob Johnson Phone Number: 630-961-6817

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.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y OR N. IF YES PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. TAC CASE NUMBER 9202282, DLR CONTACTED BECAUSE THERE WAS NO COMMUNICATION WITH THE PCM, TAC ADVISED THE DLR ON HOW TO REPAIR

IF TAC HAS NOT BEEN CONTACTED WHY NOT_____n/a_

<u>running hot/check engine light</u>

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
04/06/05	109801	*	133	c/s car running hot/worse with a/c on check cooling fan no turning on found fan unplugged see line A RECALL
24/02/06	120260	5	11636	c/s warning lights all coming on in dash and car will not shift check towed in out of calibration transmission control module transmission reprogramming with
27/03/06	121556	10	12714	SPS scan found history U2100 GM LAN (illegible)communication code symptom 4 programming error found TCM update for U2100 reprogram module and road test c/s check engine light staving on and transmission not shifting

				properly check could not duplicate concern at this time scan found U2100 hist. P0700 U2107 His loss of communication on high speed LAN no current road test unable to verify trans shifting concern, working as designed
02/04/08	155493	1	45991	c/s check engine light coming on and off intermittently while driving check and advise cause updated calibration and leaking intake resonator resonator, air cleaner – replace powertrain control module engine reprogramming with SPS updated calibration and leaking intake resonator diagnose ECM Code P0171 fuel trim lean SPS reflash ECM with updated calibration for P0171 SPS code 11D68 Also found air intake resonator crankcase air fitting separated from resonator – special ordered part.

noise in front end

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:	
27/03/06	121556	*	12714	c/s hears clicking noise in shifter/console area while driving check	
09/08/06	127574	*	19434	ck. for noise in console area no abnormal noises noticed at this time c/s there is a popping noise in front end when turning could duplicate concerns at this time	
				roadtested, no popping noise heard at this time need to ride with consultant to show how to get noise	
kev gets stuck/noise in front end					

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

brake/turn signals keep going out

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
04/08/06	128250	1	19713	c/s brake lights keep going out/drivers side light is out right now/both are only working intermittently/high mount is always working cause shorted bulbs, stop, tail and turn lamp(left) replace
23/03/07	137435	1	27779	both stop-turn bulbs burnt out replace bulbs c/s left side brake light inop (illegible)working cause inop bulbs, stop, tail and turn lamp (left)
02/04/08	155493	1	45991	burnt out bulbs replaced right brake and right rear marker bulbs c/s right turn signal blinking fast right fornt bulb out cause burnt out bulb headlamp composite assembly - right burnt out bulb replaced right front part/trun bulb note

excessive water inside right capsule`

□ <u>steering column(not on claim form)</u>

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
2703/06	121556	*	12714	c/s power steering inop check could not duplicate concern at this time
27/03/06	121556	*	12714	see Line G for steering column replacement c/s hears rattle noise in front end over bumps check cause excessive play
08/06/06	124537	*	16254	column assembly, steering - replace c/s hears clunking type noise when making turns worse on right hand check cause insufficient lubrication shaft steering intermediate - replace
				road test diag clunk noise on turns replace interm steering shaft lack of lube causing noise re ck noise gone

water leak(not on claim form)

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
08/06/06	124537	8	16254	c/s when defog or a/c running getting water on pass side front floorboard check
				SOP special ordered part – consultant will call and parts will send notification when part arrives
09/08/06	127574	2	19434	c/s water is leaking into passenger side floor board/SOP part needs installed
				cause:repair as per bulletin HVAC case – reseal SOP HVAC case seal on backorder no stock available install HVAC case gasket as per bulletin 05-01-38-016A

trunk release (not on claim form)

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
08/06/06	124537	*	16254	c/s button for trunk release inside car will not pop out SOP part here cause shorted switch rear compartment lid release replace replace trunk release switch no detent

instrument cluster(not on claim form)

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
09/08/06	127574	*	19434	c/s that red brake light is coming on cause out of calibration instrument panel cluster(IPC) reprogram reprogram IP cluster w updated software

gas cap teather(not on claim form)

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
24/08/06	128250	*	19713	c/s gas cap teather is no secured to vehicle cause broken cap, fuel tank, replace

body control module (not on claim form)

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
22/09/06	129638	8	21247	c/s security light coming on intermittent and shows check power steering on monitor and car bucks and jerks check cause internal open module, computer (control) body – replace no communications w/pcm D. Jackson for TACH case on no communication TAC case # 9202282 Brian McCummins has Multiple codes for communication loss TCM U2100PSCM U2100, BCM U2100, BCM 2111, PSCM U2107, PSCM U2105 checkec all gnds and B power to BCM and switched power to BCM from ignition switch all modules after BCM were shutting down suspect BCM has an open internall Y replaced and reprogrammed BCM relearned theft deterrent.

{Symptom}

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days</u> <u>Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
04/06/05	109801	3	133	Recall A/c system wiring or dual stage airbag module wiring Install jumper harness

Has the vehicle ever been involved in an accident Y Did you confirm your answer with the customer Y What type of damage was sustained (example front end collision)

Are the RO's attached if the vehicle was in an accident n/a

Has the customer filed any insurances claims on this Vehicle N If Yes obtain the following information below

Insurance Company_	State Farm
Insurance Rep (First	and Last Name)n/a
Phone #n/a	
Claim Made? N	Claim Status: NA
Claim #n/a	
Did Insurance Compa	ny refer customer to GM? NA

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

Was a Trade Repurchase offered to the customer N (A Trade Repurchase is to be offered as a settlement before a Straight can be considered) Date authorized by the DVM/CAM

Other

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

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: not reported within the first 12/12

Lemon Law Repurchase/Replacement: veh has had 3 repairs within the first 12 months/18,000 miles for steering issue

GM Program Summary Repairs/Reimbursement for past repairs: vehicle is outside bumper to bumper

THE STATE LEMON LAW READS:

Days out of service: 30 or more Repairs 3 or more for same or 8 different Time period 12 months / 18,000 miles Does Lemon Law state nonconformity must continue to exist? Y

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

Number of repair attempts in the presumption period:	6
Total days out of service during the presumption period:	18
Total days out of service during customer's ownership:	40

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: 1-434513513 Date & Offer/Result: repair needed – BCM replacement, file closed satisfied

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:cannot afford to have the veh fixed now that it is out of warranty and the gmpp has expired, veh was leased for her mother to drive

DVM sts:send over the lease details once it is received and will be discuss further

SVM sts:cust has not been in since April, cust is out of gmpp and over in lease miles

CRS Rationale:ro's indicate that the veh appears to be eligible as there has been 3 repair attempts within the first 12/18,000 for the check engine light, still attempting to confirm with customer as to any issues which continue to exist

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law vehicle is eligible as there have been three repair attempts within the first 12/18,000 it could be argued that the non-conformities have impaired the use, value and safety veh did not conform to the warranty

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law pending info further info to be received from customer

dlr sts that the veh is not in the shop and understand the vehicle is repaired

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

information below is pending further investigation:

CRS FINAL OFFER:		DATE:	CUST {Accepted / Declined}
Goodwill: {Type}	Attorney Fees (if applicable): \${Amount}		

TEAM LEAD APPROVING:	{Name}	Date: {Date}

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

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



Dear Mr. Brenner:

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

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- 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).
- <u>PLEASE NOTE: IF THE CUSTOMER SOCIAL SECURITY NUMBER IS</u> <u>INDICATED ON ANY OF THE DOCUMENTS IT MUST BE BLACKED OUT</u> <u>PRIOR TO FAXING</u>

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.



GENERAL MODIAS BLOUMERS RESOLUTE CENTER

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

Sincerely.

Greta Vanderhoek BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 11839 FAX# 866-874-5903

10/28/2008	13:55	FAX	330	726	0557

SWEENEY BPG

	⁸ F. 787() Market S	itreet • Yo	ungst	own, Ohio 44512		
ORDER	7	Tele	phone: (3:	30) 75	58-7521 DEAL	# 2324	3
				DATE	06/02/200 5 a	TOOK NO	1542
						TOCK NO.	
	MOLICIAL TAICS			. PHONE			
CITY COUNTY	MHHUNITIG		JH ZIF	۰_	_ SALESPERSON R	<u>ora</u> umas	, BOB
	ndersigned issee /	nereby agrees to le	ease the listed ver	hicle from	or through a third party if Dealer	can obtain [;]	third party approva
YEAR MAKE				TRATO			DRY OFFICIAL
2005 CHEVROLET		COBALT			RED	TRIM	
MVIOR SERIALNO. 1614KS2FX5	5 7	Ó I	BE DELIVERED OR ABOUT	02 JL	STOCK	<u> </u>	
REMARKS:	THE MAJO	B TERMS OF	THIS AGREE			1342	
· · · · · · · · · · · · · · · · · · ·	1. The num	ber of months	this closed-er	nd lease	ARE AS FULLOWS.		48
SEE VEHICLE DELIVERY REPORT ATTACHED	2. The num	ber of miles yo	ou may drive p	ber year	is:		
	And over	r the entire lea	se without an	additior	hal charge Is:		48,000
	Charge y	ou will pay for	reach mile ove	er the a	mount listed:	S	. 20
	3. Your app	roximate mont	hly payment w	vill be:		5	204.59
	4. The appr	oximate capita	ilized cost will	be:	<u> </u>	\$	<u>15678.86</u>
	VEAD				DUE AT DELIVERY		AMOUNT
		/А ман	^{KE} N/A		CAPITALIZED COST REDUC	STION	533 33
	MODEL		•				
	N/	/A					204 SD
					SECURITY DEPOSIT		204.33
	N/	/A	_				225.00
	MILEAGE	N/O			TITLE FEE		
	PATOFF (U)				LIÇENSE FEE		
	PAYOFF GOOD	THRU:					<u>81,25</u>
am eware that the balance owed on my trade-in vehicle					IXX ON CAPITAL COST REDUCT		32, 50
or the amount owed on my lease turn-in vehicle exceeds	ACCOUNT NO.:				USE TAX	-+-	
requested that NG Apltalized cost be increased by							N/A
\$ to cover negative equity from my trade- in/the amount owed on my lease turn-in.	TRADE IN ALLO	WANCE					-
Y	├-━			N/ H	Document Fee		75.00
		PAYOFF AMOU	JNT	NZO			
Dealer hereby acknowledges receipt of the sum of	<u>├</u>			107 1			
S 时子品 a Deposit/Partial Payment for the vehicle described above. If this Beceipt is for a Deposit		ALLOWANCE	·	NZe			
Dealer will refrain from celling the described vehicle (or	REBATE		<u> </u>				
days, This Deposit/Partial Payment I IS I IS NOT refundable, subject to the conditions			51	00.00			
on the reverse side and the following:	DEPOSIT			5170	TOTAL DUE		
	├ ╼ ─────		_	<u>N/H</u>			1133.34
				N/O			
reads miles/kilomoters and le	TOTAL CREDIT		<u> </u>				·~
accurate unleas checked below. D Odometer mileage			50	30.00			500 00
s not accurate, Refer to the Federal Mileage Statement for full disclosure					BALANCE		

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS. NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHE'S LESSEE WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OF IMPLIED, INCLUDING ANY IMPLIED WARRANTES OF MISCHARTANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF, DEALER VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOLD BY DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABLETY IN CONNECTION WITH THE WITH THE LEARE OF THE VEHICLE AND THE SALE OF RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A WRITTEN WARRANTY IS PROVIDED BY DEALER ON ITS OWN DEND. BY DEALER ON ITS OWN BEHALF, ANY IMPLED WARRANTES ARE LIMITED IN WURATION TO THE TEAM OF THE WHITS IN WALDRANTY IS PROVIDED BY DEALER ON TA SERVICE CONTRACT IS SOLD BY DEALER ON ITS OWN BEHALF, ANY IMPLED WARRANTES ARE LIMITED IN WURATION TO THE TEAM OF THE WHITS IN WALDRANTY IS PROVIDED BY DEALER OF A SERVICE CONTRACT IS SOLD BY DEALER ON ITS OWN BEHALF, ANY IMPLED WARRANTES ARE LIMITED IN WURATION TO THE TEAM OF THE WHITS IN WALDRANTY IS PROVIDED BY DEALER OF A SERVICE CONTRACT IS SOLD IN THE DEALER ON ITS OWN BEHALF, ANY IMPLED WARRANTES ARE LIMITED IN WURATION TO THE TEAM OF THE WHITS IN WALDRANTY IS PROVIDED BY DEALER OF A SERVICE CONTRACT IS SOLD IN

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

The front and back of this Document and any documents incorporated nersin comprise the shina agreement affocing this Retail Lease Older and no other agreement or understanding of any nature concerning same hes been made or entered into, drivit be receptized. I have read the terms and conduces printed on the back hereof and agree to them as a part of this Agreement or understanding of any nature concerning same I certify that I am at least at years old, and hereby acknowledge receipt of a paper of this Document. THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED

_____ ···**_**_

APPROVED:

ACCEPTED BY ____

LESSEL Y (SQNATURE

6/02/2005 DATE

<u>633. 34</u>

- **R**

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2005 COBALT 4-DOOR SEDAN	/14G	CHÉVROLET	MOTOR DIVISION
74U VICTORY RED		GENERAL MO	DTORS CORFORATION
14B GRAY		100 RENAIS	SSANCE CENTER
ORDER NO. HXGF0Q/TRE STO		DETROIT	MI 48243-1114
VIN 1G1 AK52 FX 57		VEHICLE IN	NVOICE LAD60264099
MODEL & FACTORY OPTIONS 1AK69 COBALT 4-DOOR SEDAN 834 FLOOR MATS DT4 ASHTRAY AND LIGHTER FE9 50-STATE EMISSIONS L61 2.2L DOHC 4 CYL ENGINE MX0 4-SPD. AUTO. TRANS. W/OVE	MSRP 13625.00 80.00 15.00 N/C 0.00 RDRIVE 850.00	INV AMT 12739.38 72.00 13.50 N/C 0.00 765.00	RETAIL - STOCK INVOICE 02/22/05 SHIPPED 02/22/05 EXP I/T 02/25/05 FRC EFF 02/22/05 KEYS G0724 G0724 WFF-S OTR OFT-1 HANK: GMAC - 010 CEG-TO 28-599 SHIP WT: 2785 NP: 18.4

GMS :	13792.78
SUPPLR:	14410.08
MRM 1	15135.00
DAN :	ABASE
MEMO	653.\$0

TOTAL MODEL & OFTIONS DESTINATION CHARGE LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION	14570.00 565.00	13589.88 565.00 145.70 72.05	ACT H/B ADV EXP	231 261 261 65A	13717.78 437.10 145.70 72.95
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TOTAL 15135.00 14373.43 PAY 310 14373.43 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 13731.95

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE. THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST NELD BY GMAC.

SWEENEY CHEVROLET

REMIT TO GMAC NO. 010 VIN 1G1AK52FX57 \$ 14373.43 JNV 1AD60264093 DUE 02/25/05 DEALER 28-599

5	Contract Registration	GMPP	XX MRP D	ledium uly GM Ce	ent MRI	P Cert	MRP LW
	VEHICLE IDENTIFICATION NUMBER (must be 17 characters)				AGREEMENT	PURCHASE D	ATE
	1 G 1 A K 5 2 F X 5	7			06 / 0	12 /05	
	YEAR MAKE	MODEL		CURRENT O	DOMETER	4 WHEEL D	DRIVĘ
	2005 CHEVROLET	COBALT		30			
	FIRST NAME MI						
						FLEET	GM EMPLC
	NAME OF BUSINESS OF MUNICIPALITY						
				AREA CO	UE 3 PHUNE N	имнен	
	MAILING ADDRESS (must include act, or suite #, if applicable)		CITY		CTATE	715.0	
				1	nu	ZIP G	ODE
	The Agreement provider is authorized to charge my account for the co- DEALER NAME	si of the Agreeme	nt(s) and my share of	any subaequent cancel	lation(s).		
					(uired)	PROMOTION	CODE
			01TV	со рче	1		
	7870 MARKET ST				STATE	ZIP C	ODE
					ųn	443	16
	GMAC SPP NAME						
	XX OR GMAC OR						
	ADDRESS		CITY		STATE	ZIP CO	ODE
1	25000 GREAT NORTHERN CORP		NORTH OLMS	TED	OH	440	70
ļ	LEASE RETAIL MAJOR GUARD VALUE GU	JARD BASI	IC GUARD SMA	RT PROTECTION	MD-PT +	MD-E&T	MD-BASI
	×× ×						
		MECHANI					
	THE TERM OF THIS AGREEMENT MAY INCLUDE ALL, (OR PART OF THE	TERM OF THE NEW	VEHICLE LIMITED WA	RRANTY IF ST	ILL IN EFFECT.	
ŗ	The term of your Agreement will begin on the Agree	ment purchase		The term of your Agri	ement will beg	ain on the Aoree	
	NEW X office and boometer mileage at the Agreement purch lerm of your Agreement will and at the earlier of the tin	tase dale. The ne and mileage	USED	date and odometer mill of your Agreement will	eage at the Agre and at the earlie	eement purchase er of the time and	e date. There i mileage onfi
	option you have selected. Your deductions is referen	heed below.		you have selected. Yo	ur deduciible	is referenced be	elow.
	VEHICLE IN SERVICE DATE (In-Warranty vehicles) TERM-MO /ML (IN (100'5'				boice	
	VEHICLE IN SERVICE DATE (In-Warranty vehicles) TERM-MO./MI. (IN (000'S) 20(1)	\$50 \$1	(nequileo) No soon		FRICE	
	VEHICLE IN SERVICE DATE (In-Warranty vehicles) TERM-MO./MI. (IN 4	‱s, ひん) \$0 	\$50 \$10	(Required) 00 \$200		,695	- 0 0
	VEHICLE IN SERVICE DATE (In-Warranty vehicles) TERM-MO./MI. (IN (000'S) ひん) ^{\$0} 	\$50 \$11 \$50 \$11 O./MI. GOODWR J'\$) CARU	ENCH # OF SERVICE	S	,695	(
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	VEHICLE IN SERVICE DATE (In-Warranty vehicles) TERM-MO./MI. (IN (// / / / / / / / / / / / / / / / / / /	000'S) 70(L) \$0 18 TEAM-M (IN 00) (IN 00) / EMERGENCY	SEDUCITIELE \$50 \$14 0./MI. GOODWR CARU 21\$) CARU	ENCH # OF SERVICE	RD	, 695	0 (
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If not submitted by GM Access (CDR) mail to National Medianical Service Center, FO, Box 5855, Chicago, L 61bst-5655 in Anizonal the service company is GMAC Sonice Agreement Curp In Florida, the unsurer is MIC Property and Casually Insurance Corporation, P.O. Box 5074, Southleid, MI 46086, FL Lib, #9299,

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GM 23243 1542	General Motors Corp	oration
	NCENTIVE ACKNOWLEDGM	ENT AND/OR ASSIGNMENT
CUSTOMER NAME:	<u> </u>	
VIN:161AK52FX57		(or see attached list*)
CUSTOMER INCENTIVE(S)		
 Customer Incentive I assign the total amount of customer incentive(s) be applaw, as a price reduction rebate applied) as (c) 	ustomer incentive(s) listed to the dealer no blied: (a) to the down payment of t (Bill of Sale indicates pre-rebate price,	amed below and request that the available his vehicle, (b) where permissible by amount of rebate and final price with
rebate applied), or (c) a	check be issued in my name by Dealer na	med below:
	<u>Amount</u> <u>STREE</u> \$ \$	GM Incentive Code
	\$	
Total Incentive Aπ	iount Received \$	
2. Other Program Selection (Division supported financing/	Which may or may not be in lieu of cu: easing, etc.)	stomer incentive programs; for example,
a. I elect to receive		
in lieu of		
	and/or	
b. I elect to receive		
am the <u>ultimate retail purchaser or h</u> o me by the Dealer named below. Th	CUSTOMER AND DEALER ACKNOWLE	DGMENT entification number which was sold/leased al/business use and not resale and I took
Division from any future claim or obliga	tion for incentive(s) on this unit.	ribed in Item # and release the GM
Purchaser/Lessee Signature:		Date: <u>/ø2 / øs</u>
he undersigned person, as Dealer re	presentative, certifies that the information	on this application is true and correct and
he incentive(s) described in Item# init through this dealership and that pr	pperly completed accurate delivery data has	essee who has taken delivery of referenced been forwarded to General Motors.
he incentive(s) described in Item# unit through this dealership and that pr Authorized Dealer Signature:	pperly completed accurate delivery data has	been forwarded to General Motors.

