This is [redacted] I am 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 [redacted] I have just received the car back Friday. Call me A.S.A.P please. My number is [redacted]. If I don't answer you can reach me at work at [redacted]

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.

[redacted]

MICHIGAN REGISTRATION

TERRI LYNN LAND
Secretary of State

Plate: [redacted] Expires: 12/25/2008
RENEWAL OF [redacted]
2006 CHEVROLET 4 DOOR
Vehicle No.: 1G1AM588767[redacted]
C 641 139 887 977

Fee Cat. or Wt.: 000019
County: OAKLAND

VAUL TRUST LESSOR
[redacted]
CLAWSON MI [redacted]

License Fee: 94.00

12272007 G4 V361 175 0210 94.00

TR-1L

BILLOT-ROLL 007

GMAC

THANK YOU FOR LEARNING WITH YOUR DEALER AND GMAC.

FOR ASSISTANCE CALL: 800-200-4622
TDD/TTY (HEARING IMPAIRED): 800-833-4622
visit us at www.gmacfs.com

[redacted]
CLAWSON MI [redacted]

MAKE/MODEL: 06 CHEV COBALT
VIN: 1G1AM58B767[redacted]

ACCOUNT NUMBER : [redacted]

STATEMENT REFLECTS
PAYMENT(S) RECEIVED THROUGH: 10/02/08

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	10/10/08
Base Payment	322.63
Sales/Use Tax	19.36
Per. Property Tax	
Other Scheduled	
TOTAL	341.99

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
TOTAL	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	17.09
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
TOTAL	17.09

REMAINING PAYMENTS: 4

SCHEDULED END DATE: 02/09/09

TOTAL DUE:	359.08

MESSAGES

OUR RECORDS INDICATE THAT THE LICENSE PLATE(S) ON THE VEHICLE EXPIRE(S) IN 12/08. IF YOU PLAN TO DRIVE THIS VEHICLE BEYOND THE RE-REGISTRATION DATE, PLEASE RENEW THE REGISTRATION BEFORE EXPIRATION.

THIS STATEMENT WAS ISSUED TO PROVIDE IMPORTANT INFORMATION REGARDING YOUR ACCOUNT.

RETURN THIS PORTION WITH YOUR PAYMENT

ACCOUNT NUMBER: [redacted]

DEREK CHARLEBOIS

GMAC
www.gmacfs.com

NEXT PAYMENT DUE:	
TOTAL PAST DUE:	
TOTAL OTHER:	17.09
TOTAL AMOUNT DUE:	17.09
AMOUNT PAID:	

PAYMENT PROCESSING CENTER
PO BOX 9001951
LOUISVILLE KY 40290-1951

GMB 01106

DO NOT SEND CASH OR POST DATED CHECKS. ALL CHECKS WILL BE DEPOSITED UPON RECEIPT. MAKE CHECKS PAYABLE TO GMAC.
RETURN THIS NOTICE WITH YOUR PAYMENT TO THE ABOVE ADDRESS.

04 07 045 9089 67975 5 00001709 5 7 2

PROGRESSIVE DIRECT

PROGRESSIVE
P.O. BOX 31260
TAMPA, FL 33631

Policy number: [redacted]
Underwritten by:
Progressive Marathon Insurance Co
March 28, 2008
Policy Period: Apr 1, 2008 - Oct 1, 2008

[redacted]
CLAWSON, MI [redacted]

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 Z538 (05/07).

Drivers and household residents

	Additional Information
[redacted]	Named insured

Outline of coverage

2006 Chevrolet Cobalt SS 4D
VIN 1G1AM58B767[redacted]

	Limits	Deductible	Premium
Liability To Others			$138
Bodily Injury Liability	$250,000 each person/$500,000 each accident		
Property Damage Liability	$100,000 each accident		
Personal Protection Insurance (PIP)		$500	138
Primary Medical/Primary Workloss			
Uninsured/Underinsured Motorist	$100,000 each person/$300,000 each accident		12
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**

Premium discounts

Policy	
[redacted]	Online Quote, online signature - first policy period only and home owner
Vehicle	
2006 Chevrolet Cobalt SS 4D	airbag

Continued

PAGE 01/01
HORN SOURCE
10/24/2008 09:24 2485831720

Attn. Leslie Warren

MICHIGAN REGISTRATION

TERRI LYNN LAND
Secretary of State

Plate: [redacted] Expires: 12/25/2008
RENEWAL OF [redacted]
2006 CHEVROLET 4 DOOR
Vehicle No.: 1G1AM58B767[redacted]
C 641 139 887 977

Fee Cat. or Wt.: 000018
County: OAKLAND

VAUL TRUST LESSOR
[redacted]
CLAWSON MI [redacted]

BUG1483 V

License Fee: 94.00

12272007 64 V361 175 0210 94.00

TR-1L

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

CHECK **No.** [redacted]

50-937
213

DATE		AMOUNT
10/30/08	***********341 DOLLARS ****99 CENTS	***********341.99

PAY TO THE ORDER OF [redacted] CLAWSON MI [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 10/30/08

VENDOR DUNS NO. 88 000000046 1

VENDOR NAME [redacted]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1AM58B767[redacted].71-670676934.1-850DSM	10/29/08	VM 1-850DSM	00.0000	341.99	.00	341.99

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

W3

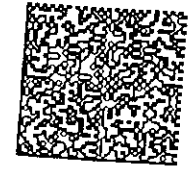
TOTAL	341.99	.00	341.99

STATE OF OHIO
Office of the Attorney General

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)

PRESORTED FIRST CLASS



UNITED STATES POSTAGE
PITNEY BOWES
02 1A
0004620807
$ 00.346
OCT 11 2008
MAILED FROM ZIP CODE 43215

OCT 15 2008

H-SRA31 48232

STATE OF OHIO
Office of the Attorney General

October 9, 2008

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

Re: [redacted]
Complaint #: 453549

Dear Sir/Madam:

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

Mary Ann Patter
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

Complaint No. **453549**

Date Entered: **10/08/2008**

Consumer:

[redacted]
MASON, OH [redacted]
[redacted] Cell
Cell

Email: [redacted]

Supplier:

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

WAYNE County

(800)231-1841 x 5872
Daytime
(800)231-1841 Daytime
(866)215-6750 Fax

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 suplr-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 Corporation
Customer and Relationship Services
Customer Assistance Center
PO Box 33170
Detroit, 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: [redacted]
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 [redacted] 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 [redacted] may have experienced.

Based on the comments, we reviewed [redacted] case with our Central Office Staff. [redacted] 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
V6262006

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

Issued by: **Certificate No. 1G1AK52F357** [redacted]

Chevrolet

Issue Date: June 21, 2011

Issued exclusively for: [redacted]

San Antonio, TX [redacted]

Valid through: October 27, 2009

Amount: **One Thousand Four Hundred Dollars and Zero Cents**
******$1,400.00******

June 21, 2011

[redacted]
San Antonio, TX [redacted]

Service Request: 71-672116414

Dear [redacted]

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.

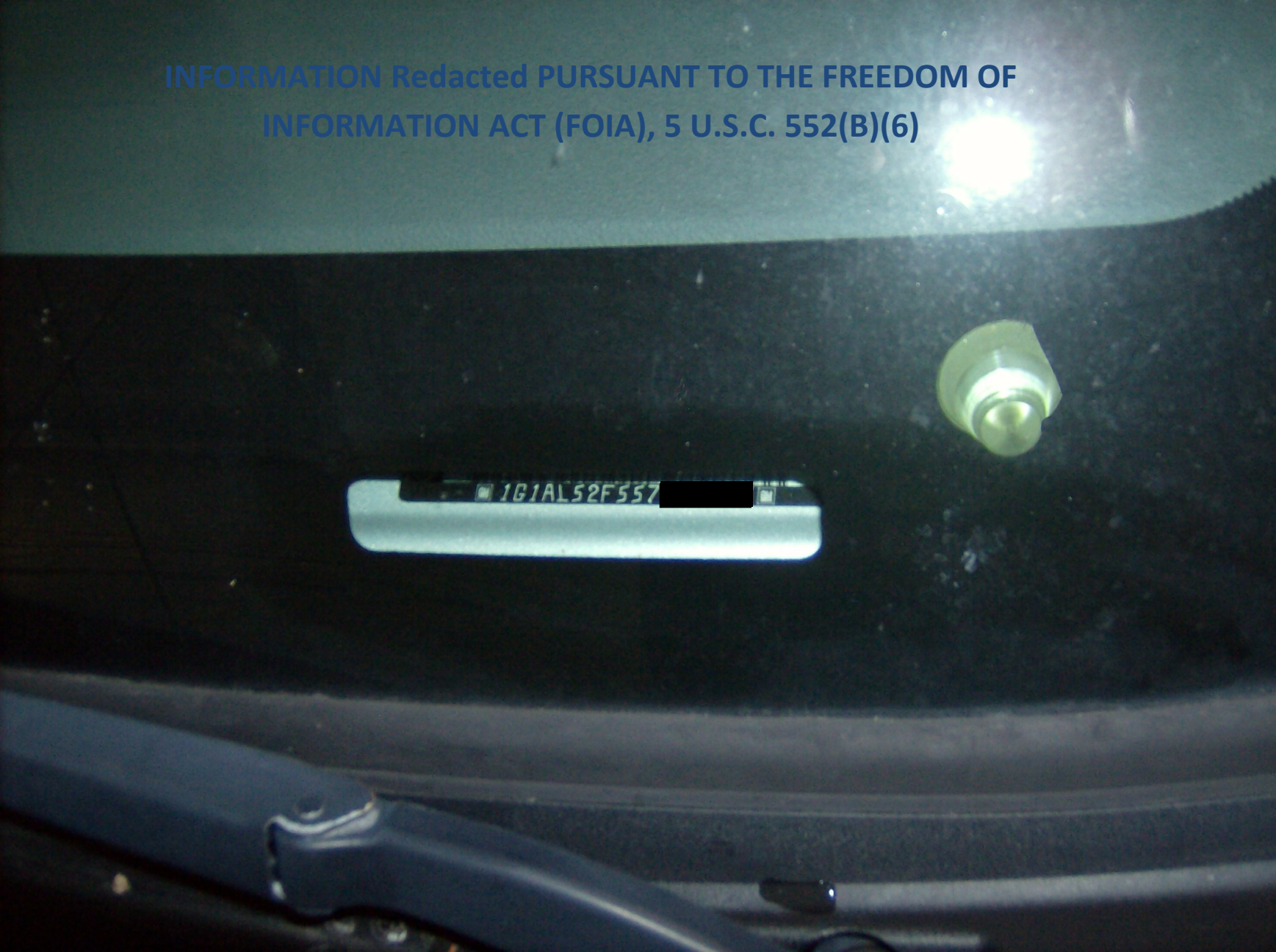
To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the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