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

GMAC SmartLease® Agreement — monunty payment

LESSEE (and CO-LESSEE) ("You") name and address, inclu MING OH	ding county Gara	ging address (il differ ipal driver (il busines	rent) ss use)		LESSOR (Retailer) SMEENEY CHEVROL 7870 MARKET ST YUNNSSTOWN, OH	et 44512
This is an agreement to lease We," "us," and "our" refer to Mithis box is checked, Less I If this box is checked, Less I If this box is checked, Less I If this box is checked, Less	e a vehicle. This is not a purchase a Lessor named above and any assi sor (Retailer) will assign this lease AC helped to arrange this lease an sor (Retailer) will assign this lease sor (Retailer) intends not to assign	agreement. You are gnee. An "assignee and soll the vehicle d Lessor (Retailer) ' and sell the vehicle this lease.	not buying the vehic is a person to whom to General Motors A will assign it and self to FVEHICLE YO	cle. By signing this lease in this lease is assigne acceptance Corporation the vehicle to Central	se, you agre d (if it is ass n ('GMAC'') Originating	e to everything on the front an signed). Lease Trust.	d back
					Mileane	Pri	mary Use
New/Used Year	Make & Model	Body Style			winca ac	Personal, Family, or House	hold in Commercial, Business, or Apricultural
NEW 2005 CHE	VRDLET COBALT		191AK52FX57	3	1 0	<u> </u>	Public Conveyance
Dealer Installed Options:							
	-			SING ACT DISCI	OSUBE	3	
		FEDERAL CO					
1. Amount Due at Lease Signing or Delivery (Itemized Below)* 5	2. Monthly Payments Your first monthly payment of 	\$ 204.59 , followed by 67 n the 2ND ments is \$ 98	is due on payments of of each month. 28, 32 4	Disposition fee (if) not purchase the v	you do ehicle)	\$N/A \$N/A Totai \$N/A	(The amount you with have paid by the end of the lease.) SSS
	<u> </u>	"Itemization	h of Amount Due al	Lease Signing or De	elivery		
C Amount Due al Lesse	Signing of Delivery:			6. How the Amount	Due at Lea	se Signing or Delivery will b	e paid:
a. Admount due at Lease	organing of source pr	¢	598.98 _	a. Net trade-in allov	vance		S
a. Capitalized cost redu	CUQII	\$	284.59	b. Rebates and nor	ncash credi	is	\$ 3866.<u>198</u> 373_34
 e. First moniniy paymer a. Refundable securitur 	denosit		225. 80	c. Amount to be pa	id in cash	–	\$ 0, <u>>></u> * <u>2</u>
d Title tees		\$	15.69				
e. Registration fees 🐔		\$	01.25				
f. Sales/use tax		\$	75.20				
9 <u>Document Fe</u>	2	\$	<u>,</u>				
h. <u>N/A</u>		D	<u>Ν/Ω</u>				
• <u>N/A</u>			1133.34			d. Total	s_ <u>1133.34</u>
	j. Total	\$					
a. Gross capitalized of finance, and any of	cost. The agreed upon value of the outstanding prior credit or lease ba	7. Your m e vehicle.(\$ <u>137</u> ance)	onthly payment is d 92.78) an	determined as shown Id any items you pay fo	below: or over the l	ease term (such as service co	ntracts, \$ <u>15676.86</u> - \$ 509.99
b. Capitalized cost re-	duction. The amount of any net tr	ade-in allowance, r	ebale, noncasil cred	ni, or cash you pay ma		The Group or printing of the sector	= <u>\$</u> <u>15178.85</u>
c. Adjusted capitalize	d cost. The account used in calcu	Mating your base me	onnity payment Selculation your base	a monthly payment			s <u>7416, 15</u>
d. Residual value. The e. Depreciation and a	e value of the yenicle of the end o any amortized amounts. The amo	r die lease used in d ount charged for the	vehicle's decline in	value through normal	use and lo	r other items paid over	$= \frac{5}{20007} - \frac{7762.71}{61}$
the lease term	amount charged in addition to	he depreciation ar	nd any amortized a	mounts			s <u>- 260 (* 0</u> 3
a. Total of base mor	nthly payments. The depreciatio	n and any amortiz-	ed amounts plus the	e rent charge			- <u> </u>
h. Lease payments. 1	The number of payments in your le	ase					- S _ 204.39
I manage payments	• •						- <u>N/R</u>

N/A	. 1133.34
j. Total \$ 1133.34	d. Total
7. Your monthly payment is de	stermined as shown below:
Gross capitalized cost. The agreed upon value of the vehicle (\$13792.78) and	any items you pay for over the lease term (such as service contracts,
insurance, and any cutstanding prior credit or lease balance)	580.82
. Capitalized cost reduction. The amount of any net trade in allowance, rebate, noncash credit	, or cash you pay that reduces the gloss capitalized cost
. Adjusted capitalized cost. The amount used in calculating your base monthly payment	_ \$ 7416.15
. Residual value. The value of the rehicle at the end of the lease used in calculating your base i	monubly payment
. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in vithe lease term	
. Rent charge. The amount charged in addition to the depreciation and any amonized an	roat charge = \$ 9820, 32
. Total of base monthly payments. The depreciation and any amontzed amounts pills me	1810 Charge
. Lease payments. The number of payments in your lease	= \$ <u></u>
Base monthly payment	+ \$ N/A
Monthly sales/use lax (estimated)	+ \$N/A
<u> </u>	
Total monthly payment	
Early Termination. You may have to pay a substantial charge if you end	arrier you end the lease, the greater this charge is likely to be.
The abidat charge with departed the termination	12 989 miles prevente at the rate of S 20 per mile
ther Important Terms. See your lease documents for additional information on early termination, purchase	options and maintenance responsibilities, warranties, late and default charges, and insurance.
Other Important Terms. See your lease documents for additional information on early termination, purchase	16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay
Other Important Terms. See your lease documents for additional information on early termination, purchase TEMIZATION OF GROSS CAPITALIZED COST. a Agreed upon value of the vehicle a Agreed upon value of the vehicle	15. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.
Bither Important Terms. See your lease documents for additional information on early termination, purchase ITEMIZATION OF GROSS CAPITALIZED COST. a Agreed upon value of the vehicle b. GMAC administrative fee + \$ 595.00 N/A	16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20. 17. SCHEDULED LEASE END DATE. This lease is scheduled to end
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The actual total of lees and faxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

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a Tide/hen fees		\$	
 Demotration logs/layat 		\$	323.6%
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the premium in y coverage(s). The i	our base monthly insurance may no	r payment. L cover taxes	A notice you s and other ar	receive v nounts di	vhen you si ie bosides ti	gn this he base	lease desc montbly pa	indes symen	(1 1
Insurer name:	N/9				_	_			
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and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL	ES I	IMAI	ED	FEES AND	D TAXES YOU MUST PAY DURING LEASE	

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	s 15.00
b. Registration fees/taxes	\$ 325.<i>8</i>8
c. License fees/laxes	s <u>N/A</u>
d. Sales/use taxes (including tax on capitalized cost reduction)	\$ 628. 58
e. Excise taxes	<u>\$N/A</u>
f. Property laxes	sN/A
g. Other (describe) N/A	\$ 11/A
h. Olher (describe) N/R	\$N/A_
i. Other (describe) N/A	\$ N/A

14. MILEAGE.

 Base Mileage Allowance.
 I 15,000 miles/year.
 III and ites/year.

 Image: 12,000 miles/year.
 Image: 12,000 miles/year.

 Image: 12,000 miles/year.
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Extra Miles. You are buying <u><u>N/A</u> extra miles at \$ <u>N/A</u>er mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ _____<u>N/A</u>er mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.</u>

Total Allowed Mileage on the Odometer at Lease End is ______ miles.

Starting odorneter mileage		_ miles
Base mileage allowance	+	miles
Purchased extra miles	+N/B	_ miles

Excess Mileage Charge. The excess mileage charge is \$ _____. Per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. LATE CHARGE. If you do not pay a monthly payment in full within 10 days after it is due, you will pay a fate charge of 5% of the part of the payment that is late.

BY: X

Agent's name:	<u>_11/H</u>	
Policy no.:	Physical damage	
Deductibles: Collision \$	N/A Comprehensive \$	<u>N/A</u>

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We to not require file or disability

insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include

the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover laxes and other amounts due besides the base monthly payment.

Premium

Premium

Coverage limit

Monthly coverage limit

10/28/2008 13:58 FAX 330 726 0557

N/A

N/A

N/A

N/R

Age

Ade

H/A

N/A

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

Sandard, manufacturer's warranty

Insurer name: N/A

Address:

N/A

NZA

Disability insurance (Lessee only)

LESSEE'S'SIGNATURES X

COLLESSEE'S SIGNATURE: X

□ Life insurance (□ Lessee □ Co-Lessee □ Both)

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Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease.

TITLE:

THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name	SHPP	Term	48 _{months.}	49866	miles
Name	N/A	Term	N/Ronths	N/A	miles

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

ESSEE: <u>X</u> /e may delay <mark>correican irom</mark>	BUIGICIER 20V OL OUT (ICE) S UNCON	BY: <u>X</u>		CO-LESSEE X				_
OTICE TO LESSEE. 1. DO	O NOT SIGN THIS AGREEMEN	T BEFORE YOU REAL	D IT. 2. YOU ARE E	NTITLED TO A COPY OF THIS	AGREEM	ENT.		
ou signed this agree	MENT AND RECEIVED A COP	(at Youngston	n, Ch		ON	66/62/3	2985	
SSEE: X		BV- V	(city)	(state)		(month)	(day)	(yea
SSOR: SHEFTEY CH	EVROLET	SIGNATURE AND TH		00-LESSEE: <u>X</u>	<u></u>			

LESSOR: SLEENEY CHEVROLET

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

671 MONTHLY 91/200: (4)

Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

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	INVOICE	7870 MARKET STREET
YOUNGSTOWN, OH HOME: BUS:	PAGE 1	P.O. BOX 3540 YOUNGSTOWN, OH 44513 PHONE (330) 758-7521
101 AD	SERVICE ADVISOR: 7	398 RICH BRENNER
	Service States and Albumatic Stream and	LICENSE CONTRACE INVOLT OF TAGE
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The only warranty on parts and products sold in conjunction with (wara) to 5% of the oner of labor, not to e repairs performed by Dealer are those of the manufacturer or sumplier \$15.00, to the Repair Order for show as	TABOR AND INT	0.00	
of said parts or products. Desiler hereby expressily disclams all wand in connection with the repair.	PARTS AMOUNT	21.61	
of membershilly or image for p particular purpose, and neither	GAS, OIL, LIDE	0.00	
In connection with the sale of parts of products Dealer warpans its	SUBLET AMOUNT	0.00	
days of 4,000 miles, which repairs performed by Dealer for yo	MISC. CHARGES	0_00	
Within the stated period due to our workmanship, we will perform the	TOTAL CHARGES	21.61	
cost of any necessary parts and products	ALPSS LESS INSURANCE	0.00	
	SALES TAX	1.40	
	PLEASE PAY THIS AMOUNT	23. 61	
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			n I
	INVOICE	7870 MARKET	STREET
VOUNCE TOTAL OU		P.O. BOX YÖÜNGSTOWN.	9540 OH 44513
HOME: BUS:	PAGE 1	PHONE (330)	758-7521
	SERVICE ADVISOR:	7398 RICH BRENN	ER
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	INVOICE	7870 MARKET STREET
YOUNGSTOWN, OH HOME: BUS:	PAGE 1	YOUNGSTOWN, OH 44513 PHONE (330) 758-7521
	SERVICE ADVISOR:	7398 RICH BRENNER
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7880030	124537	Sweeneu
	INVOICE	7870 MARKET STREET
		P.O. BOX 3540 YOUNGSTOWN OF 44513
YOUNGSTOWN ON BUS:	PAGE 1	PHONE (330) 758-7521
	SERVICE ADVISOR: 7	398 RICH BRENNER
COLOR COLOR STAR	n a se provins de la companya de la	LICENSE MILLAGE IN/ OUT TAG
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	INVOLCE	7870 MARKET STREET
		P.O. BOX 3540 YOUNGSTOWN OF 44513
YOUNGSTOWN OF BUG	PAGE 2	PHONE (330) 755-7521
H02226	SERVICE ADVISOR:	7398 RICH BRENNER
COLOB YEAR MAKE MODEL	In the local sector VIN the design of	LICENSE MELEAGE INV OUT TAG
RED 05 CHEVROLET COBALT	1 GL AR5 2 PX5 7	16754/16254 82150
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	INVOICE	V370 MARKET STREET
YOUNGSTOWN OF		YOUNGSTOWN, OH 44513
HOME: BUS:	PAGE I	РНОМВ (330) 758-7521
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WARRANTY STATEMENT AND DISCLAIMER: The only warranty of parts and products sold in conjunction with Mission performed by Dealer are those of the manufactured to manufac-	SHOP SUPPLY COSTS: We have added a charge equal to 8% of the cast of labor, not to charge (\$15.00, to the Renat Order for abor, marrier	LABOR AMOUNT	24.00
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		PLEASE PAY THIS AMOUNT	32,10

June 22, 2011

Deridder, LA

Service Request: 71-676788275

Dear

We sincerely regret that you experienced a concern with your 2006 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 \$679.33. 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



LAFAX Delidder, Ka. NOV 2 4 2608 Thewalet Customer apet P.O. Box 33170 Detroit, Mi 48232-5170

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To Whom It May Concern:

19 Nov 2008

In reference to the problem with the car, the steering wheel was hard to turn to the right. After a couple of days, my daughter took the car to a mechanic. Harmon's automotive in DeRidder, Louisiana. They told her that it was the motor in the Power Steering. She took the car in to Harmon's on the 21st of October 2008. Harmon's told her she should take the car to a GM Dealership. On Oct 22, 2008, Alison took the car to CBG in DeRidder. The mechanic told her that they would have to order the part and it would take a week to get the part in. The part was ordered on 23rd of October. CBG Dealership called her when the part came in and she took the car in and they went to remove the steering wheel and the coil on the airbag exploded. They called Alison and told her what happened and that it would probably cost more money and it would take a while longer to fix the car. We went on Monday, November 3, 2008, to pick up the car and paid for the repairs with \$380.00 in cash and \$399.33 on a visa credit card. A copy of the credit card receipt, the quote from CBG, the Original Repair order, a copy of the invoice, and a copy of the most recent Registration is included with this letter. I am a single mother, struggling to make a living and anything you can do to help me with this would be greatly appreciated.

Thank you very much



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2006 YEAR		CBT .	WEIGHT	
WHV	<4D		K3630656	POBLIC SAFETY AND CORRECTIONS PO BOX 66196
COLÓR	BODY	U8E		
0600	101	AK55F267		THIS REGISTRATION CERTIFICATE EXPIRES THE LAST
DOM		VEHICLE DENTIFICATION	NUMBER	DAY OF:
		OWNER'S NAME		MAIL YO:
	<u> </u>			
		ADDRESS		
DERIDDER	A			OERIDDER LA
	CITY		STATE ZIP	
			\$32.00	
1	CENSE PLATE		FEE PAD	

THIS IS YOUR REGISTRATION CERTIFICATE. KEEP IT OR A PHOTOCOPY (IF IT IN YOUR VEHICLE AT ALL TIMES.



Quote

CBG PONT BUICK OLDS GMC INC 1025 E. 1st ST. Deridder , LA 70634

337 463-2277

2006 Chevrolet Cobalt LS

Mileage: 41,202

Home:

Office:

Deridder, LA

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Туре	Description	Qty/Hrs	Part No	U	init Price	Extended Price
Part	ELECTRONIC STEERING MOTOR/MODULE ASSEMBLY - Steering Column Assembly	1.00	25831501		549.00	549.00
Labor	ELECTRONIC STEERING MOTOR/MODULE ASSEMBLY - Remove & Replace - Steering Column Assembly	2.20			75.00	165.00
	Worksheet	Supplies	Hazmat	Tax		Total
Part \$	549.00	0.00		48.04		597.04
Labor	\$ 165.00		0.00	14.44		179.44
					Quote Tota	776.48

© 2008 Mitchell Repair Information Co., LLC.



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PONTIAC-BUICK-GMC-CADILLAC, INC. P.O. Box 40 - Highway 171 South DE RIDDER, LOUISIANA 70634 (337) 463-CARS TOLL FREE 1-800-737-CARS

CUSTOMER NO. 16024	12 EV	IS WILLIAMS	1043 TAG NO.		11/03/08	PNCS183596
	LABOR	RAJE	MILEAGE	41,202	WHITE/	STOCK NO.
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DERIDOER, EA	VEHICL	б ^љ 1 [∞] АК 5 5	F 2 6 7		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E.	NO.	P. O. NO.		[^] 10723/08	
	СОММ	ents				
LABOR & PARTS			120. [190201-1.]] - CLIPPE	1.5140200	DISCLAIMER O	F WARRANTIES
CUSTOMER STAT	ES STEERING IS HARD TO TU	IN MAINLY TO THE	- NGANNAGO - ALGAR - ALGARA	, 98 .74 02.60	The only warranties a	pplying to this part(s)
REPLACED POWE	R STEERING MOTOR.				are those which may manufacture. The se	y be offered by the elling dealer hereby
PARTS QTY FP-NUMBER	DESCRIPTIO	·····LIST PR	CE-UNIT PRICE-	625 00	expressly disclaims	all warranties either
JOB # 1 1 19200 JOB # 1 1 159237	751 GEAR 770 COIL 14.86	5 549 5 56	.00 525.00 .73 51.62	51.62	warranties of merchai	ncluding any implied ntability or fitness for
		JOB # JOB #	1 TUTAL PARTS	5/6.62	a particular purpose, por authorizes any off	and neither assumes
		J08 # 1 TOTAL	LABOR & PARTS	/16.62	for it any liability in co	nnection with the sale
TOTALS		· • • • • • • • • • • • • • • • • • • •	· · · · · · · · · · · · · · · · · · ·	·····	of this part(s) and/or not be entitled to rec	service. Buyer shall over from the selling
We at CBG-would like to the opportunity to service you	nank you for allowing us t ar vehicle. Your COMPLETE	ne T	DTAL LABOR	140.00 576.62	dealer any consequences for	uential damages to
SATISFACTION is our goal. COMPLETELY SATISFIED, PLE	If for any reason you ar ASE contact the Service Ma	e not T nager, T	DTAL SUBLET DTAL G.O.G	0.00	profits, or income, or	any other incidental
DOC ROBY, or the Body Sho any concerns. You may re-	p Manager, JIM KEENAN to r ceive a survey by mail or	esolve T be T	DTAL MISC CHG. DTAL MISC DISC	0.00 0.00	damages.	
contacted by phone within appreciate your taking the	the next 30 days. We woul e time to respond to the t	d greatly T elephone	OTAL TAX	62.71	NOT RESPONSIBLE F	OR ANY CBRADIOS, E DECKS, OR ANY
survey or fill out and re Thank you for choosing CB	turn the mail survey. G.	TO		779.33	PERSONAL ITEMS LI	FT IN THIS VEHICLE.
PARTS DESIGNATED WITH AN LIFETIME SERVICE GUARANTE	ASTERISK (*) INDICATES LIN E APPLIES FOR CUSTOMER PAY	ITED REPAIRS	115		A \$5.00 PER DAY ASSESSED AFTER T	HE CUSTOMER HAS
(Repairs made to commerci	al fleet vehicles are not	covered)	A'Y J)	BEEN NOTIFIED FOR	VEHICLE PICKUP
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V~		$P \rightarrow \sqrt{1}$	-tY, N .		any other cause beyo	and your control or for
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	N. W. Y	$\langle V \rangle$, I Nh		or transporter. I here	by grant you and/or
	n. Va	X . ($\sqrt{2}$		vehicle herein des	scribed on streets,
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	ç	$\sum $			agrees to pay any	reasonable attorney's
PAGE 1 OF 1	CURTONED CODY	\vee \vee		05:27	this and costs incur this account, or the p	ed in the collection of erfection of any lien.
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•			C-BUICK-GI O. Box 40 - Hig DE RIDDER, LC (337) 46 TOLL FREE 1-	MC-CADILI ghway 171 Sou OUISIANA 7063 3-CARS 800-737-CARS	PNCS1835 LAC, INC. ¹⁴	596 PNCS183596
	 					