MFD BY GENERAL MOTORS CORP

DATE	GVWR	GAWR FRT	GAWR RR
12/04	1727 KG	899 KG	828 KG
	3807 LB	1982 LB	1825 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1G1AL52F557[redacted] TYPE: PASS CAR

CAPACITY
10,000 LBS.
930

Scott Bags

ELMORE
LEONARD

CDR File Information

Vehicle Identification Number	1G1AL52F557[redacted]
Investigator	EDWARD LAPOSTA
Case Number	71-672216410
Investigation Date	Monday, November 10 2008
Crash Date	Thursday, October 16 2008
Filename	1G1AL52F557[redacted].CDR
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, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:
-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.
-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.
-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.
-Brake Switch Circuit Status indicates the status of the brake switch circuit.
-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".
-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

SDM Data Source:
All SDM recorded data is measured, calculated, and stored internally, except for the following:
-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's

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

Multiple Event Data

Associated Events Not Recorded	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

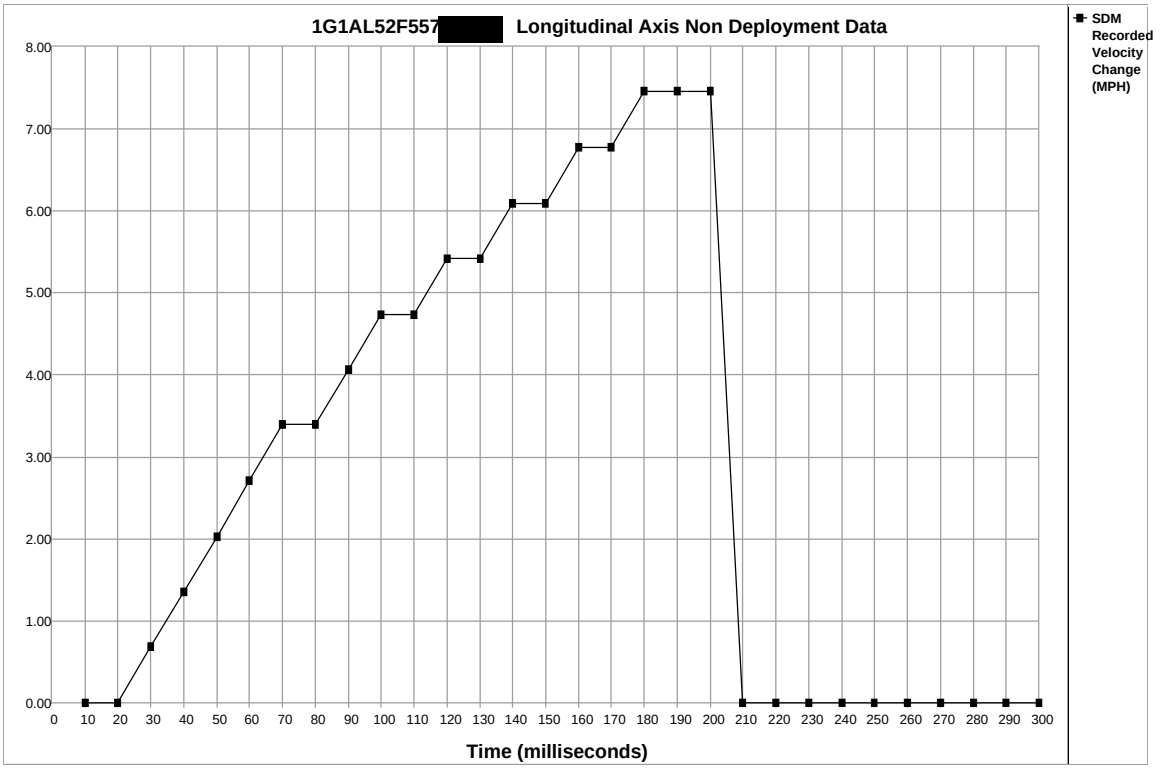
Pre-crash data

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/s²)(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0

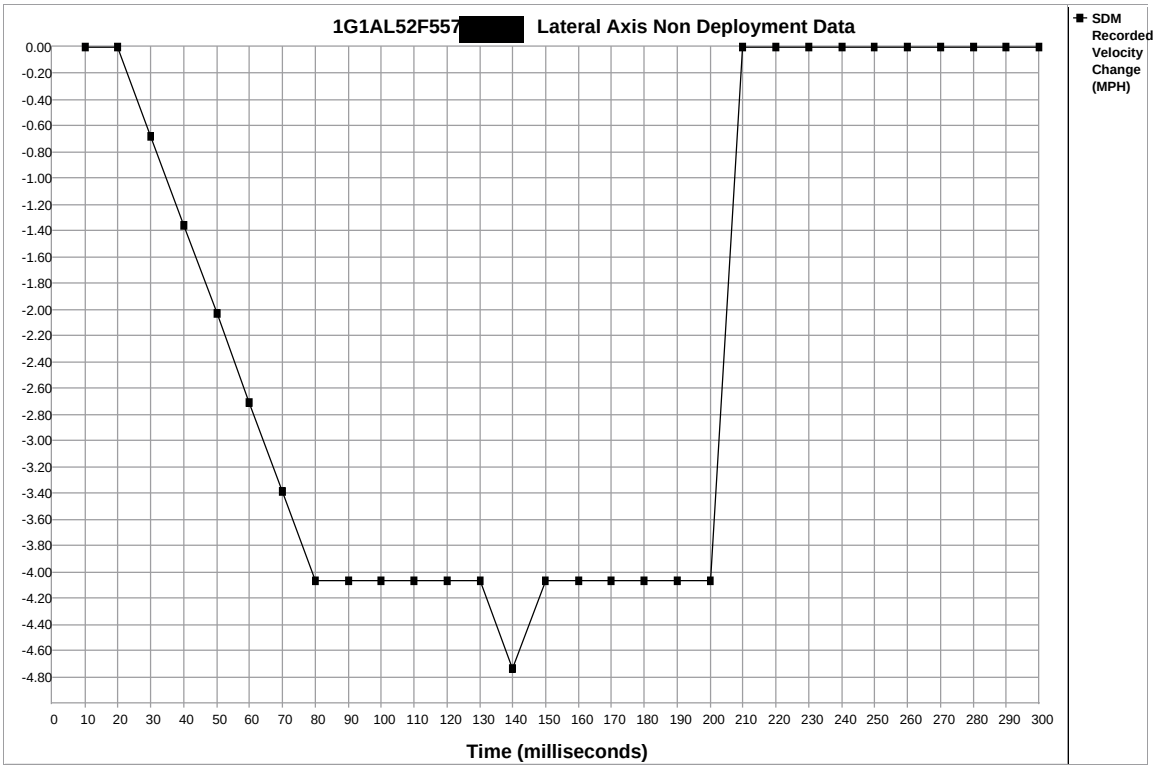
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid

System Status At Non-Deployment

Ignition Cycles At Investigation	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



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

Hexadecimal Data

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

```
$01  00 00 00 00 57 00 00
$02  30 00 00 00 00 00 00
$03  02 00 00 00 00 00 00
$04  02 00 00 00 00 00 00
$05  00 00 00 00 00 00 00
$06  18 0A 10 00 0A 94 32
$07  00 29 00 00 00 00 00
$08  91 56 00 00 00 00 00
$09  00 80 4F 00 00 00 00
$0A  00 00 00 00 00 00 00
$0B  3C 00 05 0F 00 00 00
$0C  00 00 00 00 00 00 00
$0D  00 00 40 00 00 00 00
$0E  40 00 00 00 00 00 00
$0F  B2 00 00 00 00 00 00
$10  47 31 41 4C 35 32 46
$11  35 35 37 35 32 35 38
$12  34 37 00 00 00 00 00
$13  00 00 00 00 00 00 00
$14  00 00 00 00 00 00 00
$15  00 00 00 00 00 00 00
$16  03 06 0C 16 34 00 00
$17  03 03 02 03 00 00 00
$18  03 02 00 00 00 00 00
$19  07 07 00 00 00 00 00
$1B  3F 30 00 66 00 78 00
$1C  3F 00 00 02 00 18 00
$1D  00 00 00 00 00 00 00
$1E  4F 00 00 00 00 00 00
$1F  20 00 00 00 00 00 00
$20  40 00 00 00 00 00 00
$21  FF 01 00 00 70 00 00
$22  00 8A 00 00 00 00 00
$24  00 00 00 00 00 00 00
$25  00 00 00 00 00 00 00
$26  00 00 00 00 00 00 00
$27  FF 00 FF 00 00 00 00
$2A  00 00 00 00 00 00 00
$2B  00 00 00 00 00 00 00
$2D  00 00 00 00 00 00 00
$2E  00 FF F0 17 84 00 00
$2F  00 FE 1A FB 73 00 00
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$31  00 00 00 00 34 00 00
$32  00 00 00 00 00 00 00
$33  2B 32 2B 2F 6E 00 00
$34  10 20 18 1E 20 00 00
$35  07 39 4A 5A 5A 00 00
$36  00 00 00 00 00 00 00
$37  00 00 00 03 04 08 E0
$38  67 00 40 00 03 C0 00
$39  00 00 00 00 00 80 00
$3A  00 00 00 00 00 80 00
$3B  03 06 0C 00 00 00 00
$3C  00 00 00 00 00 00 C0
$3D  31 41 4C 35 32 46 00
$3E  35 52 58 47 00 00 00
$3F  00 00 90 00 00 00 00
$40  20 A5 00 00 00 00 00
$41  00 00 00 00 00 00 00
$42  00 FF F0 17 10 00 00
```

```
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$44  00 00 00 00 00 00 00
$45  00 00 00 00 00 00 00
$46  00 00 00 00 00 00 00
$47  00 00 00 00 FF 01 00
$48  FE 02 FD 03 FC 04 00
$49  FB 05 FA 05 FA 06 00
$4A  FA 07 FA 07 FA 08 00
$4B  FA 08 F9 09 FA 09 00
$4C  FA 0A FA 0A FA 0B 00
$4D  FA 0B FA 0B 00 00 00
$4E  00 00 00 00 00 00 00
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$68  F8 F8 90 C0 00 00 00
$69  80 FF FF FF FF 00 00
$6A  FF FF FF 00 00 00 00
$6B  FF FF FF FF FF FF 00
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$76  FF FF FF FF FF FF 00
$77  FF FF FF FF FF FF 00
$78  F0 00 00 F0 00 00 00
$79  81 FF FF FF 00 00 00
$7A  82 FF FF 00 00 00 00
$7B  FF FF FF FF FF FF 00

$01  41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02  01 02 03 04
$03  41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
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$05  42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06  FF FF FF FF
$07  42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08  FF FF FF FF
$0D  41 48 34 37 30 35 52 34 33 30 39 32 31 32 52 39
$0E  01 5A 4B 31
$0F  41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10  01 02 03 04
$13  42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$14  FF FF FF FF
$17  42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18  FF FF FF FF
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$22  94 32
$23  31 41 FA FA FA FA 32
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$25  32 41 FA FA FA FA 32
$26  32 41 FA FA FA FA 32
$40  00 00
$41  3F 00 00 02 00 18
$42  10 C4
$43  00 00 8C 80
```
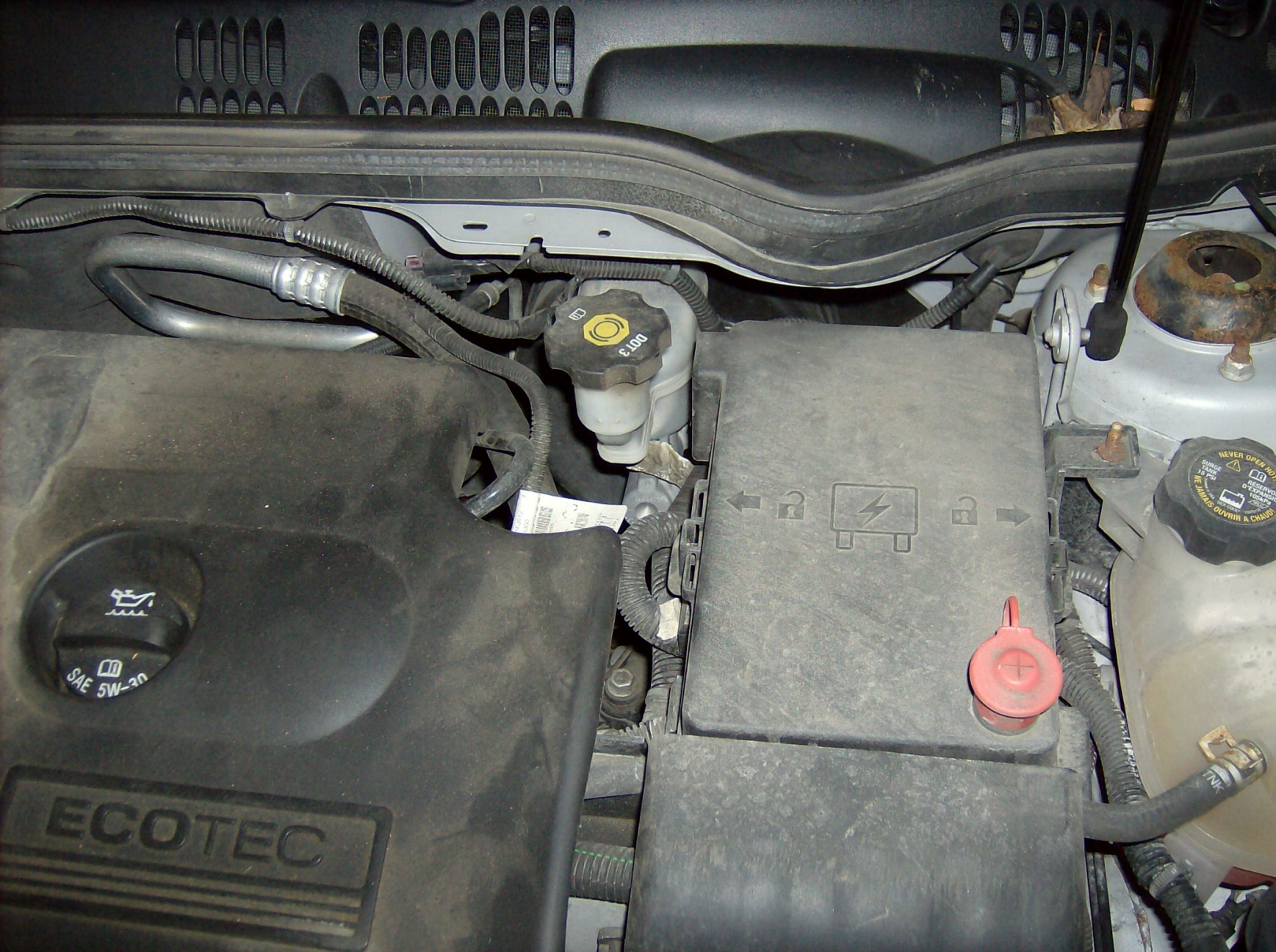

```
$44  C6 00 00 FC C0 C0
$45  07 01 07 01 05 01
$46  FF 1A 1A 64 64
$47  0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48  18 08 08
$B0  58
$B1  FD FE 00
$B2  FF FF FF FF FF
$B4  41 53 39 34 33 32 32 33 30 45 54 54 20 20 20 20
$B7  50 AA 01 0F 01
$B8  54 41 68 04 02
$C1  30 46 30 31
$CA  30 46 30 31
$CB  00 E8 B0 18
$CC  00 E8 B0 18
$D1  00 00
$DB  00 00
$DC  00 00
```