	CUSTOMER NO. 16024	TEWIS WILLI	IAMS 10	43 ^{TAG NO.}	™DICE DATE 11/03/08	PNCS183596
		LABOR PATE	u	MILEAGE 41,202	WHITE/	STOCK NO.
	DERIDDER, LA	1067CHEVROLE	T/COBALT		DELIVERY DATE	DELIVERY MILES
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	RES	COMMENTS			L,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
	CUSTOMER STATES STEERING LEFT. REPLACED POWER STEERING M PARTSOTYFP-NUMBER	IS HARD TO TURN MAINLY TO)TOR. DESCRIPTIONLI GEAR COIL 14.865 JOB # 1 allowing us the Your COMPLETE reason you are not he Service Manager, M KEENAN to resolve y by mail or be days. We would greatly pond to the telephone survey. INDICATES LIMITED CUSTOMER PAY REPAIRS cles are not covered)	THE ST PRICE-UNIT PRI 549.00 525 56.73 51 10B # 1 TOTAL PAR TOTAL LABOR & PAR TOTAL LABOR & PAR TOTAL LABOR & PAR TOTAL SUBLET. TOTAL SUBLET. TOTAL MISC CH TOTAL MISC CH TOTAL MISC CH TOTAL MISC CH TOTAL MISC CH	ICE- 5.00 525.00 1.62 51.62 RTS 576.62 RTS 716.62 140.00 576.62 0.00 16. 0.00 16. 0.00 15C 0.00 15C 0.00 62.71 CE \$ 779.33	The only warranties are those which m manufacture. The expressly disclaims express or implied, warranties of merch a particular purpose nor authorizes any of for it any liability in c of this part(s) and/n not be entitled to m dealer any conse property, damages profits, or income, damages. NOT RESPONSIBLE CB ANTENNAS, T/ PERSONAL ITEMS A \$5.00 PER DA ASSESSED AFTER BEEN NOTIFIED FO	applying to this part(s) hay be offered by the selling dealer hereby is all warranties either including any implied hantability or fitness for e, and neither assumes other person to assume connection with the sale or service. Buyer shall ecover from the selling quential damages to for loss of time, loss of or any other incidental FOR ANY CB RADIOS, APE DECKS, OR ANY LIFT IN THIS VEHICLE. Y CHARGE MAY BE THE CUSTOMER HAS IR VEHICLE PICKUP.
Reymolds and Reymolds ERVINITIVE (00513014.0. (Dev03)	CHARGE CR CRD CASH	CHECK		VOICE 105:27pm	TERMS STRICTL CARD. ESTIMATE AND LABOR ON EXTRA. WE ACC CARD, DISCO EXPRESS, GM GC I hereby authorize th forth to be done al material and agre responsible for loss articles left in vehicl any other cause be any delays caused is or delays in parts sh or transporter. I he your employees pe vehicle herein d highways or elsewil testing and/or in mechanic's lien is h above vehicle to repairs thereto. The owner of the a agrees to pay any fees and costs incu- this account, or the	Y CASH OR CREDIT ES ARE FOR PARTS LY, MATERIALS ARE CEPT VISA, MASTER DVER, AMERICAN DODWRENCH he repair work herein set ong with the necessary are that you are not or damage to vehicle or le in case of fire, theft or yond your control or for by unavailability of parts hipments by the supplier ereby grant you and/or rmission to operate the lescribed on streets, here for the purpose of spection. An express spection. An express above described vehicle y reasonable attorney's urred in the collection of perfection of any lien.

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Piaid with Visa This is copy of Visa payment Slip.

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PNCS183596 PONTIAC-BUICK-GMC-CADILLAC, INC.

P.O. Box 40 - Highway 171 South DE RIDDER, LOUISIANA 70634 (337) 463-CARS TOLL FREE 1-800-737-CARS

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CUSTOMER NO.	16024	TEWIS WILL	IAMS 10	43 TAG NO.	11/03/08	PNCS183596
		LABOR RATE		MILEAGE 41,202	WHITE/	STOCK NO.
DERTODE		YEOG / CHEVROL	ET/COBALT		DELIVERY DATE	DELIVERY MILES
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TOTALS	• • • • • • • • • • • • • • • • • • • •			••••••••	of this part(s) and/or	service. Buyer shall
We at CBG w	ould like to thank you for to service your vehicle	allowing us the Your COMPLETE	TOTAL LABOR	140.00	dealer any consequ	uential damages to
SATISFACTIC	N is our goal. If for any	/ reason you are not	TOTAL SUBLET.		property, damages fo	r loss of time, loss of
DOC ROBY. C	r the Body Shop Manager.	JIM KEENAN to resolve	TOTAL MISC CH	IG. 0.00	damages.	any other molderitar
contacted b	y phone within the next 3) days. We would greatly	TOTAL TAX	62.71	NOT RESPONSIBLE F	OR ANY CB RADIOS,
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				ſ	or transporter. I here your employees perm	eby grant you and/or hission to operate the
					vehicle herein des	scribed on streets,
					testing and/or insp	re for the purpose of pection. An express
					mechanic's lien is her	eby acknowledged on accurate the amount of
					repairs thereto.	
					agrees to pay any	ove described vehiclé reasonable attorney's
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PAGE 1 OF 1	ERVICE	FILE COPY	L END OF INV	OICE 1.05-27 pm	this account, or the p	errection of any lien.

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PONTIAC-BUICK-GMC-CADILLAC, INC. P.O. Box 40 - Highway 171 South DE RIDDER, LOUISIANA 70634 (337) 463-CARS TOLL FREE 1-800-737-CARS

CUSTOMER NO.	16024	LEWIS WILL	IAMS	1043 TAG NO.		11/03/08	PNCS183596
		LABOR RATE	ικ	MILEAGE 41	,202	₩ĤITE/	STOCK NO.
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LABOR & PART	STEERING/SUSPENSION HOUR	S: TECH(S)	:1015		40 00	DISCLAIMER OF	F WARRANTIES
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	REPLACED POWER STEERING MOTOR.					manufacture. The se	lling dealer hereby
PARTSQ JOB # 1	TY····FP·NUMBER·····DESCR 1 19200751 GEAR	IPTIONL3	IST PRICE-UNIT 549.00	PRICE - 525.00 5	525.00	expressly disclaims a express or implied, in	all warranties either
JOB # 1	1 15923770 COIL	14.865	56.73 JOB # 1 TOTAL	51.62 PARTS	51.62	warranties of merchan	tability or fitness for
		JOB # 1	TOTAL LABOR &	PARTS 7	716.62	a particular purpose, a nor authorizes any oth	er person to assume
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We at CBG wo	uld like to thank you for allowing	us the	TU:AL LABO)R 1	 [40.00	not be entitled to reci	over from the selling
SATISFACTION	to service your vehicle. Your COM is our goal. If for any reason y	PLETE Du are not	TOTAL PART TOTAL SUBL	IS 5 ET	576.62 0.00	property, damages for	loss of time, loss of
DOC ROBY, or	the Body Shop Manager, JIM KEENAN	to resolve	TOTAL G.O. TOTAL MISC	G CHG.	0.00	profits, or income, or damages.	any other incidental
contacted by	phone within the next 30 days. We	l or be would_greatly	TOTAL MISC TOTAL TAX.	C DISC	0.00	NOT RESPONSIBLE F	OR ANY CB RADIOS,
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PAGE 1 OF 1	CUSTOMER COPY	\sim	END OF	F INVOICE] 05:27	7pm	this account, or the p	arfection of any lien.
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Quote CBG PONT BUICK OLDS GMC INC 1025 E. 1st ST. Deridder , LA 70634 337 463-2277

		2006 Chev	rolet Cobalt L	S		
Deride	der, LA				Mile He	eage: 41,202 ome: Office:
Туре	Description	Qty/Hrs	Part No		Unit Price	Extended Price
Part	ELECTRONIC STEERING MOTOR/MODULE ASSEMBLY - Steering Column Assembly	1.00	25831501		549.00	549.00
Labor	ELECTRONIC STEERING MOTOR/MODULE ASSEMBLY - Remove & Replace - Steering Column Assembly	2.20			75.00	165.00
	Worksheet	Supplies	Hazmat	Тах		Total
Part \$	549.00	0.00		48.04		597.04
Labor	\$ 165.00		0.00	14.44		179.44
			<i>.</i>		Quote Tota	776.48

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0601 666 0081 0601 666 0081





General Motors Corporation Customer and Relationship Services Customer Assistance Center PO Box 33170 Detroit, MI 48232-5170

November 10, 2008

State of Ohio Office of the Attorney General Consumer Protection Division Attention: David Strawser

Customer: Reference number: 460156 Customer Relationship Specialist: Victoria Kotecki

Dear Lemon Law Administrator Strawser:

Thank you for your recent correspondence regarding with his 2007 Chevrolet Cobalt.

. We are sorry he was dissatisfied

At your request, we again reviewed **and the set of the**

General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We apologize for any inconvenience may have experienced.

If you have further questions, please contact me at 866-790-5700 extension41050, Monday through Friday between 9:00 a.m. and 4:30 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to review this matter.

Sincerely,

Chevrolet Business Resource Center







01994-901



4444-2044444







STATE OF OHIO

Office of the Attorney General

November 4, 2008

GENERAL MOTORS CHEVROLET DIV PO BOX 33170 DETROIT, MI 48232-5170

Re:

Complaint #: 460156

Dear Sir/Madam:

I have been assigned to mediate the enclosed consumer complaint that has been filed against you.

In an effort to make you aware of the information received by the Attorney General's Consumer Protection Section, I am sending this complaint to you for response.

I would appreciate it if you would provide me with your written reply within ten days of receipt of this request so the complaint can be resolved without further action by the Consumer Protection Section.

In the event this complaint has already been satisfactorily resolved, either because you believed the complaint to be justified or because you offered a good faith adjustment, please advise me of the terms of the resolution so I can confirm with the consumer that the resolution offered is acceptable and close the file.

Thank you for your prompt attention to this matter.

Respectfully submitted,

NANCY H. ROGERS Attorney General of Ohio

vid Strawser

Lemon Law Administrator Consumer Protection Section (614) 995-1578 DStrawser@ag.state.oh.us (866) 243-4590 (Fax)

Enclosure 2202

NOTE: Please send all communication electronically when possible.

<u>Complaints Details</u>

Office of the Ohio Attorney General



AUTOMOBILE/MOTORIZED VEHICLES

Solicited via: Store Visit

Purchase Information:

Product or Service: Vehicle Lease Problem Area: Lemon Purchase Date: 03/25/2007 Total Price: \$19,892,16 Disputed Amount: \$19,892,16 Amount Paid so Far: \$5,000.00

Auto Information:

Make: Chevrolet Model: Cobalt Year: 2007 Purchase Mileage24 Current Mileage: 18,900 Warranty Type: Unknown VIN: 1G1AL55F977

Description:

This car has been in the shop 4 different times. The first time was the air bag had to be replaced. The second time the gear shift had to be replaced. The third and fourth time my power steering went out, and now it has gone out again. I have not made a service appointment yet because I feel with this being the third time for the same problem it should fall under the lemon law.

Satisfactory Solution:

I would like another car or my money back because this car has not reached 20,000 miles yet and already been in the shop 4 different times. So I would like something done, I have a young child and I dont feel safe putting him in it.

Complaint No. 460156

April 1, 2009

David Chernosky, Esq. Chernosky Law Offices 24099 Stonehedge Dr Westlake, OH 44145

RE: v. General Motors Corporation Service Request: 71-677746297 2007 Chevrolet Cobalt Vehicle Identification Number: 1G1AL55F977 Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Chernosky:

Enclosed please find a check in the amount of \$3,600.00 made payable to & Chernosky Law Offices to settle the above-referenced case.

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

Sincerely,

General Motors Corporation

LG0062 V07092007
CHERNOSKY LAW OFFICES Co., LPA

To:	Edna Rodriguez
From:	David Chernosky
Re:	
Fax:	1-866-398-3255
# Pages:	10

Edna,

I am faxing the documents you requested including the current registration and repair orders. I have sent the Release of Lien Form to the client for his info and signature. Hope to have it back to you soon. Thanks

Dave

David J. Chernosky Chernosky Law Offices Co, LPA 24099 Stonehedge Dr. Westlake, Ohio 44145 Office: (440) 471-7071 Fax: (440) 638-7031 Email: david@Jemonfawyersnfo.com

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TERRY LEE CHEVROLET	GEO INC	• • • •	
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FRAT DENHODER DATE OF DI GMAC	ext 04/19/2007		
FO BOX 8133 COCKEYSVILLE, MD 2403	30		

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WITNESS MY HAND AND OFFICIAL SEAL THIS 10th DAY OF APRIL, 2007

200007846

JAMES L. SPAETH CLERK OF COURTS

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RELEASE OF CLAIM

hereinafter referred to as "Releasor(s)"), on behalf of myself and my I. assigns, heirs and executors, in consideration of \$3,600.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Chevrolet Cobalt bearing Vehicle Identification Number 1G1AL55F977 ("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 $\frac{22394}{2094}$ 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

COUNTY OF WAVEN

DATE SIGNED: 3-26-09	
Claimant's Signature	Claimant's Signature
Address LebAnon, OH	Address
City, State, Zip Code	City, State, Zip Code
STATE OF OHO	

Sworn to (or affirmed) and subscribed before me this <u>20</u> day of <u>MA</u>	<u>rch</u> , 2009
by r. En pupelleune	
Signature of Notary Public	
Print, type or stamp Commissioned Name of Notary Public	\sim
Personally KnownOR Produced identification	\bigvee
Type of identification OHD	
My commission expires:	_

CC: File

LG0024 V6302006





Edna Rodriguez/Austin/GM1 04/01/2009 02:42 PM To john.havran@gm.com cc bcc Subject SR # 71-677746297, VIN 1G1AL55F977

Mr. Havran:

This email is to follow up on Service Request 71-677746297 for customer The customer's vehicle is a 2007 Chevrolet Cobalt with 22,994 miles. The customer has been working with Terry Lee Chevrolet in Cincinnati OH.

After negotiations with the plaintiff's counsel, the final offer of \$3,600.00 was accepted.

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

Thank you,

Edna Rodriguez Legal Agent-BRC Legal Department Aditya Birla Minacs 866-790-5700 ext 21317 | edna_rodriguez@gmexpert.com 866-398-3255 fax

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

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

RELEASE OF CLAIM

I, (hereinafter referred to as "Releasor(s)"), on behalf of myself and my assigns, heirs and executors, in consideration of \$3,600.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Chevrolet Cobalt bearing Vehicle Identification Number 1G1AL55F977 ("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 _____

hy	Sworn to (or affirmed) and subscribed before me this day of	, 20
Uy		
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR Produced identification	
	Type of identification	
	My commission expires:	
CC: Fil	le	

LG0024 V6302006

	STATE OF OI CERT	HIO - BUREAU OF MO TIFICATE OF REGIST	OTOR VEHICLES TRATION		
PLATE NO.:	REG. DATE: 10/07/2008	EXP. DATE: 10/07/2009	ISSUE DATE: 10/07/2008	APP NO.:	J
OWNER NAME:	229	VEHICLE	COWNERSHIP: SINGLE	USER ID: KF OLD APP NO.:	
OWNER ADDR.: LEBANON				C:	9
STATEOHTAX DISTRICT:LEBANON	ZIP: 3				
COUNTY: WARREN INSIDE CORP LIMIT: YES	VE	CHICLE CLASS: PASSEN	IGER		
VEHICLE YEAR:2007BODY TYPE:4S	OD MA	OOMETER READING: 24 AKE: CHEV	STATE	FEES:	\$31.00
CERTIFICATE TITLE NO.:	PL	ATE TYPE:			
VEH. SERIAL NO.: 1G1AL5. PURCHASE DATE: 03/25/20	5F977 RE 07	G TYPE: RENEWAL	LOCAI REFL./	TAX: CO. FEE:	\$20.00 \$0.00
USED	SU	SPENSION/REVOCATION: N PRIOR OPERATI	O DEPUT ON: YES	Y FEE:	\$3.50
		FEES PAID: YES	TOTAL	FEES:	\$54.50

· In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.

· It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.

PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.

- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license for 90 days on first
 offense, one year on second offense* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$75.00 on first offense, \$250.00 for second offense,
 and \$500.00 on any additional offense*Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to
 maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates
 confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will
 not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:*AN INSURANCE POLICY showing automobile liability
 insurance of at least \$12,500 bodily injury per person, \$25,000 injury two or more persons, and \$7,500 property damage*AN INSURANCE IDENTIFICATION CARD
 (same coverage)*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE
 having equity of at least \$60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer o
 State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

X SIGNATURE ON FILE

SIGNATURE OF OWNER(S)

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13. APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD.

DATE

Privileged and Confidential Information CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS) By: Erika Lee State: OH

Customer Name: Vehicle ID No.: 1G1AL55F977 Year, Make & Model: 2007 COBALT Lien holder: GMAC Other :

Service Request: 71-677746297 GM Legal File No.: N/A In Service Date: 2/28/2007 Vehicle is: New BAC Code: 132885 Vehicle Purchased Used on: NEW DVM requests Purchase Price of involvement?: No Vehicle: \$ 19703.00

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

VEHICLE REPAIR HISTORY

If TAC was NOT contacted, why? (Ask Dealership) DIr advsd, Not sure

	<u>5</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/16/07	145204	1	7184	Check for brakes squeaking. Road test veh. No noise at this time. Some brake squeak is normal. Characteristic due to brake dust and metallic content in pad. Brake looks like new. No problem found .
	RICAL			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/11/07	146958	1	9830	C/S: Remote keyless entry transmitter inop intermittently. Performed diag found C4490. Both remotes inop even when batteries were replaced. Replaced both transmitters and programmed.
ENGINI	E/FUEL &	EXHAUST		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/30/07	146613	1	9230	C/S: Knocking noise from rear of engine during veh start up. Cold start happened once. Inspect for codes. No repairs. NPF.
HVAC				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/30/07	146613	*	9230	C/S: She is getting a noise from the veh when putting the HVAC system on defrost for the windshield maybe the noise the father is hearing. Inspect heater system
RESTRA	<u>AINTS</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/16/2007	142389	1	4552	Found DTC B0081. No communication with passenger seat module. Found internal defect in module. Replaced pass seat suppression module 1-day courtesy transportation
STEERI	NG			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/7/07 1 st Dirshp,	137781	1	5	C/S: The power steering went out. Fnd CO845, run diag to find short in pinch wire under console about 12 in from BCM. Repair wire reinstall console and lower driver's kick panel and test ok.
02/20/08	149128	1	12876	C/S: Steering hard to turn when cold. Ok warm. Also has service power steering message on DIC. / VZ111 Lost comm. w/ steering console system. PCM. C0845 / symptom 06 ground to ground on open. Internal fault in PSCM. Remove and Replace steering column assembly. Performed

alignment.