90
100
110
120
2
3
4
5
6
7
8
RPM
x1000
31°F 113057 MI

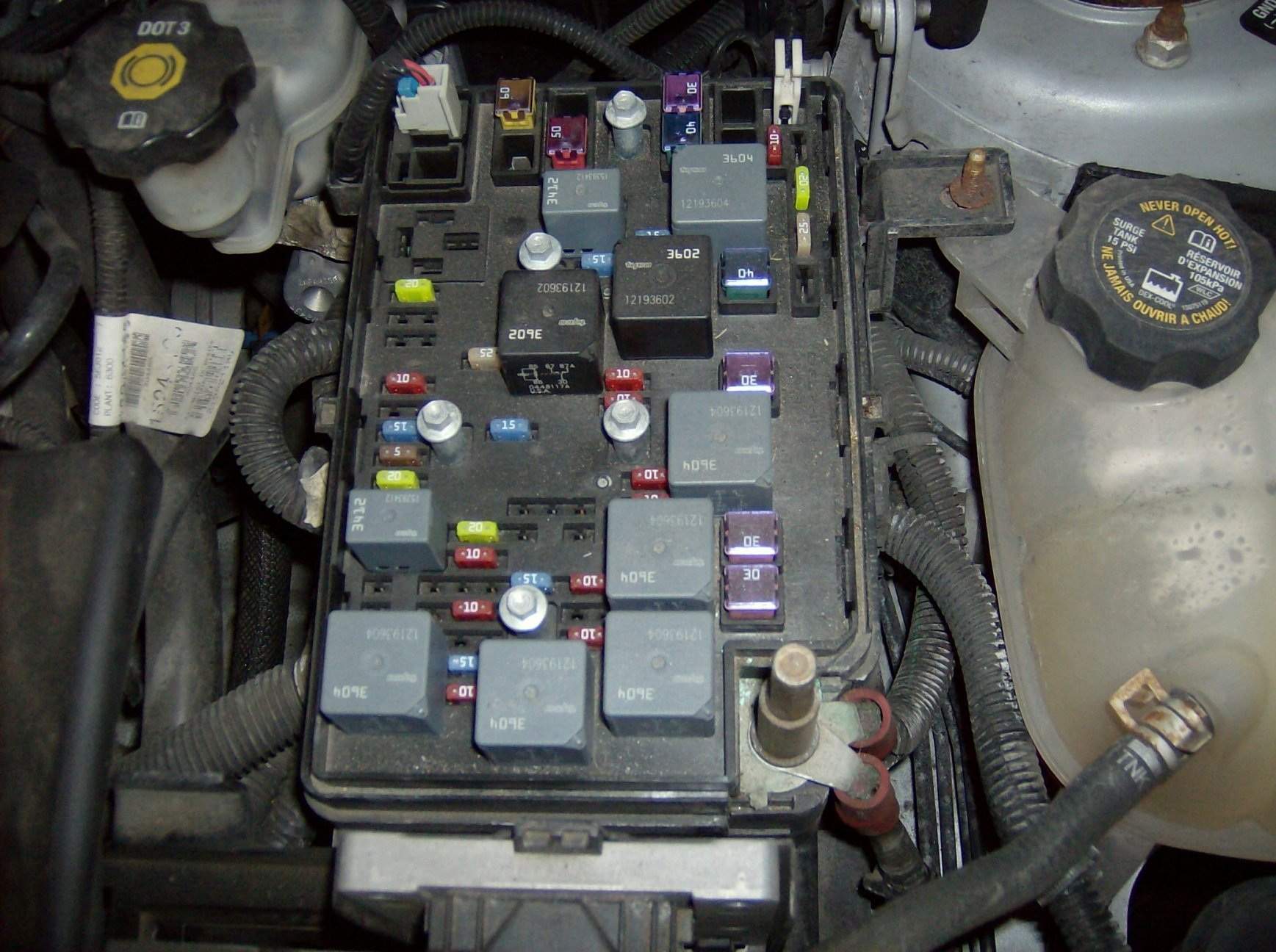

DOT 3
SAE 5W-30
ECOTEC

NEVER OPEN HOT!
SURGE TANK 15 PSI
RESERVOIR D'EXPANSION
NE JAMAIS OUVRIR A CHAUD!
TNK

ECOTEC

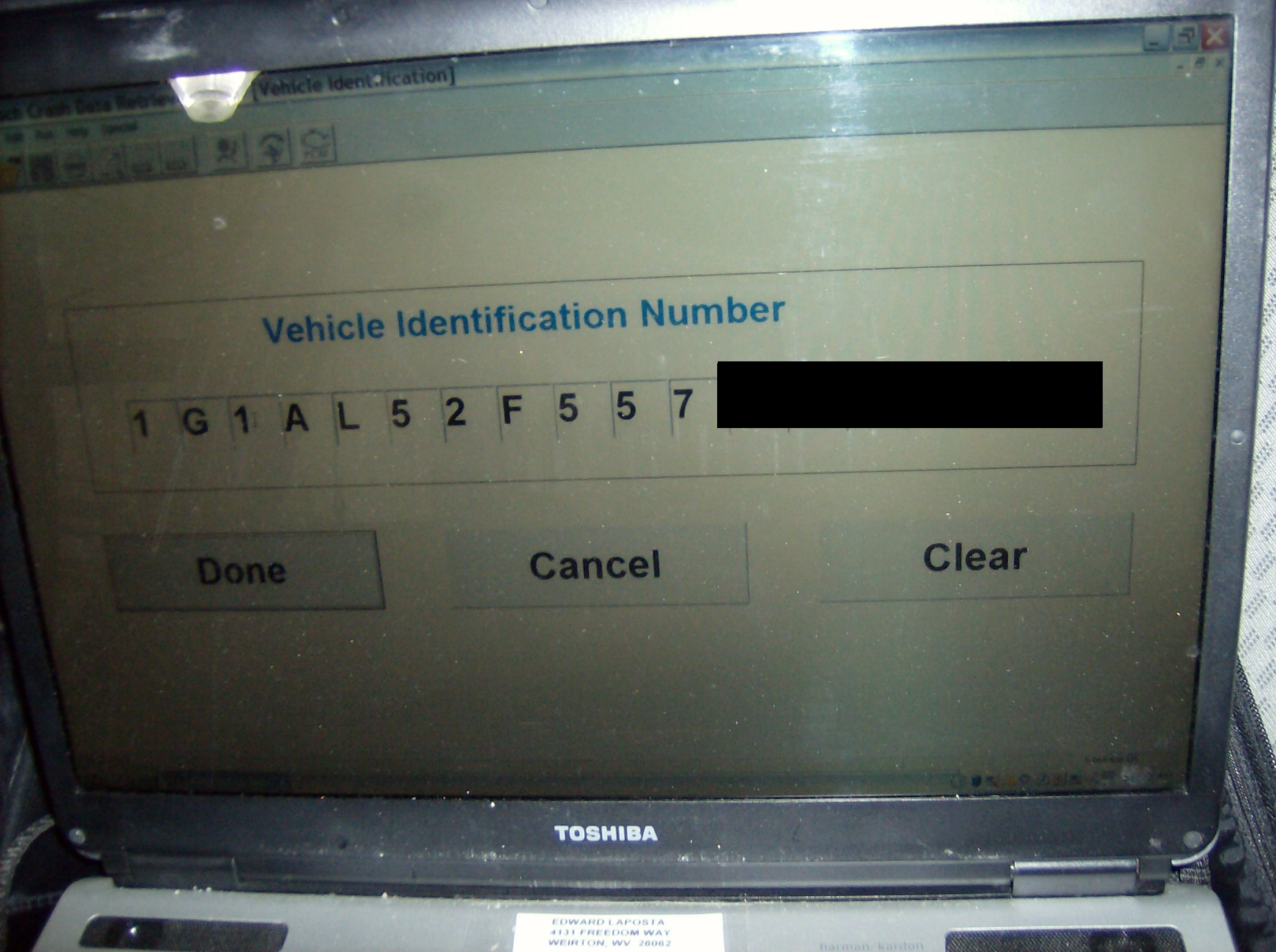
ECO TEC

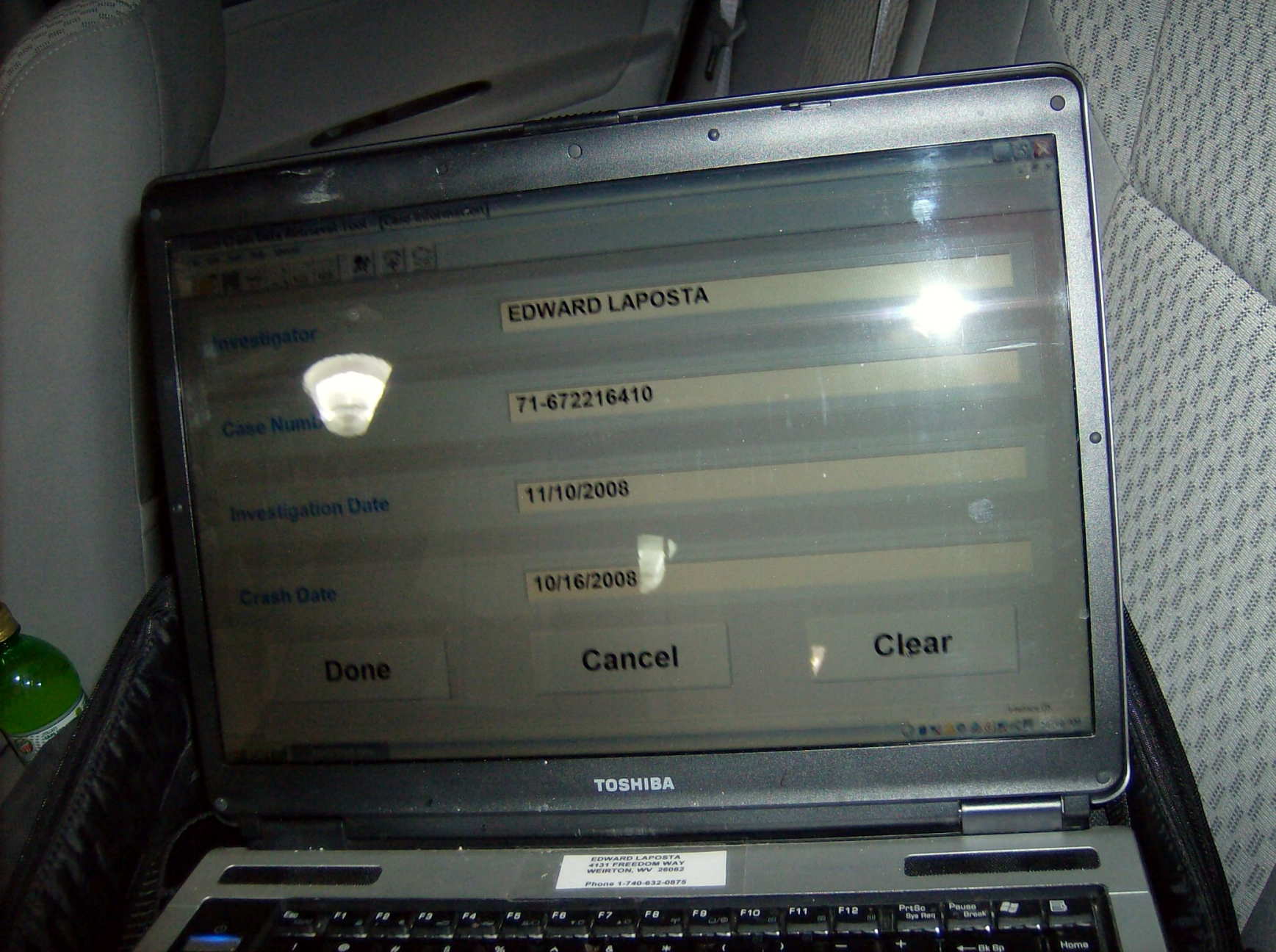
ECOTEC


DOT 3
NEVER OPEN HOT!
SURGE TANK 15 PSI
RÉSERVOIR D'EXPANSION 105kPa
NE JAMAIS OUVRIR A CHAUD!
3604
12193604
3602
12193602

CAPACITY

ROTARY LIFT


[Vehicle Identification]
Vehicle Identification Number
1 G 1 A L 5 2 F 5 5 7 [redacted]
Done
Cancel
Clear
TOSHIBA
EDWARD LAPOSTA
4131 FREEDOM WAY
WEIRTON, WV 26062
harman/kardon


Investigator
EDWARD LAPOSTA
71-672216410
Investigation Date
11/10/2008
Crash Date
10/16/2008
Done
Cancel
Clear
TOSHIBA
EDWARD LAPOSTA
4131 FREEDOM WAY
WEIRTON, WV 26062
Phone 1-740-632-0875

24
MANSFIELD POL

TIRE AND LOADING INFORMATION
SEATING CAPACITY TOTAL 5 FRONT 2 CENTER 0 REAR 3
The combined weight of occupants and cargo should never exceed 404 kg or 891 lbs.
ORIGINAL TIRE SIZE
COLD TIRE INFLATION PRESSURE
P195/60R15
P195/60R15
T115/70D15
FRONT
REAR
SPARE
210 kPa, 30 PSI
210 kPa, 30 PSI
420 kPa, 60 PSI
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION

COBALT LS

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Mileage at Inspection: **113057**

Inspection Location: **Graham Chevrolet Cadillac**
1515 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 concerning the brakes/abs:

Driver [redacted] 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:

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
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 2 — INTERVIEW - INCIDENT DETAILS

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: **11/7/2008**

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 [redacted] 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 wet and I had my seat belt 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 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 it spun around and I crossed 2 lanes of the highway. The vehicle stopped when it went into a ditch along the left side of the road. The right rear tire blew out during the accident. A State police officer was at the scene of the accident and I was cited for failure to control my vehicle. A tow truck came and installed the spare tire on the right rear of the vehicle and I drove home. I had the right rear tire replaced and have been driving the vehicle since the accident. I was not injured in the incident and there were no other occupants in the vehicle.

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
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

	Before the Incident	At the Beginning and During the Incident
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 [redacted] 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: **C**oncrete, **A**sphalt, **G**ravel, Crushed **R**ock, **D**irt or **O**ther? **Asphalt** Describe:
Condition: **W**et, **D**ry, **I**cy or **O**ther? **Overcast and Wet** If other, specify:

Other comments or observations that have not been covered? **None**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 3 **INTERVIEW - VEHICLE HISTORY**

Did the owner purchase the vehicle ☒ New or ☐ Used? Purchase Date: **7/14/2005**

Source of information (name, address, phone number, relationship if other than claimant):
[redacted], [redacted] **Ashland, OH** [redacted] **Phone:** [redacted]

Comments:
{

Note to the inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

Prior collision damage? (date, description, etc.) **No prior collision damage.**
{
{

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.
{

Repairs outside of warranty (what, when, by whom?): **None.**

{
{
Other ***vehicle history*** information (from person being interviewed or GM Warranty History)?
{ ***I***

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

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 4	**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
Right side
Rear
VIN
Left side

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 ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

C. Interior:

Instrument panel – odometer
List all driver electrical controls which are in the "On" position: **Heater**
Instrument panel and odometer operational.
{

Comments: {
{
{

D. Underhood:

Engine compartment	Brake lines and hoses
Master cylinder and brake fluid reservoir	ABS/TCS Modulator

Comments: **The engine compartment is clean and dry. The brake lines are properly routed. The master cylinder is operational and the brake fluid is full. Brake fluid shows no sign of contamination. Brake pedal firm and does not leak down while holding constant pressure with engine running or off. The park brake system was tested with engine in drive 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.**

{
{

E. Underbody:

Scrapes or impact damage on the following:
Fuel tank
Tires/Wheels

Comments:
There are no visible scrapes or impact damage to the fuel tank or front and rear wheels and tires.
{

F. General Observations (Take photographs if applicable):

Anything on vehicle which is after-market: N**o visible after-market equipment on the vehicle.**
{

Anything on vehicle which is a modification: **No visible modifications to the vehicle.**
{

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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.

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

	OBSERVATIONS/TEST RESULTS
Red brake warning light-**note the operation of the light when the ignition key is turned "ON", also with park brake applied and released.**	**Red brake warning light comes on when ignition key is turned on, stays on for 3 seconds and then and goes off. Red brake warning light comes on when park brake is applied and goes off when park brake is released.**
Yellow ABS light-**note the operation of the light when the ignition key is turned "ON"**	**The ABS warning light is on with engine running. Stored codes are in ABS system are C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance.**
Brake fluid level and condition-**comment on the level, color, contamination, and smell**	**Brake fluid is clear and shows no visible evidence of contamination. Master cylinder is full.**
Boost/booster/master cylinder-**with engine "off", deplete the booster and hold the brake pedal, start engine and note pedal behavior. Turn the engine "off" and note the number of pedal applies required to deplete the booster. If engine operation is not possible, check the booster for proper vacuum hose connection.**	**Pedal raises when engine is started. Booster is depleted in 5 pedal applies with engine off. Vacuum booster is connected. Brake pedal feel is firm and does not leak down while holding constant pressure with engine running or off.**
External leakage? **Check all hydraulic lines, connections, wheel cylinders (if any), and ABS modulator connections.**	**No external leakage at hydraulic lines, connections or wheel cylinders.**
Pedal travel, check per service manual. A pedal force gage is necessary for proper check of pedal travel.	**Pedal travels 1 1/2 inches.**
Front brakes-**note condition of calipers, rotors as to whether they are grooved, corroded, leaking, etc.**	**Calipers and rotors are intact and show no visible damage. No leaks in calipers. No grooves in rotors.**
Rear brakes describe the condition of the rotors or drums (scored, smooth, corroded)	**Rear brake drums are smooth, no corrosion.**
Pads and linings-measure and record lining thickness in inches or millimeters. Note condition.	**LF 13/32** **RF 13/32** **LR 8/32** **RR 8/32** **Brake pads are clean and tight, no visible damage to lining.**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F55[redacted]**

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.

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT NUMBERS
LF	**Fusion**	**HRI**	**P195/60R15**	**26**	**10/32**	**A8CBDCN2107**
RF	**Fusion**	**HRI**	**P195/60R15**	**27**	**1032**	**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:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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**

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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 [redacted] 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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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: **11/7/2008**

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. *(Additional cmts may be placed in section 9)*

Driver [redacted] 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 wet and I had my seat belt 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 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 it spun around and I crossed 2 lanes of the highway. The vehicle stopped when it went into a ditch along the left side of the road. The right rear tire blew out during the accident. A State police officer was at the scene of the accident and I was cited for failure to control my vehicle. A tow truck came and installed the spare tire on the right rear of the vehicle and I drove home. I had the right rear tire replaced and have been driving the vehicle since the accident. I was not injured in the incident and there were no other occupants in the vehicle.

Driver/other occupant's physical description (include name, gender, height, weight, disabilities):
Driver [redacted], female, age [redacted], 5'10", no disabilities.

If there was a collision:
Describe extent of any injuries to the Driver: **Driver Jesselyn Spring was not injured in the accident.**

Describe where other occupants were seated extent of any injuries: **There were no other passengers in the vehicle at the time of the accident.**

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

What was the exact location of the incident. Route 250, Wooster, OH.