10.7.08	205234	2	18891	C/S: Hard to turn steering wheel. Loose internal connection in BCM at the 2 AMP P/S fuse. – Removed and replaced body control module. Programmed body control module w/ tech 2. 1 day rental.
2/23/09	209245	2	22,058	C/S Power steering is inop in morning when first startin out for first 15-20 mins. NPF. Could not reproduce customer concern checked P/S @ 8am worked fine. Check P/S @ 3pm and drove for 10 min, worked fine. Scanned for codes, No codes present. Checked for bulletins, No bulletins present.
	MISSION			

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/16/07	145204	*	7184	When going from park to reverse, gear shift sticks. Shifter binding worn. Replaced shifter assy.

Other

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/22/08	149222	1	70741	Z7902 - 2-day courtesy transportation

Accident/Insurance Information:

<u>Has the vehicle ever been involved in an accident</u>? Y or N - DIr advsd, Nothing indicated on the last RO. <u>Did you confirm your answer with the dealer/attorney</u>? Y or N - y

What type of damage was sustained (example front end collision): n/a

Are the RO's attached if the vehicle was in an accident? Y or N -n/a

Has the customer filed any insurances claims on this Vehicle? Y or N - DIr advsd, Nothing on the last repair order.

If Yes. Did the insurance company deny the claim? Y or N - n/a

Are there any Aftermarket Modifications to the Vehicle? Y or N - N

Have you confirmed this with the dealership? Y or N - Y

If "Yes" to aftermarket, please list: N/A

THE STATE LEMON LAW READS:

Days out of service: 30 Repairs 3 but cont. Time period 12 months / 18K miles 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:2 SteeringTotal days out of service during the presumption period:5Total days out of service during customer's ownership:9

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:

RECOMMENDATION AND RATIONALE

CRS recommends \$2,000.00 to \$3,600.00

Mr. Tippenhauer purchased a NEW 2007 Chevrolet Cobalt with in service date of 2/28/07. (As per CAC case info provided by customer) Customer's main complaint is of steering hard to turn on 2/20/08 where steering column was

replaced. Then BCM was replaced on 10/16/07. Shifter assembly replaced on 10/16/07. All seem to have been repaired. As of last visit on 10/7/08 vehicle had 18,891 miles. 1/28/09 CRS sent \$2,000.00 2/5/09 PC sent \$6,000.00 2/6/09 CRS sent \$3,000.00 3/11/09 PC sent \$4,600.00 3/11/09 CRS recommends FINAL @ \$3,500.00 inclusive. PC last demand @ \$4,600.00. Total cost of repairs approx \$2,100.00 plus fees. Customer went to dealer again for Steering on 2/23/09. NPF 3/13/09 FINAL \$3,600.00

REASON FOR REMOVAL

CRS FINAL OFFER: :Cash

DATE: 3/13/09

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$ 3,600.00

PLAINTIFF'S FINAL :Cash DEMAND: DATE: 3/11/09

AMOUNT TO CUST: \$

ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$ 4,600.00

TEAM LEAD APPROVING:

Date:

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

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



DVM Havran John:

Hi, my name is Erika Lee. This email is to follow up on my voicemail regarding Service Request 71-677746297 for customer **Exercise** The customer's vehicle is a 2007 COBALT with 18,891 miles. The VIN is 1G1AL55F977 **Exercise**. The customer has been working with MCCLUSKEY CHEVROLET, INC. in CINCINNATI, OH. 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. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply) and would like to review any potential offer of repurchase before it is made.

B) I am not aware of this vehicle or customer's concerns. However, I would like to review any potential offer of repurchase before it is made.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

Please reply <u>only by email</u> with one of the above options within 24 hours. Your written 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,

Erika Lee <u>Erika lee@gmexpert.com</u> 866.790.5700 EXT 21094 Erika,

I must choose option "D". If I can be of additional assistance please call. jmh



Dave Chernosky <davechernosky@yahoo.com >

03/18/2009 04:22 PM

То	edna	a_rodriguez@gmexpert.com	ł
cc			
bcc			
Subject	Re:		

Yes, they were supposed to get back to me today or tomorrow. Thanks for your patience

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com> To: davechernosky@yahoo.com Sent: Wednesday, March 18, 2009 3:23:19 PM Subject: Re:

Mr. Chernosky,

Were you able to review GMs final offer with your client? Please respond at your earliest convenience. Thank you.

Edna Rodriguez Legal Agent-BRC Legal Department Aditya Birla Minacs 866-790-5700 ext 21317 | edna_rodriguez@gmexpert.com 866-398-3255 fax

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Dave Chernosky <davechernosky@yahoo.com>

03/13/2009 09:16 PM

To _{edna}	a_rodriguez@gmexpert.com
cc	
Subject Re:	

Thanks. I will get back to you shortly

)ave

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com> To: davechernosky@yahoo.com Sent: Friday, March 13, 2009 11:39:53 AM Subject: Re:

Mr. Chernosky,

I made an attempt to contact you a few minutes ago, but got your voicemail. I have reviewed your demand of \$4,600.00 with GM. Attached is GM's Final Offer. Please let me know if your client is going to accept it so that I can send you the release as well. Thank you.

Edna Rodriguez Legal Agent-BRC Legal Department Aditya Birla Minacs 866-790-5700 ext 21317 | edna_rodriguez@gmexpert.com 866-398-3255 fax

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Dave Chernosky <davechernosky@yahoo.com>

03/11/2009 02:45 PM

To _{edn}	a_rodriguez@gmexpert.com
cc	
Subject Re:	

ldna,

I talked to the elicints. I can make a domand of \$1600. I have a little room, but I am hoping you can come up a little. Thanks.

Dave Chemicsky

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com> To: davechernosky@yahoo.com Sent: Friday, February 27, 2009 2:14:52 PM Subject: Re:

Mr. Chernosky,

I am sending this email to follow up on our phone conversation on 2/23/09. You informed me that you would contact your client and present the cash offer of \$3,000.00 inclusive. Please follow up at your earliest convenience. Thank you.

Edna Rodriguez Legal Agent-BRC Legal Department Aditya Birla Minacs 866-790-5700 ext 21317 | edna_rodriguez@gmexpert.com 866-398-3255 fax

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Dave Chernosky <davechernosky@yahoo.com>

To edna_rodriguez@gmexpert.com	
cc	
Subject Re:	

02/05/2009 01:44 PM

Thanks I(dha) – can make a demand to settle this for \$6000 total. Can you raise the offer?

Dave Chernosky

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com> To: davechernosky@yahoo.com Sent: Wednesday, January 28, 2009 10:33:46 AM Subject:

Mr. Chernosky,

Please review the attached offer with your client and respond at your earliest convenience. Thank you.

Edna Rodriguez Legal Agent-BRC Legal Department Aditya Birla Minacs 866-790-5700 ext 21317 866-398-3255 fax Edna_Rodriguez@GMExpert.com

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Erika Lee/Austin/GM1
01/12/2009 12:09 PM

To john.havran@gm.com

cc bcc

Subject Not in suit matter - Timothy Tippenhauer - 71-677746297

DVM Havran John:

Hi, my name is Erika Lee. This email is to follow up on my voicemail regarding Service Request 71-677746297 for customer for the formation of the customer's vehicle is a 2007 COBALT with 18,891 miles. The VIN is 1G1AL55F977 for the customer has been working with MCCLUSKEY CHEVROLET, INC. in CINCINNATI, OH. 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. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply) and would like to review any potential offer of repurchase before it is made.

B) I am not aware of this vehicle or customer's concerns. However, I would like to review any potential offer of repurchase before it is made.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

Please reply <u>only by email</u> with one of the above options within 24 hours. Your written 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,

Erika Lee Erika lee@gmexpert.com 866.790.5700 EXT 21094

)	Dave Chernosky	То	edna_rodriguez@gmexpert.com
	<davecnemosky@yanoo.com ></davecnemosky@yanoo.com 	cc	
	02/27/2009 03:51 PM	bcc	
		Subject	Re:

They did take the vehicle back in for the power steering problem again. The dealer said they did not find the problem They to dome it took two of them to turn the steering wheel and so they prought it in. Regardless, I am waiting for that repair order. I will get back to you shortly Thanks.

)ave

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com> To: davechernosky@yahoo.com Sent: Friday, February 27, 2009 2:14:52 PM Subject: Re:

Mr. Chernosky,

I am sending this email to follow up on our phone conversation on 2/23/09. You informed me that you would contact your client and present the cash offer of \$3,000.00 inclusive. Please follow up at your earliest convenience. Thank you.

Edna Rodriguez Legal Agent-BRC Legal Department Aditya Birla Minacs 866-790-5700 ext 21317 | edna_rodriguez@gmexpert.com 866-398-3255 fax

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02/05/2009 01:44 PM

To edna_rodriguez@gmexpert.com	
сс	
Subject Re:	

Thanks lidha. I can make a demand to settle this for \$6000 total. Can you raise the offer?

Dave Chemosky

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com> To: davechernosky@yahoo.com Sent: Wednesday, January 28, 2009 10:33:46 AM

Subject:

Mr. Chernosky,

Please review the attached offer with your client and respond at your earliest convenience. Thank you.

Edna Rodriguez Legal Agent-BRC Legal Department Aditya Birla Minacs 866-790-5700 ext 21317 866-398-3255 fax Edna_Rodriguez@GMExpert.com

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RCMPR010	VEHICLE DEI PROCESSING	SOURCE: CHE	FIVE HISTORY VROLET	I	04/ 13: PAGE:	12/08 29:18 1
VIN: 1G1AL55F9 77		SELLG SCE:	13 MDL YR	: 07	ORD NO: K	RWP36
ODATE: 01/05/07 ORDEN DDATE: 02/28/07 DLVY	R FAN: Y FAN:	OTYPE: 0 DTYPE: 0	70 DLVY SS/S 10 SRVC TYPI	SITE CI E:	D: 13 MILEAGE:	09200
DLVY DOE: 02/28/07 CANC: CANC DOE: TRADE: TRD DOE: SRVC IN: SRVC OUT: BFSO ORD DT:	ORDER BY: DLVY TO: MII CANC SRVC IN BFSO CU	DDLETOWN JST:		OF	1	
PRICE ASSUR DT:	PRICE A	ASSUR RT:				
	-	INCENTIVES				
CODE PAY SS/SITE BHL 01 13 09200	INV/INC NO 00031953544	DATE 03/03/07	AMOUNT 500.00	MTHD OA	DLR SHR 0.00	STAT 9
PROCESS TYPE: 001 DATA SCE: DLR MISC DATE: 02/28/07	CHECK NO: INC MEMO NO: MISC:	00031953544	SSN: AUTH PUR	CD:		
POLICY PYMT CMNT:				ACTV	TYPE: 6	
CODE PAY SS/SITE BUW 01 13 09200	INV/INC NO 00031953544	DATE 03/03/07	AMOUNT 500.00	MTHD OA	DLR SHR 0.00	STAT 9
PROCESS TYPE: 001 DATA SCE: DLR MISC DATE: 02/28/07	CHECK NO: INC MEMO NO: MISC:	00031953544	SSN: AUTH PUR	CD:		
POLICY PYMT CMNT:				ACTV	TYPE: 6	
CODE PAY SS/SITE CNC 01 13 09200	INV/INC NO 00031953544	DATE 03/03/07	AMOUNT 500.00	MTHD OA	DLR SHR 0.00	STAT 9
PROCESS TYPE: 001 DATA SCE: DLR MISC DATE: 02/28/07	CHECK NO: INC MEMO NO: MISC:	00031953544	SSN: AUTH PUR	CD:		
POLICY PYMT CMNT:				ACTV	TYPE: 6	
CODE PAY SS/SITE FFC 01 13 09200	INV/INC NO 00031943067	DATE 03/02/07	AMOUNT 20.61	MTHD OA	DLR SHR 0.00	STAT 9
PROCESS TYPE: 001 DATA SCE: DLVY MISC DATE:	CHECK NO: INC MEMO NO: MISC:	00031943067	SSN: AUTH PUR	CD:		
POLICY PYMT CMNT:				ACTV	TYPE: 6	

RCMPR010	VEHICLE DEI PROCESSING	7	04/12/08 13:29:18			
					PAGE:	2
VIN: 1G1AL55F9 77		SELLG SCE:	13 MDL YR	R: 07	ORD NO:	KRWP36
CODE PAY SS/SITE SEB 01 13 09200	INV/INC NO 2426310	DATE 03/09/07	AMOUNT 150.00	MTHD OP	DLR SHR 0.00	STAT 9
PROCESS TYPE: 004 DATA SCE: VEND MISC DATE:	CHECK NO: INC MEMO NO: MISC:	2426310	SSN: AUTH PUR	R CD:		
POLICY PYMT CMNT:				ACTV	TYPE: A	

VEHICLE EVENT SELECTION PROCESSING SOURCE: CHEVROLET

13:29:04

CR

04/12/08

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				PAGE: 1
VIN: 1G1AL55F9 77 VIN TYPE: N	7	SELLG	SCE: 13 MDL YR: 07	ORD NO: KRWP36
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EVENT DESC	SITE CD	NUMBER	S EVENT DT CD	AMOUNT
INCTV APPLICATN	13 09200	2426310	03/14/07 SEB	150.00
INCENTIVE MEMO	13 09200	2426310	03/09/07 SEB	150.00
INCTV PAYMENT	13 09200	2426310	03/09/07 SEB	150.00
INCENTIVE MEMO	13 09200	00031953544	03/03/07 CNC	500.00
INCTV PAYMENT	13 09200	00031953544	03/03/07 CNC	500.00
INCTV APPLICATN	13 09200	00031953544	03/03/07 CNC	500.00
INCENTIVE MEMO	13 09200	00031953544	03/03/07 BUW	500.00
INCTV PAYMENT	13 09200	00031953544	03/03/07 BUW	500.00
INCTV APPLICATN	13 09200	00031953544	03/03/07 BUW	500.00
INCENTIVE MEMO	13 09200	00031953544	03/03/07 BHL	500.00

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INCENTIVE MEMO	13	09200	00031953544	03/03/07	BHL	500.00
INCTV PAYMENT	13	09200	00031953544	03/03/07	BHL	500.00
INCTV APPLICATN	13	09200	00031953544	03/03/07	BHL	500.00
INCENTIVE MEMO	13	09200	00031943067	03/02/07	FFC	20.61
INCTV PAYMENT	13	09200	00031943067	03/02/07	FFC	20.61
INCTV APPLICATN	13	09200	00031943067	03/02/07	FFC	20.61
DELIVERY D.O.E.	13	09200		02/28/07		0.00
DELIVERY TO CUS	13	09200		02/28/07		0.00
EXPIRATION TRAN	13	09200	1AD01275733	02/01/07		0.00
SETTLEMENT DATE	13	09200	1AD01275733	02/01/07		15,621.43
ORIGINAL INVOIC	13	09200	1AD01275733	01/30/07		15,621.43
COV/NVIS DATE	13	09200	1AD01275733	01/30/07		0.00
SHIPMENT DATE	13	09200		01/30/07		0.00
PRODUCTION (BUI	13	09200		01/30/07		0.00
PREFERENCE TO P	13	09200		01/09/07		0.00
GM ORDER ACCEPT	13	09200		01/05/07		0.00
GM ORDER ACCEPT				01/05/07		0.00



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

VIA FAX ONLY

January 28, 2009

David Chernosky, Esq. Chernosky Law Offices 24099 Stonehedge Dr Westlake, OH 44145

RE:

Service Request: 71-677746297 2007 Chevrolet Cobalt Vehicle Identification Number: 1G1AL55F977 Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Chernosky:

We regret that your client(s) is dissatisfied with his 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 \$ 2,000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.















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

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044 V01032008

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date

















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

VIA FAX ONLY

February 6, 2009

David Chernosky, Esq. Chernosky Law Offices 24099 Stonehedge Dr Westlake, OH 44145

RE:

Service Request: 71-677746297 2007 Chevrolet Cobalt Vehicle Identification Number: 1G1AL55F977 Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Chernosky:

We regret that your client(s) is dissatisfied with his 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 \$ 3,000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.











HUMMER





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Sincerely,

General Motors Corporation

cc: FILE

LG0044 V01032008

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date














john.havran@gm.com	То	erika_lee@gmexpert.com
01/19/2009 09:28 PM	сс	
	bcc	
Su	ubject	Re: Not in suit matter - 71-677746297

Erika,

I spoke with Karl Mueller, service manager at McCluskey Chevrolet. He stated he had been contacted by you and was in the middle of researching those documents. He said he would forward copies of those to you at that time. jmh.

erika_lee@gmexpert.com		
01/15/2009 12:41 PM	^{To} john.havran@gm.com cc Subject Re: Not in suit matter -	- 71-677746297

Hi John,

Thank you for your response to this email. I do have another question for you regarding this customer. I am wondering if by any chance you might know, how I can get a hold of sales and repair orders from the original selling dealership, Terry Lee Chevrolet. They have since closed and McCluskey Chevrolet took over the location but the Service Manager advised they do not have any documents for Terry Lee. We are told to ask the DVM for assistance in these cases. I am guessing that you may be new to this region, but on the off chance, I thought I should still ask. Do you have any contact information that I might be able to use?

Thanks,

Erika Lee Aditya Birla Minacs Legal Research Specialist 7401 E. Ben White Blvd. Bldg. 3 Austin, TX 78741 Phone (866) 790-5700 (X21094) Fax: 866-775-9468 Email:erika_lee@gmexpert.com Website www.minacs.adityabirla.com

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john.havran@gm.co m		
01/12/2009 02:05	erika lee@gmexpert.com	То
PM		cc
	Re: Not in suit matter - - 71-677746297	Subject

erika lee@gmexpert.com

01/12/2009 12:09 PM



DVM Havran John:

Hi, my name is Erika Lee. This email is to follow up on my voicemail regarding Service Request 71-677746297 for customer **Service Service**. The customer's vehicle is a 2007 COBALT with 18,891 miles. The VIN is 1G1AL55F977 **Service**. The customer has been working with MCCLUSKEY CHEVROLET, INC. in CINCINNATI, OH. 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. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

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B) I am not aware of this vehicle or customer's concerns. However, I would like to review any potential offer of repurchase before it is made.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

Please reply only by email with one of the above options within 24 hours. Your written 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,

Erika Lee Erika_lee@gmexpert.com 866.790.5700 EXT 21094 Erika,

I must choose option "D". If I can be of additional assistance please call. jmh





48232+3170 Multidudududududududududududududud

Chernosky LAW OFFICES

24099 Stonehedge Dr. Westlake, Ohio 44145 Cell: (440) 212-9024 Office: (440) 471-7071 Fax: (440) 638-7031 david@lemonlawyerinfo.com

January 7, 2008

General Motors Corp. Chevrolet Division Attn: Legal P.O. Box 33170 Detroit, MI 48232-5170

1

Re:Revocation of AcceptanceOur Client:2007 Chevy BLTVehicle:2007 Chevy BLTVIN:1G1AL55F977

Dear Sir or Madam:

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

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

- 1. Power Steering
- 2. Automatic Door Locks
- 3. Electrical
- 4. Transmission/Gear Shift
- 5. HVAC
- 6. Brakes
- 7. Overall Drivability

8. Any and all additional complaints actually made, whether contained on company invoices or otherwise.

These nonconformities substantially impair the use, value and safety of the subject vehicle as defined under the Ohio Lemon Law, the Magnuson-Moss Warranty Act and the Ohio Uniform Commercial Code. Furthermore, our client has lost confidence in this vehicle's integrity. is revoking acceptance of the vehicle effective immediately. Our client has directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our client may return the vehicle and recoup these expenses. Please do not contact our client under any circumstances and direct all inquiries to our office.

If you wish to resolve this matter or discuss your position please contact this office as soon as possible. If we do not hear anything from you, we will begin preparing to file a formal legal proceeding in the near future.