Driving conditions at the time of the incident:

Weather conditions – Visibility: **Clear and Dry** Approximate Temp (°F): **70**

Road Surface:	☐ Concrete	☒ Asphalt	☐ Gravel	☐ Crushed rock	☐ Dirt
Road Condition:	☐ Dry	☒ Wet	☐ Icy	☐ Other: {	
Shoulder ☒ Curb ☐:	☐ Concrete	☐ Asphalt	☐ Gravel	☐ Crushed rock	☒ Dirt
Shoulder/Curb Condition:	☐ Dry	☒ Wet	☐ Icy	☐ Other: {	

Posted Speed Limit **20**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **No objects in the road.**

Length of Drive Prior to incident:

Total Time (hrs. – mins.): **20 minutes** Distance (miles): **8 miles**

Estimate of vehicle speed **20** mph Source of est. **Driver**

Estimated vehicle speed at impact: **20** mph Source of est. **Driver**

(Do Not report speed information from the Vetronix data here)

If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.

Steering **Normal** ☐ **Other** ☒ **Describe: Driver Jesselyn Spring alleges that the steering wheel locked on her vehicle and caused her to lose control of the vehicle. The rear of the vehicle spun around into a ditch along the opposite side of the road.**

Suspension	**Normal** ☒	**Other** ☐	**Describe**
Brakes	**Normal** ☒	**Other** ☐	**Describe {**
Engine	**Normal** ☒	**Other** ☐	**Describe {**
Electrical	**Normal** ☒	**Other** ☐	**Describe {**

Were any warning lights illuminated or driver information center messages displayed? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **No warning lights illuminated, no messages on driver information panel, no unusual noises, smoke or steam observed.**

Describe any evasive action: ☒ Turning ☐ Braking ☐ Accelerating ☐ Other: {

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Describe cargo (in the vehicle interior, trunk and/or trailer (if any): **None**
Estimated total weight of cargo: { Estimated weight of the trailer, if any. {

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Did the vehicle leave the roadway?: ☒ Yes ☐ No Describe: **Driver [redacted] alleges that the steering wheel locked on her vehicle and caused her to lose control of the vehicle. The rear of the vehicle spun around into a ditch along the opposite side of the road.**

How was the vehicle transported from the incident site to the present location? **T**ow Truck ☐ Flat Bed ☒ Other **[redacted] drove her vehicle home after the incident.**

Additional comments concerning the incident: **None**
{
{

Section 3 INTERVIEW - VEHICLE HISTORY

Source of information (name, address, phone number, relationship), if other than claimant:
[redacted], [redacted], Ashland, OH [redacted] Phone: [redacted]

Comments: *(Additional cmts may be placed in section 9)*
None

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date **7/14/2005** Used? ☐ Yes ☒ No Date

VEHICLE MODIFICATIONS / ALTERATIONS
Are any vehicle modifications or alterations present, and has any after-market equipment been installed?
(e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:
There are no visible modifications/alterations or after-market equipment installed on the vehicle.
{
{

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 4 **VEHICLE INSPECTION – VISUAL/PHOTO**

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

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

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

The 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.

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

There is no visible damage to the engine compartment or the under carriage of the vehicle. All steering components are in place and connected. There are no visible scrapes, abrasions or signs of contact with the steering linkage. There are no visible leaks at steering rack and pinion. There is no visible damage to the boots on the steering rack or contact by foreign objects. The steering column, ignition switch and intermediate shaft are tight and there are no loose connections. All steering column fasteners are clean and tight. The power steering assist assembly and connections are clean and tight. All attachments to the struts and suspension are secure and proper. There is no visible damage to the frame, suspension, brake and fuel lines and engine mounts/crossmember.

All brake lines are properly routed and there are no leaks in the system. The master cylinder is operational with no leakage and is full of fluid. Brake fluid is full and shows no sign of contamination. Brake pedal feel is firm and positive and does not leak down while holding constant pressure with engine running or off. The power brake booster functions and only light pressure is needed to hold vehicle in drive. The brake pedal operates easily and is not bound or sticking. The pedal returns to normal position at rest. The 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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

CORNER ASSEMBLIES

Struts/shocks	Ball joints	Tire/wheel assemblies
Springs	Steering knuckles	
Control arms	Axle assemblies	

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

UNDERHOOD

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

Comments:
There is no visible damage 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	Odometer
Controls	Steering wheel and column
Overall view of seat position	Driver and passenger seat back angle (inclinometer measurement)
Photo of options label-glove box/trunk	Sunvisors and headliner
Personal items/cargo	

INTERIOR INSPECTION (Describe any damage and photograph)
There is no visible damage to interior. The odometer and instrument panel controls are operational. There is no visible damage to the steering wheel and column.

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

{_____
{_____
{_____
{_____
{_____

Section 6 **STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

scraped, etc Rear sway bars, trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	**RR attachments, springs, control arms and rear sway bars intact and properly attached, no scrapes or deformities.**
Rear axle assembly-deformed, signs of impact, properly located, etc.	**No signs of impact to rear axle assembly. Rear axle properly located.**
Deformation to the frame	**No visible deformation of frame.**
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	**No visible evidence of axle/suspension or tire contact with the frame.**
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	**No visible evidence of contact of the under carriage with the road surface, road shoulder, curb or grass.**
Stability Enhancement system/components-check for codes with Tech II	**Not available.**
Engine (normal, other)-Obtain codes using a Tech II.	**No engine or drive train active or stored Tech II codes.**
Electrical (normal, other)	**No electrical Tech II codes.**
Warning lights/messages displayed? Describe and obtain codes using a Tech II	**No warning lights/messages displayed or Tech II codes.**
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:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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:

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

2. TIRE PLACARD DATA:
Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	**P195/60R15**	**30**	**35**
SPARE TIRE	**T115/70Q15**	**60**	**60**

Section 7 SITE INSPECTION

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

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

Photograph the scene and property if involved.

Comments:
Site not available.

Section 8 COMMENT OVERFLOW

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 9 **OTHER REPORT INFORMATION**

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

Attachments: (Check all that apply)
☒ **Photographs** ☒ **Data Downloads** ☐ **Other Records**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Inspector EDWARD J LAPOSTA

Number of Rolls DIGITAL

Roll Number DIGITAL

Neg. #	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.	18 ACCELERATOR AND BRAKE PEDALS
19.	19 UNDER CARRIAGE-FRONT
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.	26 BRAKE SHOES-LEFT REAR
27.	27 BRAKE SHOES-RIGHT REAR
28.	28 BRAKE MASTER CYLINDER
29.	30 BRAKE MASTER CYLINDER CAP
30.	30 ENGINE-FRONT
31.	31 ENGINE-LEFT
32	32 ENGINE-RIGHT
33.	33 FUSE PANEL-ENGINE COMPARTMENT

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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

EAA Inspection Request

Date: *11/03/08*

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

From: **Brandy Fabian**
PAR Customer Relations Specialist

Email: brandy_fabian gmexpert.com
Phone: 866-790-5600 ext.31065
or 866-790-5700 ext.
Fax: 866-480-3626
Mailing Address:
GM PAR Investigations
7401 E. Ben White
Building 3
Austin, TX 78741

Vehicle Information
VIN#: 1G1AL52F557[redacted]
Year/Make: **2005 Chevrolet**
Model: **Cobalt**
Contact's Name: **Cathy Dean**
Contact's Number: **(419) 529-1800**
Vehicle Location: GRAHAM CHEVROLET CADILLAC
1515 W 4TH ST
Mansfield, OH 44906

If located at a Salvage/Auction Yard:
Ins. Adj. Name:
Phone #:
Claim or Salvage ID #:

Claimant Information
PAR File #: 71-672216410
Claimant Name: [redacted]
Claimant Home #: [redacted]
Claimant Work #:
Claimant Cell #: [redacted]
Address: [redacted]
Ashland, OH [redacted]

Required Actions:

- ☒ **Advise PAR CRS via voicemail/email of inspection date.**
- ☒ **Repair Estimate Required**
- ☒ **Review All PAR File information**
- ☒ **Contact PAR 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**	☐ **OTHER: ____**
☐ **Engine Stalling**	☐ **Thermal Events**	

Special Instructions:

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

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

☐ **RUSH** **(Name of Team Manager or Ops Mgr Approving the Rush): ____**

EAA Internal Use Only

To: **SA**:	Date E-Mailed to **SA**: ____
From: ***EAA Field Coordinator***	Due Date: ____

EAA SA Use Only

Case Acceptance/Investigation: ☐ YES ☐ NO
Please acknowledge acceptance of this case promptly by phone, fax or email.
Date Report Uploaded to EAA FTP SITE: ____

REVISED 10/5/06 – Updated main toll free number and CRS telephone exchange.

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Mileage at Inspection: **113057**

Inspection Location: **Graham Chevrolet Cadillac**
1515 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 concerning the brakes/abs:

Driver [redacted] 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:

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
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 2 — INTERVIEW - INCIDENT DETAILS

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: **11/7/2008**

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 [redacted] 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 wet and I had my seat belt 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 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 it spun around and I crossed 2 lanes of the highway. The vehicle stopped when it went into a ditch along the left side of the road. The right rear tire blew out during the accident. A State police officer was at the scene of the accident and I was cited for failure to control my vehicle. A tow truck came and installed the spare tire on the right rear of the vehicle and I drove home. I had the right rear tire replaced and have been driving the vehicle since the accident. I was not injured in the incident and there were no other occupants in the vehicle.

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
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

	Before the Incident	At the Beginning and During the Incident
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 [redacted] 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: **C**oncrete, **A**sphalt, **G**ravel, Crushed **R**ock, **D**irt or **O**ther? **Asphalt** Describe:
Condition: **W**et, **D**ry, **I**cy or **O**ther? **Overcast and Wet** If other, specify:

Other comments or observations that have not been covered? **None**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 3 **INTERVIEW - VEHICLE HISTORY**

Did the owner purchase the vehicle ☒ New or ☐ Used? Purchase Date: **7/14/2005**

Source of information (name, address, phone number, relationship if other than claimant):
[redacted], [redacted], Ashland, OH [redacted] Phone: [redacted]

Comments:
{

Note to the inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

Prior collision damage? (date, description, etc.) **No prior collision damage.**
{
{

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.
{

Repairs outside of warranty (what, when, by whom?): **None.**

{
{
Other ***vehicle history*** information (from person being interviewed or GM Warranty History)?
{ ***I***

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

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 4	**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
Right side
Rear
VIN
Left side

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 ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

C. Interior:

Instrument panel – odometer
List all driver electrical controls which are in the "On" position: **Heater**
Instrument panel and odometer operational.
{

Comments: {
{
{

D. Underhood:

Engine compartment	Brake lines and hoses
Master cylinder and brake fluid reservoir	ABS/TCS Modulator

Comments: **The engine compartment is clean and dry. The brake lines are properly routed. The master cylinder is operational and the brake fluid is full. Brake fluid shows no sign of contamination. Brake pedal firm and does not leak down while holding constant pressure with engine running or off. The park brake system was tested with engine in drive 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.**

{
{

E. Underbody:

Scrapes or impact damage on the following:
Fuel tank
Tires/Wheels

Comments:
There are no visible scrapes or impact damage to the fuel tank or front and rear wheels and tires.
{

F. General Observations (Take photographs if applicable):

Anything on vehicle which is after-market: N**o visible after-market equipment on the vehicle.**
{

Anything on vehicle which is a modification: **No visible modifications to the vehicle.**
{

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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.

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

	OBSERVATIONS/TEST RESULTS
Red brake warning light-**note the operation of the light when the ignition key is turned "ON", also with park brake applied and released.**	**Red brake warning light comes on when ignition key is turned on, stays on for 3 seconds and then and goes off. Red brake warning light comes on when park brake is applied and goes off when park brake is released.**
Yellow ABS light-**note the operation of the light when the ignition key is turned "ON"**	**The ABS warning light is on with engine running. Stored codes are in ABS system are C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance.**
Brake fluid level and condition-**comment on the level, color, contamination, and smell**	**Brake fluid is clear and shows no visible evidence of contamination. Master cylinder is full.**
Boost/booster/master cylinder-**with engine "off", deplete the booster and hold the brake pedal, start engine and note pedal behavior. Turn the engine "off" and note the number of pedal applies required to deplete the booster. If engine operation is not possible, check the booster for proper vacuum hose connection.**	**Pedal raises when engine is started. Booster is depleted in 5 pedal applies with engine off. Vacuum booster is connected. Brake pedal feel is firm and does not leak down while holding constant pressure with engine running or off.**
External leakage? **Check all hydraulic lines, connections, wheel cylinders (if any), and ABS modulator connections.**	**No external leakage at hydraulic lines, connections or wheel cylinders.**
Pedal travel, check per service manual. A pedal force gage is necessary for proper check of pedal travel.	**Pedal travels 1 1/2 inches.**
Front brakes-**note condition of calipers, rotors as to whether they are grooved, corroded, leaking, etc.**	**Calipers and rotors are intact and show no visible damage. No leaks in calipers. No grooves in rotors.**
Rear brakes describe the condition of the rotors or drums (scored, smooth, corroded)	**Rear brake drums are smooth, no corrosion.**
Pads and linings-measure and record lining thickness in inches or millimeters. Note condition.	**LF 13/32** **RF 13/32** **LR 8/32** **RR 8/32** **Brake pads are clean and tight, no visible damage to lining.**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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.

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT NUMBERS
LF	**Fusion**	**HRI**	**P195/60R15**	**26**	**10/32**	**A8CBDCN2107**
RF	**Fusion**	**HRI**	**P195/60R15**	**27**	**1032**	**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:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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[redacted]
Investigator	EDWARD LAPOSTA
Case Number	71-672216410
Investigation Date	Monday, November 10 2008
Crash Date	Thursday, October 16 2008
Filename	1G1AL52F557[redacted].CDR
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, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:
-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.
-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.
-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.
-Brake Switch Circuit Status indicates the status of the brake switch circuit.
-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".
-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

SDM Data Source:
All SDM recorded data is measured, calculated, and stored internally, except for the following:
-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's

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

Multiple Event Data

Associated Events Not Recorded	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

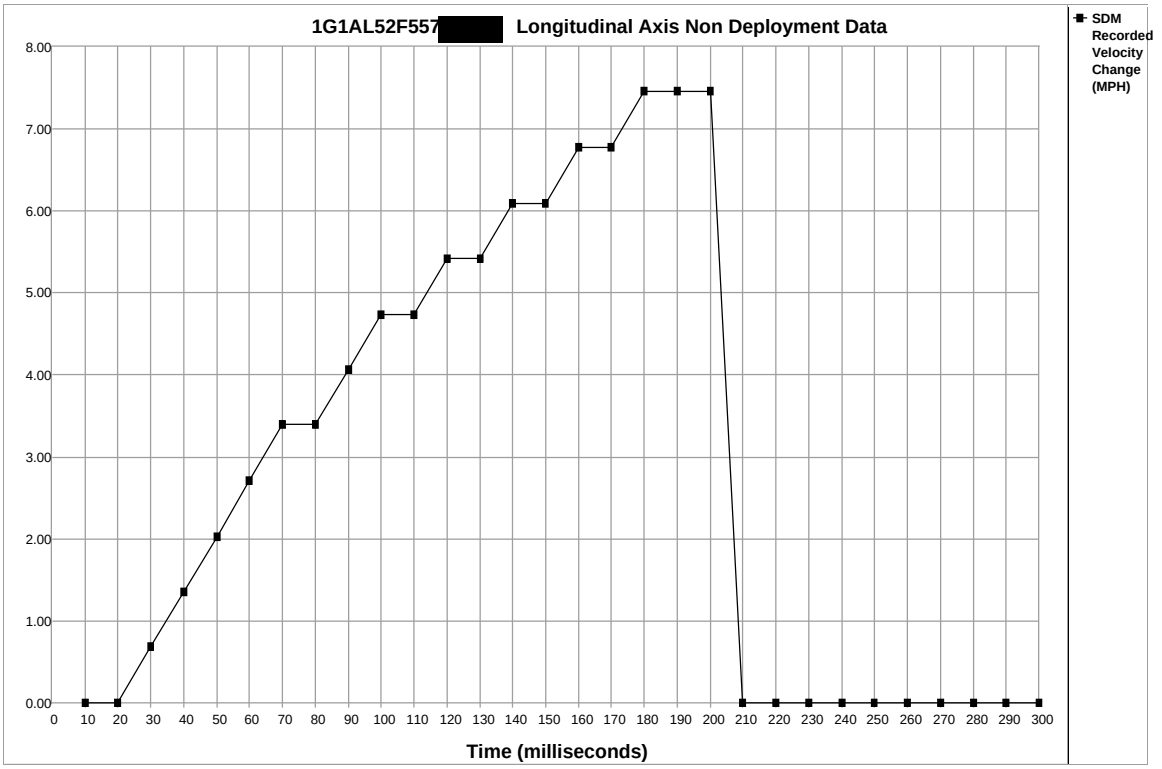
Pre-crash data

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/s²)(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0