Sincerely,

David J. Chernosky Attorney for Timothy/Cecilia Tippenhauer

Until this matter is resolved, **constant of the reserves the right to make appointments to have current and future** defects repaired by any authorized dealer of the consumer's choice, especially while the vehicle remains under warranty.

CHERNOSKY LAW OFFICES Co., LPA

То:	Edna Rodriguez
From:	David Chernosky
Re:	
Fax:	1-866-398-3255
# Pages:	2

Edna,

I am faxing the acceptance letter for the \$3600 offer in this case. Please forward the release at this time. I do not think I ever got one. It is easier for me if you email it, but fax is fine too. Thanks.

Dave

David J. Chernosky Chernosky Law Offices Co, LPA 24099 Stonehedge Dr. Westlake, Ohio 44145 Office: (440) 471-7071 Fax: (440) 638-7031 Email: <u>david@lemonlawverinfo.cum</u>





General Motors Corporation Business Resource Conter PO Bes: 35(70) Denoit, MI =8232-5, 70

VIA FAX ONLY

March 13, 2009

David Chernosky, Esq. Chernosky Law Offices 24099 Stonchedge Dr Westlake, OH 44145

RE:

Service Request: 71-677746297 2007 Chevrolet Cobalt Vehicle Identification Number: 1G1AL55F977 Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Chernosky:

We have received your rejection of our settlement offer, dated 3/11/09. In an attempt to settle this matter, General Motors is making a FINAL OFFER of \$3,600.00 inclusive.

We ask that you discuss General Motors Corporation's offer with your client(s) at your earliest opportunity. This offer will remain available for five (5) calendar days from the date of this letter. If your client(s) agree with the terms of this offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we will assume that this matter is unable to be resolved and will close our file.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0071 V07092007

Current Vchicle Mileage $\frac{7}{2}/24 / c_{1}$ Date $\frac{7}{2}/24 / c_{1}$ Date $\frac{7}{2}/24 / c_{1}$ Date



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

VIA FAX ONLY

March 13, 2009

David Chernosky, Esq. Chernosky Law Offices 24099 Stonehedge Dr Westlake, OH 44145

RE:

Service Request: 71-677746297 2007 Chevrolet Cobalt Vehicle Identification Number: 1G1AL55F977 Customer Relationship Specialist: Edna Rodriguez

Dear Mr. Chernosky:

We have received your rejection of our settlement offer, dated 3/11/09. In an attempt to settle this matter, General Motors is making a FINAL OFFER of \$3,600.00 inclusive.

We ask that you discuss General Motors Corporation's offer with your client(s) at your earliest opportunity. This offer will remain available for five (5) calendar days from the date of this letter. If your client(s) agree with the terms of this offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we will assume that this matter is unable to be resolved and will close our file.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0071 V07092007

Current Vehicle Mileage



June 22, 2011 Page 2











HUMMER







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

VIA FAX ONLY

January 12, 2009

David Chernosky, Esq. Chernosky Law Offices 24099 Stonehedge Dr Westlake, OH 44145

RE:

Service Request: 71-677746297 2007 Chevrolet Cobalt Vehicle Identification Number: 1G1AL55F977

Dear Mr. Chernosky:

This is to advise that General Motors is in receipt of the above referenced case dated January 7, 2009. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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



Copy of owner's current title and/or registration Other: Release of Lien \boxtimes

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









LIN DE RERENARDEN REFERENCES.





RELEASE OF LIEN INFORMATION

Ι	,
(Client's Name)	
hereby authorize	
(Lien holder Name)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regarding	g my loan account #
	(Account Number)
with	
(Lien holder Name)	
to General Motors Corporation, including b loan payoff amount, and per diem informati	but not limited to a complete payment history of my account, a ion.
Date	
VEHI	ICLE INFORMATION
The current vehicle mileage is	Date mileage read:
<u></u>	<u></u>
Signature	Signature
LG0006 V08012008	
Signature LG0006 V08012008	Signature











Erika Lee/Austin/GM1	То	john.havran@gm.com@SITELCWEB
01/15/2009 12:41 PM	сс	
	bcc	
	Subject	Re: Not in suit matter - 71-677746297 🛅

Hi John,

Thank you for your response to this email. I do have another question for you regarding this customer. I am wondering if by any chance you might know, how I can get a hold of sales and repair orders from the original selling dealership, Terry Lee Chevrolet. They have since closed and McCluskey Chevrolet took over the location but the Service Manager advised they do not have any documents for Terry Lee. We are told to ask the DVM for assistance in these cases. I am guessing that you may be new to this region, but on the off chance, I thought I should still ask. Do you have any contact information that I might be able to use?

Thanks,

Erika Lee Aditya Birla Minacs Legal Research Specialist 7401 E. Ben White Blvd. Bldg. 3 Austin, TX 78741 Phone (866) 790-5700 (X21094) Fax: 866-775-9468 Email:erika_lee@gmexpert.com Website www.minacs.adityabirla.com

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john.havran@gm.com

john.havran@gm.com 01/12/2009 02:05 PM

To erika_lee@gmexpert.com

сс

Subject Re: Not in suit matter - 71-677746297

^{To} john.havran@gm.com	
cc	
Subject Not in suit matter -	- 71-677746297
	To john.havran@gm.com cc Subject Not in suit matter -

DVM Havran John:

Hi, my name is Erika Lee. This email is to follow up on my voicemail regarding Service Request 71-677746297 for customer Timothy Tippenhauer. The customer's vehicle is a 2007 COBALT with 18,891 miles. The VIN is 1G1AL55F977 The customer has been working with MCCLUSKEY CHEVROLET, INC. in CINCINNATI, OH. 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. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply) and would like to review any potential offer of repurchase before it is made.

B) I am not aware of this vehicle or customer's concerns. However, I would like to review any potential offer of repurchase before it is made.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be

notified of the resolution after the settlement has been reached).

Please reply <u>only by email</u> with one of the above options within 24 hours. Your written 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,

Erika Lee <u>Erika lee@gmexpert.com</u> 866.790.5700 EXT 21094 Erika,

I must choose option "D". If I can be of additional assistance please call. jmh

T4 9963	209245 Invoice	McCluskey at Kings	Chevrolet Automall
MI DDIETOWN. OH HOME: BUS:	PAGE 1 SERVICE ADVISOR:	FAX (513) FAX (513) & www.mcclusk 35 TERENCE TURI LICENSE MILEAU	761-1111 79-9461 ey.com NER 38 1M / QUT TAG
LASER-BLUE 07 CHEVROLET COBALT	1 G1 AI.55 F9 77	22050 RATE PAYMENT	3/22058 T7444 INV DATE
23 FEB0 7 DD WAIT B 0 OPENED PEADY 23 FEB0 9 27 FEB0 9	23FEB09 ONS: STK: 70740 ENG: L	0.00 CASE 61 TRN: A	
A CUST RPTS E/S TS INOP IN MORNIN 15-20 MINS CAUSE: COULD NOT REPRODUCE CUST C NPF NO PROBLEM FOUND AT THIS 964 CPC 22058 COULD NOT REPRODUCE CUST C FINE, CHECKED P/S AT 3PM AND DRO CODES, NO CODES PRESENT. CHECKED NO PROBLEM FOUND AT THIS TIME. *****	C WHEN FIRST STARTING ONCERN TIME ONCERN CHECKED P/S AT VE FOR 10 MIN, WORKED > FOR BULLITENS, NO BU	OUT-FOR FIRST 0. 8 AM, WORKED FINE: SCANNED LLITENS PRESENT ******	0.0 0.00 FOR
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NEXT IN BOOMS IN A REAL

CUSTOMER COPY

2007 COBALT 4-DOOR LT SEDAN		GENERAL M	OTORS COR	PORATION
21U LASER BLUE METALLIC	/L4G	& SUBSIDI	ARIES	
14C GRAY		RENAISSAN	CE CENTER	
ORDER NO. KRWP36/TRE STOCK	NO.	DETROIT	MI 43	8243-1114
VIN 1G1 AL55 F9 77		VEHICLE I	NVOICE 1A	D01275733
* * * * * * * * * * * * * * * * * * * *	* * * * * * * * * * * * *	******	* * * * * * * * * *	13*09200S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL -	STOCK
1AL69 COBALT 4-DOOR LT SEDAN	14245.00	13461.53	INVOICE	01/30/07
FE9 FEDERAL EMISSIONS	N/C	N/C	SHIPPED	01/30/07
K34 CRUISE CONTROL	275.00	242.00	EXP I/T	02/01/07
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C	INT COM	02/01/07
MX0 TRANSMISSION, 4 SPD AUTOMAT	IC 850.00	748.00	PRC EFF	01/30/07
T43 REAR SPOILER	275.00	242.00	KEYS G10	37 G1037
			WFP-S QT	R OPT-1
			BANK: GM	AC - 010
			CHG-TO	09-200
			SHIP WT:	2785
			HP:	18.4
			GMS:	14989.18
			SUPPLR:	15656.94
			MRM:	16260.00
			DAN:	4LT2
			MEMO	632.25

TOTAL MODEL & OPTIONS	15645.00	14693.53	ACT 231	14839.18
DESTINATION CHARGE	615.00	615.00	H/B 261	469.35
LAM DEALER CONTRIBUTION		156.45	ADV 261	156.45
LAM GROUP CONTRIBUTION		156.45	EXP 65A	156.45

TERRY LEE CHEVROLET, INC.

REMIT TO GMAC NO. 010 VIN 1G1AL55F977 \$ 15621.43 INV 1AD01275733 DUE 02/01/07 DEALER 09-200



Dave Chernosky <davechemosky@yahoo.com >

03/25/2009 03:06 PM

To edna_rodriguez@gmexpert.com

bcc

Subject Re:

CC

iinanks Ednaj

have attached the current registration and a \$-9 form – will forward the RD ease to my client for this signature.

)ave

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com> To: davechernosky@yahoo.com Sent: Wednesday, March 25, 2009 2:39:07 PM Subject: Re:

Mr. Chernosky,

I have attached a copy of your client release and W9. The W9 will need to contain your firm's information. I will also need a copy of his current registration. Please forward all the documents when they have been signed and received. Thank you.

Edna Rodriguez Legal Agent-BRC Legal Department Aditya Birla Minacs 866-790-5700 ext 21317 | edna_rodriguez@gmexpert.com 866-398-3255 fax

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03/23/2009 04:36 PM

To _{edna_}rodriguez@gmexpert.com cc Subject Re:

am able to settle this for the \$3600 offer. Please forward a release (thiess you already cid). I will fax the acceptance letter temperow. Thanks,

)ave

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com></edna_rodriguez@gmexpert.com>
To: davechernosky@yahoo.com
Sent: Wednesday, March 18, 2009 3:23:19 PM
Subject: Re:

Mr. Chernosky,

Were you able to review GMs final offer with your client? Please respond at your earliest convenience. Thank you.

Edna Rodriguez Legal Agent-BRC Legal Department Aditya Birla Minacs 866-790-5700 ext 21317 | edna_rodriguez@gmexpert.com 866-398-3255 fax

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Dave Chernosky <davechernosky@yahoo.com>

03/13/2009 09:16 PM

^{To} edr	a_rodriguez@gmexpert.com
CC	
Subject Re:	

Thanks. I will get back to you shortly

)ave

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com> To: davechernosky@yahoo.com Sent: Friday, <u>March 13, 2009 11:39:53</u> AM Subject: Re:

Mr. Chernosky,

I made an attempt to contact you a few minutes ago, but got your voicemail. I have reviewed your demand of \$4,600.00 with GM. Attached is GM's Final Offer. Please let me know if your client is going to accept it so that I can send you the release as well. Thank you.

Edna Rodriguez Legal Agent-BRC Legal Department Aditya Birla Minacs 866-790-5700 ext 21317 | edna_rodriguez@gmexpert.com 866-398-3255 fax

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PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone

line that is not being recorded

Dave Chernosky <davechernosky@yahoo.com>

03/11/2009 02:45 PM

To edna_rodriguez@gmexpert.com

Subject Re:

ldna,

I talked to the elicints. I can make a demand of \$1600. I have a little room, but I am hoping you can come up a little. Thanks.

Dave Chemosky

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com> To: davechernosky@yahoo.com Sent: Friday, February 27, 2009 2:14:52 PM Subject: Re: Timothy Tippenhauer

Mr. Chernosky,

I am sending this email to follow up on our phone conversation on 2/23/09. You informed me that you would contact your client and present the cash offer of \$3,000.00 inclusive. Please follow up at your earliest convenience. Thank you.

Edna Rodriguez Legal Agent-BRC Legal Department Aditya Birla Minacs 866-790-5700 ext 21317 | edna_rodriguez@gmexpert.com 866-398-3255 fax

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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

Dave Chernosky <davechernosky@yahoo.com>

02/05/2009 01:44 PM

To edna_rodriguez@gmexpert.com cc Subject Re:

Thanks Mdhall, can make a domano to settle this for \$6000 total. Can you raise the offer?

Dave Chernosky

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com> To: davechernosky@yahoo.com Sent: Wednesday, January 28, 2009 10:33:46 AM Subject:

Mr. Chernosky,

Please review the attached offer with your client and respond at your earliest convenience. Thank you.

Edna Rodriguez Legal Agent-BRC Legal Department Aditya Birla Minacs 866-790-5700 ext 21317 866-398-3255 fax Edna Rodriguez@GMExpert.com

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Part II Certification	· · · · ·	
Under consition of perjusy, - continy that:		
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Sign Separatura of Here U.S. portion +	C(Date # 21	20/09
General Instructions	Definition of a U.S. person. For fede	era, tax punceses, you are
Section references are to the internet Revenue Cos	de uniess considered a U.S. person in you are: • An individual who is a U.S. clivzen o	r U.S. resident alien.
Purpose of Form	 A genneration, composition, company organizad in the United States or under 	, or association created or r the raws of the United
A person who is required to fix an information retu- (RS must obtain your correct texpayer identification to report, for example, income paid to you, real op	wh with the States, n number (TN) • An estate (oney than a foreign eablt tate • A domestic must (as defined in Reg.	a), or Ictions section

barsactions, morgage interest you pain, acquisition or abandonment of secured property, caractikation of debt, or contributions you made to an IRA.

Use Form W-9 only 'f you are a L.S. person (including a resident alian), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

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

2. Certily their you are not subject to hackup withholding, or

3. Claim exemption from pacitup withhording if you are a U.S.

exempt payee. If applicable, you are also certifying that as 6 U.S. person, you allocable share of any partnership income from a U.S. trade or husiness is not subject to the withholding tax on foreign partners' share of offectively connected innome.

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

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SC1.77D1-7).

Special rules for partnerships. Partnerships that conduct a trade or cusiness in the United States are generally required to pay a withholding tex on any foreign partners' share of income from such business. (other, in certain cases where a Form W-9 has not been received, a partnership is required to presume that c partner is a foreign parson, and boy Vic withfolding tax. Therefore, it you are a U.S. person that is a partner in a partnership considering a trade or pusiness in the United States. provide Form W-9 to the partnership to establish your U.S. stable and avoid withholding on your share of partnership ncome.

The person who gives form W-9 to the partnership for purposes of establishing its U.S. status and evolding with holding on its allongs a share of not notomo from the partnership conducting a trade or business in the United States is in the iotowing cases:

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

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Get No. 1626:X

Harr W-9 (900, 10-2007)

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Rev. Ooto	ober 2007) n of the Treasury	Request for Taxpayer Identification Number and Certification			Give form to the requester. Do not
Name (as shown on your income tax return)					
	Business name, il g	JAVI Chernosty			
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City, state, and ZIP code Westlake Ohio 44145					
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INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

facsimile transmittal

		•		•
🗆 Urge	ent 🛛 For Review	Please Comment	Please Reply	Please Recycle
CC:				
Re:	1G1AK15F667 680525987	- 71- Pages:	2	
From:	Stacy Amstutz	Date:	December 15, 200	08
To:	Steve Hanpsay	Fax:	(412) 734-5039	

Notes:

When submitting the claim please verify that the information attached is correct. Please make sure that it is the correct customer, VIN and mileage. Also check your dealership information for accuracy – dealer division, dealer code, RO #, RO close date and dollar amount. If any of the information isn't correct do not submit the claim and contact the CRS handling the file as soon as possible to correct.

If everything is correct please submit this claim in the GMWA system. We have entered a preauthorization so you do not need to H route this claim. If you do that it will be rejected and hold up your payment process. Please do not use any authorization codes or any labor hours or costs. Please submit the claim as a net line under the labor op Z1242 for \$505.10. Please submit this claim on or after Friday December 19, 2008. If this claim rejects, please contact the CRS handling this file and we will push it through to your credit memo.

CONFIDENTIAL

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FACSIMILE COVER SHEET

TRANSMIT TO: <u>STACY</u>	· ·
COMPANY/FIRM: 6.M Alligatio	h
FAX # (86) 357-5547	
NUMBER OF PAGES INCL	UDING COVER PAGE
FROM: STEVE A.	
RE: <u>(ASE # 71-680525987</u>	
STACY, MiBumpa	WAS RUPAIROL

NOT Replaced

From: Classic Chevy

412 734 5039

12/09/2008 12:58

				PAC	GE 1
			- <i>I</i>	S I A S S I A S S S I A S S S S S S S S	Chartenlai
PITTSBURGH, PA					
		1		BELLEVUE, I	PITTSBURGH, PA 15202
SERVICE ADVISOR STEVEN HAMPSAY				TELEPHO	DNE: (412) 734-5000
WRITTEN DATE READY STOCK NO. VEHICI		CUST. NO.	TAG NO.	P.O. NO.	
01DEC08 09DEC08 6422 1G1AK15	F667	18050	T825	5 091	DEC08 126350
TIME IN TIME READY YEAR MAKE & MO		TELEPHONE NO.	LABO	CPAT DELIVERT	PHEPAHED S/A
09:48 11:10 06 CHEVROLET CO	BALT		C C	0.00 31MAR06	534 534
MILEAGE IN MILEAGE OUT LICENSE NO.					
13041 13041 GFA9814					
A REPAIR AS PER ESTIMATE				Carit	L-
A0018 FRONT BUMPER FASCIA	REFINISH/CLF	CAR		CASCH	
COAT	<i>-</i>			フト	680525987
546 W94B FC: 98 PART#: COUNT: 0	44	15.10 4	45.10	-	
CLAIM TYPE:			9 X 9X 9X 90 9 9 9 9 9 9 9 9 9 9 9 9 9 9		
AUTH CODE:					
B** 2 DAY COURTESY CAR					
CAUSE : RENTAL CAR	haddaalaa				
Z/902 2 DAY COURTESY CAR 534 W94B	6	50.00	റെ ററ		
FC: 98 PART#: COUNT: C					
AUTH CODE:					
MJ					
** PRE-INVOICE **	DESCRIPTIO	N TO	TALS	· · · · · · · · · · · · · · · · · · ·	
	PARTS AMOU	NT 505	0.00	STATEMEN	
	GAS,OIL, LUBE		0.00	warranties with res	pect to the sale of this berefy expressly disclaims all
SERVICE/PARTS	MISC. CHARGE		0.00	warranties, either exp implied warranty of m	erchantability or fitness for a
GENERAL MOTORS CORPORATION	TOTAL CHARG	ies	0.00	particular purpose. S authorizes any other	Seller neither assumes nor person to assume for it any
	SALES TAX	ICE	0.00	item/items.	on with the sale of this
SERVICE HOURS	PLEASE PAY	50	C.10		RE
	THIS AMOUNT	CHARGE"	<u>0:00 </u> TS MAT	<u>А</u>	
	AND ENVIR	OMENTTAL	CHARG	E ASSOCIATED	WITH
MONDAY - FRIDAY	HAZARDOUS	R DISPOSA	AL OF HAZAR	DOUS WASTE	
8:00 AM - 9:00 PM		VIENTS INCIN.	17777777	LOOD WADIE	
SATURNAV	ON BEHALF OF SERVICING	DEALER, I HEREBY OF	TIFY THAT TH	-	REON IS ACCURATE UNLESS OTHERWISE
	SHOWN. SERVICES DESCRIPTING OF THE VEHICLE OR OTHERWIS ACCIDENT, NEGLIGENCE OF	BED WERE PERFORMED E, THAT ANY PART REF MISUSE. RECORDS S	AT NO CHARC AIRED OR REPL UPPORTING TH	E TO OWNER. THERE WAS NO ACED UNDER THIS CLAIM HAD B IS CLAIM ARE AVAILABLE FOR	INDICATION FROM THE APPEARANCE OF EEN CONNECTED IN ANY WAY WITH ANY 1) YEAR FROM THE DATE OF PAYMENT
8:00 AM - NOON	NOTIFICATION AT THE SERV	ICING DEALER FOR INS	PECTION BY M	ANUFACTURER'S REPRESENTATIO	/Е.
					• •
	(SIGNED)	DEALER, GE	ENERAL MANAG	ER OR AUTHORIZED PERSON	DATE

PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information				
Date	12/10/2008	Service Request #	71-680525987	
Customer Name				
VIN	1G1AK15F667			
In-Service Date	3/31/2006	Service Contract?	No	
Current Mileage	13041	Purchased New/Used?	P New	
Warranty Blocked?	No			
Branded Title?	No	Mileage at Purchase	4	
	Dealer and Claim In	formation		
Dealer Name	Nick Corsello			
Dealer Svc Mgr	Steve Hanpsay	DIr Warranty Admin:	Steve Hanpsav	
Dealer Phone	412 734 5000	Dealer Fax	412 734 5039	
Dealer BAC	113484			
Dealer Division and Code	13-Chev-13200			
Repair Order Number	126350	_		
Repair Order Close Date				
Labor Op. Code Z1242	Dollar Amt:	505.10		
Labor Op. Code Z1243	Dollar Amt:			
Cause Code (CC)	MJ			
Failure Code (FC)	98			
PUT EVERYTHING IN NET AMOUNT Labor Hours and OLH:	DO NOT PUT IN HOURS			
Parts and Labor Costs:	DO NOT PUT IN COSTS			
Net Amount:	10.7	505.10		
DUNUTH ROUTE THIS CLA				
Additional Comments for Deal	DO NOT POT IN AN P			
Additional Comments for Dealer:				
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO				
R	etain Copy with Deale	r Repair Order		
	Internal PAR Info	rmation		
Complaint:				
	steering concern caused da	amage to bumper		
Cause:		¥ !		
	manufacturing concern with	steering		
Correction:	manulacianny concern will			
	fix steering and repair hum	or		
Justification:	dir adv damage was cause	d by steering concern		
	an aut aamago nao oddoo			
PAR CRM	StacyAmstutz/PAR/ATX			
	.,			

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

Issued by: *Chevrolet*

Certificate No. 1G1AK12FX57

Issue Date: February 25, 2009

Issued exclusively for:



Valid through: February 25, 2010

Amount: One Thousand Dollars and Zero Cents ****\$1,000.00****

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Fax Number: 1-866-890-4235

٨	REQUEST FOR STA	TUS OF GOODWILL	
DATE: March 20 SERVICE REQUEST N	୍ 2୦୦୦ ସି UMBER:	USTOMER'S FIRST/LAST FEDEX REQUEST:	NAME:
71-683568	175 TYPE OF C	SOODWILL OLC	
	AMT OF CHECK	Date Submitted:	Date Mailed:
	\$	Date Approved:	ADDRESS VERIFIED? YES NO
ADDITIONAL COMME	NTS:		
GMPP	TYPE OF GMPP:	DOES GMPP HAVE CORRECT ADDRESS?	ADDRESS VERIFIED? YES NO
CONTACTED: DATE CRS CONTACTED	GMPP:	<u> </u>	<u> </u>
- <u> </u>	AMT OF OLC	Date Submitted:	Date Mailed:
OLC	\$16,00	Date Approved:	ADDRESS VERIFIED?
- · · ·	STATE VERIFIED AS:	Date Submitted:	Date Mailed:
COMPONENT LETTER	COMPONENT:	Date Approved:	ADDRESS VERIFIED? YES NO
	TYPE OF GOODWILL:	Date Submitted:	Date Mailed:
OTHER	Maintenance OnStar GM Motor Club	Date Approved:	ADDRESS VERIFIED? YES NO
ADDRESS VERIFIED AS: REASON FOR REQUEST: ADDITIONAL COMMENTS: CRS: TEAM LEADER:	Goodwill Lia SKOLB/TL back dat OLC reflect	ison Review 1 DIW that ed to 2/25/ t start date as	of as Bars

June 22, 2011



Dear

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. 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.

We are proud you made Chevrolet your choice when you purchased your 2005 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 our Marketing Support department at 1-800-950-2438. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-683568175 June 22, 2011



Dear

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Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-683568175

Issued by: *Chevrolet*

Certificate No. 1G1AK12FX57

Issue Date: February 25, 2009

Issued exclusively for: Friendly Chevrolet, Inc C/O Fridley, MN

Valid through: February 25, 2010

Amount: One Thousand Dollars and Zero Cents ****\$1,000.00****

Issued by: *Chevrolet*

Certificate No. 1G1AK12FX57

Issue Date: June 22, 2011

Issued exclusively for:



Valid through: February 27, 2010

Amount: One Thousand Dollars and Zero Cents ****\$1,000.00**** June 22, 2011

Friendly Che	vrolet, Inc
c/o	
Fridley, MN	

Dear

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

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Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-683568175
Privileged and Confidential Information

CASE ASSESSMENT

By: Sandra Slone State: Texas

Customer Name:

683901318

Service Request: 71- BBB Case No.: CHV0853866

Vehicle ID No.: 1G1AK18F867 In Service Date: 9/30/2005

Vehicle is: USED

BAC Code: 114879

Year, Make & Model: 2006 Chevrolet Cobalt Mileage at Time of BBB Filing (49,625) Lien holder: GMAC Other N/A DVM Name: DVM CONTACT NOT REQUIRED-CASE ID INELIGIBLE BASED ON AGE AND MILEAGE OF THE VEH. Phone/Cell Number: N/A Svc Mgr Name: SVC MGR CONTACT NOT REQUIRED-CASE ID INELIGIBLE BASED ON AGE AND MILEAGE OF THE VEH.

Vehicle Purchased Used on: 5/16/2006 at odometer 49,000 Sale Type: Purchase \boxtimes Lease \square Other \square : CAM Name: Mick Gonzalez

Phone Number: 805-373-8417

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.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY? NO

IF TAC HAS NOT BEEN CONTACTED WHY NOT - CUST VEHICLE IS INELIGIBLE BASED ON AGE AND MILEAGE OF THE VEHICLE.

 \boxtimes POWER STEERING

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

N/A N/A N/A N/A N/A

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

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

N/A N/A N/A N/A N/A

Has the vehicle ever been involved in an accident? YES Did you confirm your answer with the customer? YES What type of damage was sustained? MINOR BODY DAMAGE WAS SUBSTAINGED TO THE SIDE AND REAR OF THE VEHICLE.

Has the customer filed any insurances claims on this Vehicle N/A If Yes obtain the following information below Insurance Company N/A Insurance Rep (First and Last Name) N/A Phone # _____N/A _____ Claim Made? <u>N/A</u> Claim Status: N/A Claim # N/A Did Insurance Company refer customer to GM? N/A

Are there any Aftermarket Modifications to the Vehicle? NO Have you confirm this with the customer? YES List: N/A

Was a Trade Repurchase offered to the customer? NO (A Trade Repurchase is to be offered as a settlement before a Straight can be considered)

Date authorized by the DVM/CAM N/A

🛛 Other

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

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 N/A CASE IN INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHILCE.

GM Program Summary Repurchase/Replacement: CASE IN INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHILCE.

Lemon Law Repurchase/Replacement: CASE IN INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHILCE.

GM Program Summary Repairs/Reimbursement for past repairs: **CASE IN INELIGIBLE** BASED ON THE AGE AND MILEAGE OF THE VEHILCE.

THE STATE LEMON LAW READS:

Days out of service: 30 DAYS **Repairs 4 FOR THE SAME NONCONFORMITY** Time period 24 MONTHS / 24,000 MILES

Does Lemon Law state nonconformity must continue to exist? YES

If applicable, safety-related repairs: 2 FOR THE SAME NONCONFORMITY Safety-related time period 12 MONTHS / 12,000 miles.

Number of repair attempts in the presumption period:	N/A CASE IS
	INELIGIBLE
	BASED ONT EH
	AGE AND MILEAGE
	OF THE VEHICLE.
Total days out of service during the presumption period:	N/A CASE IS
	INELIGIBLE
	BASED ONT EH
	AGE AND MILEAGE
	OF THE VEHICLE.
Total days out of service during customer's ownership:	N/A CASE IS
	INELIGIBLE
	BASED ONT EH
	AGE AND MILEAGE
	OF THE VEHICLE.

Vehicle Meets Presumption of Lemon Law

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

NO

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: I GOT TOO HASTY ON THIS WITH CONTACTING THE BBB. I WAS JUST SO CONCERNE WITH WHAT TO DO ABOUT MY STEERING. I TOOK IT IN THIS MORNING AND THE DEALER IS GOING TO HELP ME GET IT FIXED. I DO NOT WANT TO PROCEED WITH THE BBB CASE. I LO\ MY COBALT AND I REALLY AM HAPPY WITH THE CHEVROLET COMPANY.

DVM sts: DVM CONTACT NOT REQUIRED - CASE IS INELIGIBLE BASED ONT EH AGE AND MILEAGE OF THE VEHICLE.

SVM sts: SVC MGR CONTACT NOT REQUIRED - CASE IS INELIGIBLE BASED ONT EH AGE AND MILEAGE OF THE VEHICLE.

CRS Rationale: CUST'S CLAIM IS NOT ELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE. THE CRS REFERED CUST TO THE BBB FOR FURTHER ASSISTANCE WITH THEIR CLAI AND PROVIDED THE CHEVROLET CUST ASSISTANCE 800# FOR ASSISTANCE. NO GW WAS OFFERED ON THIS CASE AS IT IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE. What are the 3 main strengths of the customer's case to win repurchase through Lemon Law

THE CUST'S CLAIM IS WITH OUT MERIT. THRE ARE NO APPARENT STRENGTHS IN THIS CASE.

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law?

CASE IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE. FIRST REPAIR ATTEMPT WAS OUTSIDE THE TIME/ MILEAGE FOR PRESUMPTION.

Decision reached by CRS: CASE IS INELIGIBLE BASED ON THE VEHICLES AGE AND MILEAGE-NO GW WAS OFFERED. CUST WAS REFERRED BACK TO CHEVROLET CUST ASSISTANCE CENTER.

CRS FINAL OFFER:	CASE IS INELIGIBLE BASED ON THE VEHICLES AGE AND MILEAGE-NO GW WAS OFFERED.	DAT E: 12/ 04/ 200 8	CUST N/A CASE IS INELIGIBLE BASED ON THE VEHICLES AGE AND MILEAGE- NO GW WAS OFFERED.
Goodwill: N/A CASE IS INELIGIBLE BASED ON THE VEHICLES AGE AND MILEAGE- NO GW WAS OFFERED.	Attorney Fees (if applicable): N/A		

ſ	TEAM LEAD APPROVING:	{Name}	Date: {Date}

BBB AUTO LINE Customer Claim Form

Case number: CHV0853866 Contact Date: 12/03/08 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:} Houston		State: TX	Zip code:
Day phone:	Evening phone:		Cell phone:
Fax:	E-mail address:		
SECTION 2: VEHICLE INFORMAT	TION		

Make: Chevrolet	Model: C	Cobalt	Year: 2006	Current mileage: 49625				
Name(s) that appears on the vehicle t	itle:							
Selling dealer/city/state: SandDolla	r Autoplex	, Galveston	_ , тх					
Primary Servicing dealer/city/state: SandDollar Autoplex,								
Acquired as 🗌 new 🛛 used 🔲 de	emo 🔲 leas	sed Is th	e vehicle in your pos	session? 🛛 yes 🔲 no				
Purchase/lease date: 05/16/06		Milea	age at purchase/lease	2:				
First repair attempt date: 08/02/08	First repair attempt date: 08/02/08 First repair attempt mileage: 47000							
How often is the vehicle used for business purposes (percentage):	0 %	Number of v or leased by	ehicles owned the business:	Transmission type: X Automatic				
Has the vehicle been in an accident/h	ad body dan	nage? 🗌 yes	X no	Date of accident:				
Description of damage:	•							

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

To have my car fixed by the manufactor regardless the status of my warranty, because it is their malfunction. and to have the EPS on all vehicles further exaimed to eliminate this from happening in other cars too. This is a severe safety issue and needs to be addressed, someone could die.

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)

	<u></u>			
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 failure while driving		1		yes
		1		

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



June 23, 2011



Service Request: 71-685027263

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. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$542.25. 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,

General Motors Business Resource Center

NORTHSTAR CHEVROLET 5854 UNIVERSITY BLVD MOON TOWNSHIP, PA 15108 412-264-3325

FACSIMILE COVER SHEET TO: COMPANY: يوسنى Business. Resau PHONE: - 300 -- 19041 231 FAX: 1-366- 843-9481 Cheis Cashier FROM: COMPANY: NORTHSTAR CHEVROLET PHONE: 412-264-3325 FAX: 412. 294-7507 DATE: š7. <u>12 - 9 - 08</u> PAGES INCLUDING COVER PAGE: COMMENTS: Farming -1005 E-200 予 かっていれ

IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325. THANK YOU

Dec. 9. 2008 12:2	7PM NorthStar Chevrolet and the second start of the second start o	No. 3	564 P. 2
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Date

Rec'd

SERVICE DEPARTMENT HOURS Monday & Thursday 7130 am - 8:30 pm Tues, Wed, Fri 7:30 am - 5:00 pm

THANK YOU!

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EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purchase, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequent(al damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not similar to any warranties such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its aystems to perform with responsible safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

AUTIONIZATION FOR REPARTS I hereby suthorize the repair work herein set forth to be done along with the necessary material end agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, their or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employase permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of taxting and/or inspection. An express mechanic's fien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The deelership is not responsible for damages from freezing due to lock of antifreeze.

WAIVER OF ADVANCE ESTIMATE

I voluntarily request that repairs be performed on my vahicle without an advance estimate of their cost. By signing this form, I authorize reesonable and necessary costs to remedy the problems complained of up to a maximum of \$ The repair shop may not exceed this amount without my written or oral consent.

	SIGNATURE		
ORIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS \$	IDATE .	TIME
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EXCLUSION OF WARRANTIES

Any warranties on the parts and accessorias sold hareby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims eli warranties, including warranties of merchantability or fitness for a particular purchaser. Wheregard to the parts and/or accessorias purchased: and that in no event shall dealer be liable for incidental or consequential damages for commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not kindid to env warranties that each parts end/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, afficiency, or comfort.

AUTHORIZATION FOR REPAIRS

AUTHORIZATION FOR REFAIRS I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loas or damage to vahicle or anicles left in vahicle in case of firs, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts abipmants by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vahicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien to hereby ecknowledged on above vehicle to secure the smount of repairs thereto. The destership is not responsible for damages from freezing due to lock of antifreeze.

WAIVER OF ADVANCE ESTIMATE

i voluntarily request that repairs be performed on my vehicle without an advance estimate of their cost. By signing this form, I authorize reasonable and necessary costs to remedy the problems complained of up to a maximum of \$ The repair shop may not exceed

ORIGINAL ESTIMAT \$	E AUTHORIZED ADD'L REPAIRS	DATE	TIME
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GM Vehicle Inquiry System Summary

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



Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	03/09/2005	20 miles	03/09/2008	36020 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	03/09/2005	20 miles	03/09/2011	100020 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/09/2005	20 miles	03/09/2013	80020 miles
36/36000 FEDERAL EMISSION	03/09/2005	20 miles	03/09/2008	
60/60000 POWERTRAIN - U.S.	03/09/2005	20 miles	03/09/2010	60020 miles

CLAIM HISTORY

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Chevr.

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Dec. 9. 2008 12:41PM

NorthStar Chevrolet

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CUSTOMER #:

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WORKORDER

PAGE 1

326 MANSFIELD BLVD CARNEIGIE, PA 15106 (412) 923-1230

Chevrolet

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EXCLUSION OF WARRANTIES

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AUTHORIZATION FOR REPAIRS

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WAIVER OF ADVANCE ESTIMATE

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Dec. 9. 2008 12:44PM	NorthStar Chevrolet	No. 3564 P. 16
UNIT# 50948 CUSTOMER #:65881	49509	
	WORKORDER	YORTHSTAR
PGH, PA	PAGE 1	326 MANSFIELD BLVD CARNEIGIE, PA 15106
HOME : BUS :	SERVICE ADVISOR	(412) 923-1230
COLOR MEAR MAKE/MO		MORABITO, PRANK J LICENSE MILEAGEIN/OUT TAG
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EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agress that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantebility or fitness for a particular purpose, with regard to the parts and/or eccessories purchased; and that in no even shall dealer be liable for incidental or consequencies that agregs or commercial losses arising out of such purchase. The undersigned purchaser further agrees that he warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will easily any will easily any use to the aver will be any working the number to parts are on the parts. merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

ADTROPTION FOR HEFAINS I hereby authorize the repair work herein set forth to be done along with the necessary metaplal and sgree that you are not responsible for loss or damage to vahicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

WAIVER OF ADVANCE ESTIMATE

I voluntarily request that repairs be performed on my vehicle without an advance estimate of their cost. By signing this form, I authorize reasonable and necessary costs to remedy the problems complained of up to a maximum of \$. The repair shop may not exceed this amended without my unitary or oral sequence. up to a maximum of \$ this amount without mu

X	SIGNATURE		
ORISINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS \$	DATE	TIME
ADD'L REPAIRS OK'D	ВҮ	EMPLOYEE RI AUTHORIZAT	ECEIVING ION
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STATE INSPECTION INFORMATION	MP. STATE INS. REPAIRS		
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TARGET OFFICE PRODUCTS • (412) 424-0088 • 156503			<u>لم الم الم الم الم الم الم الم الم الم ا</u>

Dec. 9. 2008 12:46PM NorthStar Chevrolet

GM Vehicle Inquiry System Summary

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

			<u>He</u>	<u>dp</u>					
VIN : 14	GIAKI	12F657	•						
VEHICLE INFORMATION									
Merchandising Model :	1AI	1AK37 -2005 COBALT 2-DOOR COUPE Warranty Start Date : 03/09/20			03/09/200)5			
BARS Order Type :	70	70 - RETAIL - STOCK							
Delivering Dealer :	NORTHSTAR CHEVROLET, INC. Selling Source : 13 - CHE			13 - CHE	VROLET				
	326 CA	326 MANSFIELD BL VD CARNEGIE , PA 15106-2444			Site Code :		13374		
(412) 923-1230				Business Associate Code :		204396			
Service Contract :	No	Branded Title :	No	Warra	nty Block :	No	PDI	Status :	Paid

REQUIRED FIELD ACTIONS

Туре	Number	Description	Posted Date	Status
RC	<u>05046</u>	A/C SYSTEM WIRING AND DUAL STAGE AIRBAG MODULE WIRING	N/A	Closed
RC	0623	HEAD IMPACT PROTECTION	03/13/2007	Open
		CERVICE DIPORTATIONAL TRENC		

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	03/09/2005	20 miles	03/09/2008	36020 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	03/09/2005	20 <u>mi</u> les	03/09/2011	100020 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/09/2005	20 miles	03/09/2013	80020 miles
36/36000 FEDERAL EMISSION	03/09/2005	20 miles	03/09/2008	36020 miles
60/60000 POWERTRAIN - U.S.	03/09/2005	20 miles	03/09/2010	60020 miles

CLAIM HISTORY

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
08/28/2006	F 8 4932	#	Z2081 - ROADSIDE SERVICE (LOCKOUT)	12000 miles

Dec. 9. 2008 12:46PM

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NorthStar Chevrolet

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No. 3564 P. 19 Fage 2 01 2

07/07/2006	035418	#	C9041 - BELT, SEATBELT RETRACTOR (FRONT) (LEFT) - REPLACE	12091	milaa
07/07/2006	035418	#	L1020 - CAP, FUEL TANK - REPLACE	12981	miles
10/26/2005	028020	#	N6602 - WIRING AND/OR CONNECTOR - CHARGING/STARTING/BATTERY - REPA	5613	miles
10/26/2005	028020	#	T2020 - TOWING	5613	miles
08/01/2005	025403	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	3211	milas
08/01/2005	025403	#	V1359 - 05046 - REWIRE AIRBAG AND INSTALL JUMPER HARNESS	3211	miles
01/24/2005	A41728	Ι	27000 - PRE-DELIVERY INSPECTION - BASE TIME		miles

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Dec. 9. 2008 12:46PM NorthStar Chevrolet

No. 3564 ** P. 20** ~

GM Vehicle Inquiry System Summary

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

<u>Heip</u>

VIN	IG1AK12F657

·		VEHICI	LE IN	FORMAT	ION				
Merchandising Model	: LA	K37 2005 COBALT 2-J	DOOR	COUPE	Warranty Start Date :			03/09/20	005
BARS Order Type :	70	70 - RETAIL - STOCK							
Delivering Dealer :	• N(ORTHSTAR CHEVROLI	iC.	Selling Source :			13 - CHEVROLET		
	C/	ARNEGIE . PA 15106-1	· .	Site Code :			13374		
	(4)	12) 925-1230	Business Associate Code :		204396				
Service Contract :	No	Branded Title :	No	Warra	nty Block :	ľΝu	PDI S	fatus :	Paid 1

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	<u>05046</u>	A/C SYSTEM WIRING AND DUAL STAGE AIRBAG MODULE	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odo <u>m</u> eter	
36/36000 BUMPER TO BUMPER	03/09/2005	20 miles	03/09/2008	36020 miles	
72/100000 SHEET METAL COVERAGE RUST THROUGH	03/09/2005	20 miles	03/09/2011	100020 miles	
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/09/2005	20 miles	03/09/2013	80020 miles	
36/36000 FEDERAL EMISSION	03/09/2005	20 miles	03/09/2008		
60/60000 POWERTRAIN - U.S.	03/09/2005	20 miles	03/09/2010	60020 miles	

CLAIM HISTORY

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading

12/14/2005

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ADR File Checklist

SR Number:71-685027263	BBB Case: CHV0853980
Customer: Make/Model/Year: Chevrolet/Cobalt/2005 Received Date: 12/04/08 Day 15 D Primary Concern: Power Steering	VIN:1G1AK12F657 In Service: 03/09/05 Mileage: 35,000 ate: 12/19/08 Goes Active:
Case Scan / Acknowledgement (24 hrs	s) Completion Date/Time:
 Initial Calls (72 hrs): Customer Dealer Svc Mgr Dealer Finance Mgr AVM 	Completion Date/Time: 12/05/08 / 8:55am Completion Date/Time: 12/05/08 / 3:07pm Completion Date/Time: / Completion Date/Time: 12/05/08 / 3:20pm
Repair Orders Requested:	Received: 12/09/08
Sales Documents:	Received: 12/09/08
🔀 BARS / Finance Sheet	
Case Assessment (by Day 14): Lemon Law Eligible: Presumption:	Yes ⊠ No □ 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 Executive Summary Close Siebel	Completion Date/Time: 1/28/2009 / 9:07am Completion Date/Time: 1/28/2009 / 9:07am Completion Date/Time: 1/28/2009 / 9:15am
DVM: Jack Adams	Node/Box: 412-215-2947
Service Dealer: North Star, Moon Towns	hip, PA Svc Mgr: Ed Lyman

NOTES: Power Steering went on the vehicle on 12/4/2008. Dealer (not North Star) quoted the customer \$600 for the repair. Repair cost came too \$723.00 for just the Steering concern. CRS agreed to reimburse the customer 75% of that cost Totalling \$542.25. Customer accepted the offer.

Contact: 412-264-3325

Selling Dealer: North Star, Carnegie, PA

ADR File Checklist

SR Number:71-685027263 Customer: Make/Model/Year: Chevrolet/Cobalt/2005 Received Date: 12/04/08 Day 15 Day Primary Concern: Power Steering	BBB Case: CHV0853980 VIN:1G1AK12F657 Mileage: In Service: 03/09/05 Mileage: 35,000 ate: 12/19/08 Goes Active:
Case Scan / Acknowledgement (24 hrs	s) Completion Date/Time:
 Initial Calls (72 hrs): Customer Dealer Svc Mgr Dealer Finance Mgr AVM 	Completion Date/Time: 12/05/08 / 8:55am Completion Date/Time: 12/05/08 / 3:07pm Completion Date/Time: / Completion Date/Time: 12/05/08 / 3:20pm
Repair Orders Requested:	Received: 12/09/08
Sales Documents:	Received: 12/09/08
🔀 BARS / Finance Sheet	
Case Assessment (by Day 14): Lemon Law Eligible: Presumption:	Yes ⊠ No □ Yes □ No ⊠
GM Position – Customer / BBB Due l	Date (7-10 days):
Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
Arbitration Date:	
 Closing Activities: Settlement Executive Summary Close Siebel 	Completion Date/Time:/Completion Date/Time:/Completion Date/Time:/
DVM: Jack Adams Service Dealer: North Star, Moon Towns Selling Dealer: North Star, Carnegie, PA	Node/Box: 412-215-2947 hip, PA Svc Mgr: Contact: 412-264-3325

NOTES: Power Steering went on the vehicle on 12/4/2008. Dealer (not North Star) quoted the customer \$600 for the repair. Repair cost came too \$723.00 for just the Steering concern. CRS agreed to reimburse the customer 75% of that cost Totalling \$542.25. Customer accepted the offer.

Revised 12/9/2008

Privileged and Confidential Information

CASE ASSESSMENT

By: Maria Dalgleish State: Pennsylvania

Customer Name:

Service Request: 71-685027263

BBB Case No.: CHV0853980

Vehicle ID No.: 1G1AK12F657 In Service Date: 03/09/05

Vehicle is: New

BAC Code: 236896

Year, Make & Model: 2005 Chevrolet Cobalt Mileage at Time of BBB Filing 35,000 Lien holder: GMAC Other : {Name} DVM Name: Jack Adams Phone/Cell Number: 412-215-2947 Svc Mgr Name: Ed Lynam

Vehicle Purchased Used on: N/A at odometer N/A

Sale Type: Purchase CAM Name: Craig Joseph Phone Number: 914-244-6130 Craig.Joseph@gm.com

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.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY? NO... IF TAC HAS NOT BEEN CONTACTED WHY NOT: No Need ...

⊠ Power Steering

Date:	RO # :	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				No Documented Repair For This Concern!!!

Other (Battery)

Date:	<u>RO # :</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/26/05	28020	2	5,613	Complaint: Towed in, battery dead. Cause: No Electrical Power. Test battery, and found both battery cables and retaining bolts loose. Repair: Secure connections, retest electrical system.

Other (Seat Belt)

Date:	<u>RO # :</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/18/06	32853	1	10,078	Complaint: Cust states button missing on left seat belt. Repair: Part On Order
07/07/06	35418	1	12,981	Complaint: Cust states button missing on left seat belt SOP Cause: Stop button missing. Repair: Belt, Seatbelt Retractor (Front) (Left) – Replace.
07/23/07	46466	1	23,005	Complaint: Special order seat belt stop button Repair: Install Button

Other (Gas Cap)

Date:	<u>RO # :</u>	<u>Days Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
07/07/06	35418	*	12,981	Complaint: Cust states gas cap tether came off car. Cause: Tether retainer stripped. Repair: Cap, Fuel Tank - Replace

Has the vehicle ever been involved in a accident? No... Did you confirm your answer with the customer? Yes... What type of damage was sustained? Are the RO's attached if the vehicle was in an accident? N/A...

Has the customer filed any insurances claims on this Vehicle? No... If Yes obtain the following information below: Insurance Company? Insurance Rep (First and Last Name): Phone # Claim Made? No... Claim Status: N/A... Claim # Did Insurance Company refer customer to GM? N/A...

Are there any Aftermarket Modifications to the Vehicle? No... Have you confirm this with the customer? Yes...

Was a Trade Repurchase offered to the customer? No (A Trade Repurchase is to be offered as a settlement before a Straight can be considered) Date authorized by the DVM/CAM: N/A...

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:

"A claim seeking repurchase or replacement must be received by the BBB Auto Line within one year or 12,000 mileswhichever comes first-from the date the vehicle was first put into use."

Lemon Law Repurchase/Replacement:

PA LL: "If the manufacturer fails to repair or correct the nonconformity (which occurred within the earlier of one year, 12,000 miles, or the term of the warranty) after a reasonable number of attempts, the manufacturer must, at the purchaser's option, either replace or repurchase the motor vehicle."

GM Program Summary Repairs/Reimbursement for past 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."

THE STATE LEMON LAW READS:

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

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	5

Vehicle Meets Presumption of Lemon Law NO

RECOMMENDATION AND RATIONALE

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

Cust Seeks: The customer is seeking repairs.

DVM States: {TEXT}

SVM States: {TEXT}

CRS Rationale: Customer's Power Steering went on the vehicle on 12/4/2008. Customer called a dealership close by and they quoted him \$600 on the phone for the repair. Customer believes this should be a recall and should not be out of pocket to himself. CRS to follow up with dealer and DVM and see about having vehicle towed there for diagnosis, then determine goodwill (cover rental and repair) after diagnosis. After reviewing, seems as though this customer is ineligible, will review with ARB Spec. to verify.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law

1.			
2.			
3.			

What are the 3 main weaknesses of the customer's case to win repurchase through Lemon Law

1.			
2.			
3.			
Decision Reached by CRS	Arbitrate case:	Settle case:	
CRS FINAL OFFER:	{REPAIR/REP/TRADE}	DATE: {Date}	CUST: {Accepted / Declined}
Goodwill: {Type}		Attorney Fees (if	applicable): \${Amount}
TEAM LEAD APPROVING:	{Name}		Date: {Date}

Revised 1/13/2009

Privileged and Confidential Information

CASE ASSESSMENT

By: Maria Dalgleish State: Pennsylvania

Customer Name:	Service 6850272	Request: 71- 263	BBB Case No.: CHV0853980	
Vehicle ID No.: 1G1AK12F657	In Service Date: 03/09/05	Vehicle is: New	BAC Code: 236896	
Year, Make & Model: 2005 Chevrole Mileage at Time of BBB Filing 35,0	t Cobalt 00	Vehicle Purchased Used on: N/A at odometer N/A		
Lien holder: GMAC Other: {I DVM Name: Jack Adams Phone/Cell Number: 412-215-2947 Svc Mgr Name: Ed Lynam	Name}	Sale Type: Purchas CAM Name: Craig Jo Phone Number: 914 Craig.Joseph@gm.co	se 🖾 oseph 4-244-6130 m	
VI	EHICLE REPA	AIR HISTORY		
Throughout the entire form, use an asteris	sk (*) if day(s) oı	ut 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.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY? NO... IF TAC HAS NOT BEEN CONTACTED WHY NOT: No Need...

⊠ Power Steering

Date:	<u>RO # :</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/30/08	65449	15	34,650	Complaint: Cust states power steering is hard to turn Repair: Replace Steering Coil.

Other (Battery)

Date:	<u>RO # :</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
09/01/05	25403	2	3,211	 Complaint: Cust states battery had to be jumped twice. Click noise heard when turning key at times. Key would not come out of ignition when battery was dead. Had to be jumped. Cause: Test battery, and complete electrical system. Check connections. Check for service bulletins – none apply. Good Battery. Repair: Customer concern not duplicated.
10/26/05	28020	2	5,613	Complaint: Towed in, battery dead. Cause: No Electrical Power. Test battery, and found both battery cables and retaining bolts loose. Repair: Secure connections, retest electrical system.

Other (Seat Belt)								
Date:	<u>RO # :</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:				
04/18/06	32853	1	10,078	Complaint: Cust states button missing on left seat belt. Repair: Part On Order				
07/07/06	35418	1	12,981	Complaint: Cust states button missing on left seat belt SOP Cause: Stop button missing.				

Repair: Belt,	, Seatbelt Retracto	r (Front)	(Left) - Re	place.
---------------	---------------------	-----------	-------------	--------

07/23/07	46466	1	23,005	Complaint: Special order seat belt stop button
				Repair: Install Button

Other (Gas Cap)

Date:	<u>RO # :</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/07/06	35418	*	12,981	Complaint: Cust states gas cap tether came off car. Cause: Tether retainer stripped. Repair: Cap, Fuel Tank - Replace

□ <u>Recall 05046</u>

Date:	<u>RO # :</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/01/05	25403	*	3,211	Complaint: 05046 A/C – Air Bag Campaign Repair: Wiring repairs per campaign bulletin – 05046
10/30/07	49509	1	26,066	Complaint: Recall 06217 – Head Impact Repair: 06217 Campaign, install head impact restraints.

Has the vehicle ever been involved in a accident? No... Did you confirm your answer with the customer? Yes... What type of damage was sustained? Are the RO's attached if the vehicle was in an accident? N/A...

Has the customer filed any insurances claims on this Vehicle? No... If Yes obtain the following information below: Insurance Company? Insurance Rep (First and Last Name): Phone # Claim Made? No... Claim Status: N/A... Claim # Did Insurance Company refer customer to GM? N/A...

Are there any Aftermarket Modifications to the Vehicle? No... Have you confirm this with the customer? Yes...

Was a Trade Repurchase offered to the customer? No (A Trade Repurchase is to be offered as a settlement before a Straight can be considered) Date authorized by the DVM/CAM: N/A...

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:

"A claim seeking repurchase or replacement must be received by the BBB Auto Line within one year or 12,000 mileswhichever comes first-from the date the vehicle was first put into use."

Customer did not experience his concern, or file within the 12 months and or 12,000 miles of ownership. Appears as thought the customer does not meet the requirements as stated under the GM PS.

Lemon Law Repurchase/Replacement:
PALL: "If the manufacturer fails to repair or correct the nonconformity (which occurred within the earlier of one year, 12,000 miles, or the term of the warranty) after a reasonable number of attempts, the manufacturer must, at the purchaser's option, either replace or repurchase the motor vehicle."

Customer did not experience his concern, or file within the 12 months and or 12,000 miles of ownership. Appears as thought the customer does not meet the requirements as stated under the PA LL for Repurchase.

GM Program Summary Repairs/Reimbursement for past 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."

THE STATE LEMON LAW READS:

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

If applicable, safety-related repairs: N/A Safety-related time period: N/A

Number of repair attempts in the presumption period: 0 Total days out of service during the presumption period: 0 Total days out of service during customer's ownership: 5

Vehicle Meets Presumption of Lemon Law

NO

RECOMMENDATION AND RATIONALE

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

Cust Seeks: The customer is seeking repairs.

DVM (Jack Adams) States:

12/16/2008:

Appears this vehicle has not been properly diagnosed. Due to age and mileage, consider something for this customer. Some consideration. Might not be 100% coverage, but get a proper diagnosis. The dealer can contact me if they have any questions, and get to a satisfactory resolution.

1/13/2009:

I talked with Ed Lyman, and he states that he has not received any messages. Initially when I called, less expensive for GM, I don't know why the customer didn't say anything when he came in to allow GM a chance to cover the bill for him. Call Mr. Lyman and speak with him directly. Would suggest paying the balance, because the customer is only 8 months out of warranty.

SVM States: Dealer was not familiar with the customer's concern.

CRS Rationale: Customer's Power Steering went on the vehicle on 12/4/2008. Customer called a dealership close by and they quoted him \$600 on the phone for the repair. Customer believes this should be a recall and should not be out of pocket to himself. CRS to follow up with dealer and DVM and see about having vehicle towed there for diagnosis, then determine goodwill (cover rental and repair) after diagnosis. After reviewing, seems as though this customer is ineligible, will review with ARB Spec. to verify. After review it appears that the customer may be eligible for his battery concern, but

concern is repaired and no further concerns documented about the battery since 2005. DVM called in and said that because the customer hasn't been out of his warranty for very long, to definitely cover part or most of the cost of the repair to his steering. CRS obtained work order, and is looking into reimbursement.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law

1.			
2.			
3.			

What are the 3 main weaknesses of the customer's case to win repurchase through Lemon Law

1.			
2.			
3.			
Decision Reached by CRS	Arbitrate case:	Settle case:	
CRS FINAL OFFER:	{REPAIR/REP/TRADE}	DATE: {Date}	CUST: {Accepted / Declined}
Goodwill: {Type}		Attorney Fees (if	applicable): \${Amount}
TEAM LEAD APPROVING:	{Name}		Date: {Date}





GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 9th 2008

ATTN: Mr. Ed Lynam

Northstar Chevrolet, Inc. Moon Township, PA

Re:

Siebel Request: 71-685027263 2005 chevrolet Cobalt VIN **# 1G1AK12F657**

Dear Mr. Lynam:

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

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- 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).
- Also, please ensure all SSN's are blacked out prior to sending.

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,

Maria Dalgleish

BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 11705 FAX# **866-842-9481**

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GIANT EAGLE #35 1717 COCHRAN ROAD PITTSBURGH, PA 15220 412-343-8020 412-343-8254 (FAX) · FACSIMILE TRANSMITTAL-SHEET FROM: COMPANY: DATE: FAX NUMBER: TOTAL NO. OF GES INCLUDING COVER 842-9481 1-866-PHONE NUMBER. SENDER'S REFERENCE NUMBER-412 4290344 RE: Cherry YOUR REFERENCE NUMBER ODA URGENT . D PLEASE COMMENT D PLEASE REPLY D PLEASE RECYCLE G FOR REVIEW NOTES/COMMENTS:

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Giant Eagle

dan 16 09 02:18p



2005 COBALT 2-DOOR COUPE			CHEVROLET	MOTOR DIV	/ISION
95U ULTRA SILVER METALLIC		/L4G	GENERAL MO	OTORS CORF	ORATION
14B GRAY			100 RENAIS	SSANCE CEN	ITER
ORDER NO. HPPZCX/TRE	STOCK NO.		DETROIT	MI 48	8243-1114
VIN 1G1 AK12 F6 57			VEHICLE II	NVOICE 1AD	58149351
* * * * * * * * * * * * * * * * * * * *	* * * * * * * * * * *	********	* * * * * * * * * * *	*********1	.3*13374S
MODEL & FACTORY OPTIONS		MSRP	INV AMT	RETAIL -	STOCK
1AK37 COBALT 2-DOOR COUPE	13	3625.00	12739.38	INVOICE 0	1/24/05
B34 FLOOR MATS		80.00	72.00	SHIPPED 0	01/22/05
FE9 50-STATE EMISSIONS		N/C	N/C	EXP I/T O	1/26/05
L61 2.2L DOHC 4 CYL ENGINE	C	0.00	0.00	INT COM 0	1/26/05
MX0 4-SPD. AUTO. TRANS. W/	OVERDRIVE	850.00	765.00	PRC EFF 0	01/20/05
T43 REAR DECK-LID SPOILER		275.00	247.50	keys G334	9 G3349
				WFP-S QTR	R OPT-1
				BANK: GMA	AC - 004
				CHG-TO	13-374
					2720
				SHIP WI.	2/39 10 /
				ПР• Смс•	10.4
					14010.90
				MDM.	15305 00
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TOTAL MODEL & OPTIONS	14830.00	13823.88	ACT 231	13943.98
DESTINATION CHARGE	565.00	565.00	H/B 261	444.90
LAM DEALER CONTRIBUTION		148.30	ADV 261	148.30
LAM GROUP CONTRIBUTION		74.15	EXP 65A	74.15

NORTHSTAR CHEVROLET, INC.

REMIT TO GMAC NO. 004 VIN 1G1AK12F657 \$ 14611.33 INV 1AD58149351 DUE 01/26/05 DEALER 13-374

Privileged and Confidential Information

CASE ASSESSMENT

By: Maria Dalgleish State: Pennsylvania

Customer Name:

Service Request: 71-685027263

BBB Case No.: CHV0853980

Vehicle ID No.: 1G1AK12F657 In Service Date: 03/09/05

Vehicle is: New

BAC Code: 236896

Year, Make & Model: 2005 Chevrolet Cobalt Mileage at Time of BBB Filing 35,000 Lien holder: GMAC Other : {Name} DVM Name: Jack Adams Phone/Cell Number: 412-215-2947 Svc Mgr Name:

Vehicle Purchased Used on: N/A at odometer N/A

Sale Type: Purchase CAM Name: Craig Joseph Phone Number: 914-244-6130 Craig.joseph@gm.com

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.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY? **YES OR NO**. IF **YES** PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. IF TAC HAS:

IF TAC HAS NOT BEEN CONTACTED WHY NOT:

⊠ Power Steering

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

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

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

Has the vehicle ever been involved in a accident? Yes... or No... Did you confirm your answer with the customer? Yes... or No... What type of damage was sustained? Are the RO's attached if the vehicle was in an accident? Yes... or N/A...

Has the customer filed any insurances claims on this Vehicle? Yes... or No... If Yes obtain the following information below: Insurance Company? Insurance Rep (First and Last Name): Phone # Claim Made? Yes..or No... Claim Status: Pending or Denied or N/A... Claim # Did Insurance Company refer customer to GM? Yes... No... N/A...

Are there any Aftermarket Modifications to the Vehicle? Yes... or No... Have you confirm this with the customer? Yes... or No... List:

Was a Trade Repurchase offered to the customer? Yes or No (A Trade Repurchase is to be offered as a settlement before a Straight can be considered) Date authorized by the DVM/CAM:

Other

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

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:

"A claim seeking repurchase or replacement must be received by the BBB Auto Line within one year or 12,000 mileswhichever comes first-from the date the vehicle was first put into use."

Lemon Law Repurchase/Replacement:

PA LL: "If the manufacturer fails to repair or correct the nonconformity (which occurred within the earlier of one year, 12,000 miles, or the term of the warranty) after a reasonable number of attempts, the manufacturer must, at the purchaser's option, either replace or repurchase the motor vehicle."

GM Program Summary Repairs/Reimbursement for past 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."

THE STATE LEMON LAW READS:

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

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

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 Seeks: The customer is seeking repairs.

DVM States: {TEXT}

SVM States: {TEXT}

CRS Rationale: {TEXT}

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law

1.		
2.		
3.		

What are the 3 main weaknesses of the customer's case to win repurchase through Lemon Law

1.			
2.			
3.			
Decision Reached by CRS	: Arbitrate case:	Settle case:	
CRS FINAL OFFER:	{REPAIR/REP/TRADE}	DATE: {Date}	CUST: {Accepted / Declined}
Goodwill: {Type}		Attorney Fees (if	applicable): \${Amount}
TEAM LEAD APPROVING:	{Name}		Date: {Date}

Revised 1/16/2009

Privileged and Confidential Information

CASE ASSESSMENT

By: Maria Dalgleish State: Pennsylvania

Customer Name:	Service 685027	e Request : 71- 263	BBB Case No.: CHV0853980
Vehicle ID No.: 1G1AK12F657	In Service Date: 03/09/05	Vehicle is: New	BAC Code: 236896
Year, Make & Model: 2005 Chevrol Mileage at Time of BBB Filing 35,(et Cobalt 000	Vehicle Purchased N/A	Used on: N/A at odometer
Lien holder: GMAC Other: { DVM Name: Jack Adams Phone/Cell Number: 412-215-294 Svc Mgr Name: Ed Lynam	{Name} 7	Sale Type: Purcha CAM Name: Craig J Phone Number: 91 Craig.Joseph@gm.co	se ⊠ oseph 4-244-6130 om
V	/EHICLE REP/	AIR HISTORY	
Throughout the entire form, use an aster	risk (*) if day(s) o	ut 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.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY? NO... IF TAC HAS NOT BEEN CONTACTED WHY NOT: No Need...

⊠ Power Steering

Date:	<u>RO # :</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/30/08	65449	15	34,650	Complaint: Cust states power steering is hard to turn Repair: Replace Steering Coil.

Other (Battery)

Date:	<u>RO # :</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
09/01/05	25403	2	3,211	 Complaint: Cust states battery had to be jumped twice. Click noise heard when turning key at times. Key would not come out of ignition when battery was dead. Had to be jumped. Cause: Test battery, and complete electrical system. Check connections. Check for service bulletins – none apply. Good Battery. Repair: Customer concern not duplicated.
10/26/05	28020	2	5,613	Complaint: Towed in, battery dead. Cause: No Electrical Power. Test battery, and found both battery cables and retaining bolts loose. Repair: Secure connections, retest electrical system.

□ <u>Other (</u>	<u>Other (Seat Belt)</u>							
Date:	<u>RO # :</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:				
04/18/06	32853	1	10,078	Complaint: Cust states button missing on left seat belt. Repair: Part On Order				
07/07/06	35418	1	12,981	Complaint: Cust states button missing on left seat belt SOP Cause: Stop button missing.				

Repair: Belt,	, Seatbelt Retracto	or (Front)	(Left) - Rep	blace.
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07/23/07	46466	1	23,005	Complaint: Special order seat belt stop button
				Repair: Install Button

Other (Gas Cap)

Date:	<u>RO # :</u>	<u>Days Out</u> :	Mileage:	Description of Complaint and Repair Performed:
07/07/06	35418	*	12,981	Complaint: Cust states gas cap tether came off car. Cause: Tether retainer stripped. Repair: Cap, Fuel Tank - Replace

□ <u>Recall 05046</u>

Date:	<u>RO # :</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/01/05	25403	*	3,211	Complaint: 05046 A/C – Air Bag Campaign Repair: Wiring repairs per campaign bulletin – 05046
10/30/07	49509	1	26,066	Complaint: Recall 06217 – Head Impact Repair: 06217 Campaign, install head impact restraints.

Has the vehicle ever been involved in a accident? No... Did you confirm your answer with the customer? Yes... What type of damage was sustained? Are the RO's attached if the vehicle was in an accident? N/A...

Has the customer filed any insurances claims on this Vehicle? No... If Yes obtain the following information below: Insurance Company? Insurance Rep (First and Last Name): Phone # Claim Made? No... Claim Status: N/A... Claim # Did Insurance Company refer customer to GM? N/A...

Are there any Aftermarket Modifications to the Vehicle? No... Have you confirm this with the customer? Yes...

Was a Trade Repurchase offered to the customer? No (A Trade Repurchase is to be offered as a settlement before a Straight can be considered) Date authorized by the DVM/CAM: N/A...

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:

"A claim seeking repurchase or replacement must be received by the BBB Auto Line within one year or 12,000 mileswhichever comes first-from the date the vehicle was first put into use."

Customer did not experience his concern, or file within the 12 months and or 12,000 miles of ownership. Appears as thought the customer does not meet the requirements as stated under the GM PS.

Lemon Law Repurchase/Replacement:

PALL: "If the manufacturer fails to repair or correct the nonconformity (which occurred within the earlier of one year, 12,000 miles, or the term of the warranty) after a reasonable number of attempts, the manufacturer must, at the purchaser's option, either replace or repurchase the motor vehicle."

Customer did not experience his concern, or file within the 12 months and or 12,000 miles of ownership. Appears as thought the customer does not meet the requirements as stated under the PA LL for Repurchase.

GM Program Summary Repairs/Reimbursement for past 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."

THE STATE LEMON LAW READS:

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

If applicable, safety-related repairs: N/A Safety-related time period: N/A

Number of repair attempts in the presumption period: 0 Total days out of service during the presumption period: 0 Total days out of service during customer's ownership: 5

Vehicle Meets Presumption of Lemon Law

NO

RECOMMENDATION AND RATIONALE

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

Cust Seeks: The customer is seeking repairs.

DVM (Jack Adams) States:

12/16/2008:

Appears this vehicle has not been properly diagnosed. Due to age and mileage, consider something for this customer. Some consideration. Might not be 100% coverage, but get a proper diagnosis. The dealer can contact me if they have any questions, and get to a satisfactory resolution.

1/13/2009:

I talked with Ed Lyman, and he states that he has not received any messages. Initially when I called, less expensive for GM, I don't know why the customer didn't say anything when he came in to allow GM a chance to cover the bill for him. Call Mr. Lyman and speak with him directly. Would suggest paying the balance, because the customer is only 8 months out of warranty.

SVM States: Dealer was not familiar with the customer's concern.

CRS Rationale: Customer's Power Steering went on the vehicle on 12/4/2008. Customer called a dealership close by and they quoted him \$600 on the phone for the repair. Customer believes this should be a recall and should not be out of pocket to himself. CRS to follow up with dealer and DVM and see about having vehicle towed there for diagnosis, then determine goodwill (cover rental and repair) after diagnosis. After reviewing, seems as though this customer is ineligible, will review with ARB Spec. to verify. After review it appears that the customer may be eligible for his battery concern, but

concern is repaired and no further concerns documented about the battery since 2005. DVM called in and said that because the customer hasn't been out of his warranty for very long, to definitely cover part or most of the cost of the repair to his steering. CRS obtained work order, and is looking into reimbursement. CRS needs to obtain a copy of Proof of Payment before can submit. Customer sent proof of payment 1/16/2009. CRS processing reimbursement for \$542.25 1/16/2009. BBB has closed the case ineligible, but technically the customer file within the time parameters for the PA LL, so in that regard still appears to meet eligibility.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law

1.	Filed with 4 years from the date the alleged defect was first discovered.
2.	
3	

What are the 3 main weaknesses of the customer's case to win repurchase through Lemon Law

1. No concerns within	12 / 12			-
2. Out of B2B warrant	y			-
3.				-
				-
				-
				-
Decision Reached by CRS	: Arbitrate case:	Settle case:	Reimbursement for \$542.25	
CRS FINAL OFFER:	Reimbursement	DATE: 1/16/2009	CUST: Accepted	
Goodwill: \$542.25 Rei	mbursement	Attorney Fees (if	if applicable): \$N/A	
TEAM LEAD APPROVING:	Steven Lamber	t	Date: 1/16/2009	

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

	Customer:		SR #: 71-685027263	BBB#: CHV0853980
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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	14499.00
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 15395.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -896.00
(If positive, look for Overallowance)	

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

Section 2

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

Section 3

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

Section 4	
Purchase Price	14499.00
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 4713.56
(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	= 9785.44
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.

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NORTHSTAF 5854 UNIVER	R CHEVROLET SITY BLVD		-
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PHONE:	- 300 -	<u>331-1841</u>	<u>. .</u>
FAX:	<u> </u>	13 - 9481	
FROM:	Chris (<u>Caphica</u>)	
COMPANY: N	ORTHSTAR CHEVRO	LET	
PHONE: 412-2	64-3325		
FAX: 412-	AA - 7507		•
DATE:	<u> </u>	<u></u>	
PAGES INCLUI	DING COVER PAGE:	15	
COMMENTS:	<u>Farano</u> g	PER YOUR	E Equest :
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IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325. THANK YOU





ACCOUNTING. COPY

Dec. 9. 2008 1:13PM NorthStar Chevr		No. 3565 P. 3
	R CHEVROLE I, Inc.	Chevrolet
DEAL 65861 412/279-23	Doulevard • Carnegle, PA 15106 00 Phones 412/923-1220	DATE 03/09/05
PURCHASER'S NAME		RES.
PURCHASER'S ADORESS		BUS.
CITY, STATE & ZIPPGH, PA		PHONE
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	INCENTIVES	FV914e contractor (LP)
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	TRADE IN PAYOFF Debas	1785 194 - PPI 287
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	ADDRESS	
	AMOUNT \$	GOOD UNTIL
		DATE TIME
I state that odometer mileage on VEHICLE BEING PURCHASED described	Address	
Check the following statement, if applicable)	Phone Chonse Care	Verified Put
I further state they the actual mileage differs from the odometer reading for reasons other than oddine encoded in a state of the st	Insurance Carrier EDIC TARLIDOACE	verned By:
unknown, X 03/09/05	Policy Number	, <u> </u>
SIGNATURE OF TRANSFEROR (DEALER OR AGENT) DATE	Effective Date From12/24/04To 06/24/05	Comp. Coll.
ship. An inaccurate statement may make the transferor lieble for damages to the transferoe, pursuant to section 409(a) of the Motor Vahicle Information and Cost	The Seller, NORTH STAR CHEVROLET, Inc., hereby expressly disc ing any implied werrenty of marchentability of filness for a particu	taims all warranties, either express or Implied, includ
Savings Act of 1972, Public Law 92-513,	neither assumes nor authorizes any other person to assume for vehicle. Dealer shell not be obligated to sell until approval of	or II any liability in connection with the sale of the the terms hereof is given by a bank or finance
above is at time of transfer	company wining to purchase a retail installment contract between	the parties hereto based on such terms.
(Check the following statement, if applicable)	SUBTOTAL	9705,44
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Unknown, X 03/09/05	TRADE ALLOWANCE OR DISCOUNT	-
USED VEHICLE TRADE IN AND/OR OTHER CREDITS		
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	MONEY DIFFERENCE	
	SALES TAX	+
	LICENSE, TITLE	+
YEAR MAKE STOCKINO,	NOTARY FEES	- <u>58.50</u>
MODEL OR SERIES TYPE	DOCUMENTARY & TIRE TAX	+ <u>N/A</u>
	TOTAL	+
BALANCE	PAYOFF	10588,92
This contract is not binding upon either the dealer or the purchaser, until signed by an autho- nized dealer representative, YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND		
RECEIVE A FULL REFUND ANY TIME SEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING		N/A
Purchaser's Signa		
		* I (
Accepted By		

Factory Warranty: The printed Menutecturer's Warranty Gelivered to Furchase with the new vehicle or chassis described on the face hereof is a contract solely between the Manufacturer and the Purchaser. The selfer is not a party to such contract and such warranty is not a part of the sale or bergain between the Purchaser and Selfer. Provisions Applicable to Sale of Used Vehicle — Factory Warranty: If a Manufacturer's Printed Warranty is delivered with the vehicle or chassis such warranty is a contract solely between the Manufacturer and Vehicle to such contract and such Warranty is not a part of the sale of bargain between the Purchaser and Selfer. Provisions Applicable to Sale of Used Vehicle to such contract and such Warranty is not a part of the sale of bargain between the Purchaser and Selfer. "The Information you see on the window form for the vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale." ▶ CDec. 9. 2008 1:14PM NorthStar Chevrolet

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NorthStar Chevrolet

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	· · ·			- MARINE CONTRACTOR	rent en se Statistics	- H	V. VALUE OF THADE IN-USED VEH.	240		Carlo and States
RUETODOOS Ó LOO						\vdash	USED VEHICLE STOCK NO.			
NUSTROUP-CARS	940				<u>.</u>	Ľ	YEAR & MAKE OF TRADE-IN		мκ	
RUSTPROOF-TRUCKS	4498				37 A	IN	V. VALUE OF TRADE IN USED VEH.	241	(Ŧ)	
WHOLESALE PASS.	448						USED VEHICLE STOCK NO.			
WHOLESALE TRK.	452	F					YEAR & MAKE OF TRADE IN	-1	MK	



2.

2008 1:16PM NorthStar Chevrolet

No. 3565

GM Incentive Code

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC **CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT**

COSTOMER NAME:

VIN: 1/6/1/A/K/1/2-/F/6/8

(or see attached list*)

Customer Incentive

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

AUM 250 Grucard \$3213 \$ febate \$200 Fristant paque sertificates \$ 20

\$4713:50 Total Incentive Amount Received

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

- l elect to receive
 - In lieu of 1914 COREN (ACONDA
- I elect to receive Ь.

CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased. to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 3/9/2 Aacknowledge receipt of incentive(s) as described in Item. And release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature

bate: <u>3/9 6</u>5

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

그렇게 이야한데, 그는 이야기로 관망하는	\rightarrow	\mathcal{A}	그는 아이는 그는 것은 경찰관에서 감독하는 것이다.
Authorized Dealer S	ignature pseph AC	sray to	Date: 3/9/05
Dealership Name:	(NORTHSTAR CH	EULOVET INCS	Dealer Code: <u>13374</u>
		· · · · · · · · · · · · · · · · · · ·	

* List <u>must</u> include VIN, Delivery Date and Program Reference.

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File Copy #1 - Dealer Copy #2 - Customer CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC GM3795 1/01 Dec. 9. 2008 1:17PM

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Onite tony on the C		50948
		STOCK NO.
Federal low (and State low if at	H DISCLUSURE STATE	MENI Jelleerenneber
transfer of ownership Eailure	pucable) requires that	you state the mileage upon
ranger of ownership. Failure	to complete or provid	ling a faise statement may
result in jines and or imprisonme	ent.	
<u>I, Northstar Chevrolet,</u>	INC.	(transferor's name, Print)
state that the odometer now reads	s(no -	enths) miles and to the best
unless one of the following statem	ents is checked.	me vehicle described below,
L (1) I hereby certify that to the reflects the amount of milesce in	the best of my knowl	edge the odometer reading
\Box (2) I hereby certify that the or	lometer reading is NOT	ical limits.
WARNING ODOMETER DISC	CONCERT TEALING IS NOT	the actual mileage.
WARNING - ODOMETER DISC	CKEPANCI.	1
МАКЕ	MODEL	BODY TYPE
CHEVROLET	COLBALT	COUPE
VEHICLE IDENTIFICATION NUMBER	· <u>.</u>	YEAR
1G1AK126657		2005
	·	
	, ,	····
Northstar E	hevrolet. INC.	
FOILTED NAME		
326 MANSFIE	LD BLVD	• • •
326 MANSFIE	LD BLVD	
326 MANSFIE	LD BLVD	· · · · · · · · · · · · · · · · · · ·
326 MANSFIEL TRANSFEROR'S ADDRESS (STREET) CARNEGIE, P	LD BLVD A 15196	ZIP CODE
326 MANSFIE TRANSFEROR'S ADDRESS (STREET) CARNEGIE, P	LD BLVD A 15196 State	ZIP CODE
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Command (?):

Enter a command, a field number, or press a function key. Enter ? for help. F3=Sv/Ex F5=RRecall F6=Cust F7=Veb F8=Trd F10=Misc SF11=>

Dec. 9. 2008 1:17PM

Batey Chevrolet

Date 3/9/05 Salesman Gury Warhola K
Buyer
. Co-buyer
Driver #
Street _
City Pitt County Alleghiery
State <u>Pq</u> Zip
Phone #Bus #

SOLD VEHICLE
Stk # 50948
Serial # 161 AK12 F6 57
Make <u>Chivy</u> Model <u>Cobalt</u> Year 2005
Bodystyle <u>2</u> Door Mileage <u>20</u>



	PAYOFF	
Bank	$/ \Lambda$	
Acet #/	V/19	· <u>·</u>
Address		
City	State	Zip
Amt \$	Good til	
Spoke to		

No. 3565 P. 12

DEAL #

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*Price of Car	`\$
Rebate	- \$
	- \$
Gross Trade	\$ - <u></u>
Money Difference	\$ =
Tax	\$ +
Plate	\$ +
Payoff	\$+
Subtotal	\$ =
Deposit	\$
Cash Down	\$
Total	\$ =
Incl	. in price above
Dealer Installed Ont	
Dealer Installed Optic	ons
	\$
<u>.</u>	\$
	- \$
et Pent	
st. Fint	X
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Ins	surance Info
Policy #_	
Carrier <u>Eart</u>	NSUCONCR
Effective <u>12/24/04</u>	(Expiration 12/24/05