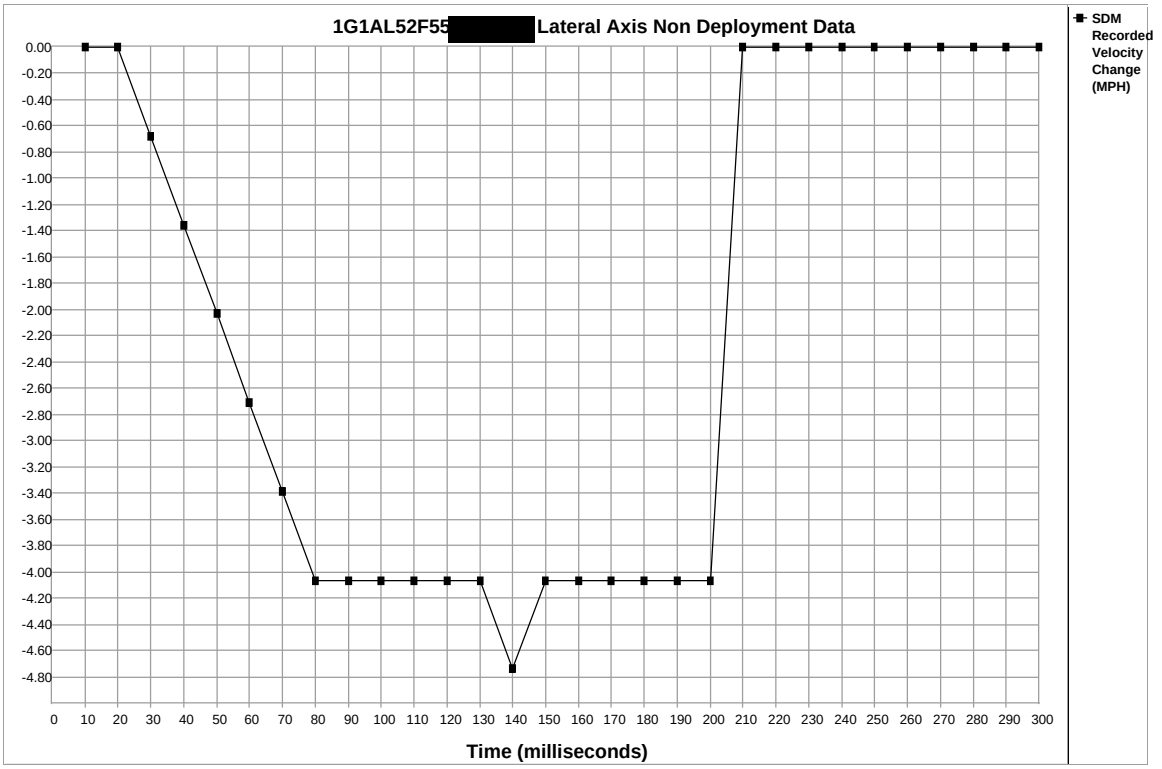
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid

System Status At Non-Deployment

Ignition Cycles At Investigation	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



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

Hexadecimal Data

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

```
$01  00 00 00 00 57 00 00
$02  30 00 00 00 00 00 00
$03  02 00 00 00 00 00 00
$04  02 00 00 00 00 00 00
$05  00 00 00 00 00 00 00
$06  18 0A 10 00 0A 94 32
$07  00 29 00 00 00 00 00
$08  91 56 00 00 00 00 00
$09  00 80 4F 00 00 00 00
$0A  00 00 00 00 00 00 00
$0B  3C 00 05 0F 00 00 00
$0C  00 00 00 00 00 00 00
$0D  00 00 40 00 00 00 00
$0E  40 00 00 00 00 00 00
$0F  B2 00 00 00 00 00 00
$10  47 31 41 4C 35 32 46
$11  35 35 37 35 32 35 38
$12  34 37 00 00 00 00 00
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$14  00 00 00 00 00 00 00
$15  00 00 00 00 00 00 00
$16  03 06 0C 16 34 00 00
$17  03 03 02 03 00 00 00
$18  03 02 00 00 00 00 00
$19  07 07 00 00 00 00 00
$1B  3F 30 00 66 00 78 00
$1C  3F 00 00 02 00 18 00
$1D  00 00 00 00 00 00 00
$1E  4F 00 00 00 00 00 00
$1F  20 00 00 00 00 00 00
$20  40 00 00 00 00 00 00
$21  FF 01 00 00 70 00 00
$22  00 8A 00 00 00 00 00
$24  00 00 00 00 00 00 00
$25  00 00 00 00 00 00 00
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$27  FF 00 FF 00 00 00 00
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$2E  00 FF F0 17 84 00 00
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$3F  00 00 90 00 00 00 00
$40  20 A5 00 00 00 00 00
$41  00 00 00 00 00 00 00
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```
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$4B  FA 08 F9 09 FA 09 00
$4C  FA 0A FA 0A FA 0B 00
$4D  FA 0B FA 0B 00 00 00
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$79  81 FF FF FF 00 00 00
$7A  82 FF FF 00 00 00 00
$7B  FF FF FF FF FF FF 00

$01  41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02  01 02 03 04
$03  41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04  01 02 03 04
$05  42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06  FF FF FF FF
$07  42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08  FF FF FF FF
$0D  41 48 34 37 30 35 52 34 33 30 39 32 31 32 52 39
$0E  01 5A 4B 31
$0F  41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10  01 02 03 04
$13  42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$14  FF FF FF FF
$17  42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18  FF FF FF FF
$21  31 12 66 1A E6 87 91 9A
$22  94 32
$23  31 41 FA FA FA FA 32
$24  31 41 FA FA FA FA 32
$25  32 41 FA FA FA FA 32
$26  32 41 FA FA FA FA 32
$40  00 00
$41  3F 00 00 02 00 18
$42  10 C4
$43  00 00 8C 80
```

```
$44  C6 00 00 FC C0 C0
$45  07 01 07 01 05 01
$46  FF 1A 1A 64 64
$47  0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48  18 08 08
$B0  58
$B1  FD FE 00
$B2  FF FF FF FF FF
$B4  41 53 39 34 33 32 32 33 30 45 54 54 20 20 20 20
$B7  50 AA 01 0F 01
$B8  54 41 68 04 02
$C1  30 46 30 31
$CA  30 46 30 31
$CB  00 E8 B0 18
$CC  00 E8 B0 18
$D1  00 00
$DB  00 00
$DC  00 00
```

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Inspector EDWARD J LAPOSTA

Number of Rolls DIGITAL

Roll Number DIGITAL

Neg. #	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.	18 ACCELERATOR AND BRAKE PEDALS
19.	19 UNDER CARRIAGE-FRONT
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.	26 BRAKE SHOES-LEFT REAR
27.	27 BRAKE SHOES-RIGHT REAR
28.	28 BRAKE MASTER CYLINDER
29.	30 BRAKE MASTER CYLINDER CAP
30.	30 ENGINE-FRONT
31.	31 ENGINE-LEFT
32	32 ENGINE-RIGHT
33.	33 FUSE PANEL-ENGINE COMPARTMENT

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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 [redacted] 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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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: **11/7/2008**

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. *(Additional cmts may be placed in section 9)*

Driver [redacted] 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 wet and I had my seat belt 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 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 it spun around and I crossed 2 lanes of the highway. The vehicle stopped when it went into a ditch along the left side of the road. The right rear tire blew out during the accident. A State police officer was at the scene of the accident and I was cited for failure to control my vehicle. A tow truck came and installed the spare tire on the right rear of the vehicle and I drove home. I had the right rear tire replaced and have been driving the vehicle since the accident. I was not injured in the incident and there were no other occupants in the vehicle.

Driver/other occupant's physical description (include name, gender, height, weight, disabilities):
Driver [redacted], female, age [redacted], 5'10", no disabilities.

If there was a collision:
Describe extent of any injuries to the Driver: **Driver [redacted] was not injured in the accident.**
Describe where other occupants were seated extent of any injuries: **There were no other passengers in the vehicle at the time of the accident.**

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

What was the exact location of the incident. Route 250, Wooster, OH.

Driving conditions at the time of the incident:

Weather conditions – Visibility: **Clear and Dry** Approximate Temp (°F): **70**

Road Surface:	☐ Concrete	☒ Asphalt	☐ Gravel	☐ Crushed rock	☐ Dirt
Road Condition:	☐ Dry	☒ Wet	☐ Icy	☐ Other: {	
Shoulder ☒ Curb ☐:	☐ Concrete	☐ Asphalt	☐ Gravel	☐ Crushed rock	☒ Dirt
Shoulder/Curb Condition:	☐ Dry	☒ Wet	☐ Icy	☐ Other: {	

Posted Speed Limit **20**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **No objects in the road.**

Length of Drive Prior to incident:

Total Time (hrs. – mins.): **20 minutes** Distance (miles): **8 miles**

Estimate of vehicle speed **20** mph Source of est. **Driver**

Estimated vehicle speed at impact: **20** mph Source of est. **Driver**

(Do Not report speed information from the Vetronix data here)

If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.

Steering **Normal** ☐ **Other** ☒ **Describe: Driver Jesselyn Spring alleges that the steering wheel locked on her vehicle and caused her to lose control of the vehicle. The rear of the vehicle spun around into a ditch along the opposite side of the road.**

Suspension	**Normal** ☒	**Other** ☐	**Describe**
Brakes	**Normal** ☒	**Other** ☐	**Describe {**
Engine	**Normal** ☒	**Other** ☐	**Describe {**
Electrical	**Normal** ☒	**Other** ☐	**Describe {**

Were any warning lights illuminated or driver information center messages displayed? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **No warning lights illuminated, no messages on driver information panel, no unusual noises, smoke or steam observed.**

Describe any evasive action: ☒ Turning ☐ Braking ☐ Accelerating ☐ Other: {

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Describe cargo (in the vehicle interior, trunk and/or trailer (if any): **None**
Estimated total weight of cargo: { Estimated weight of the trailer, if any. {

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Did the vehicle leave the roadway?: ☒ Yes ☐ No Describe: **Driver [redacted] alleges that the steering wheel locked on her vehicle and caused her to lose control of the vehicle. The rear of the vehicle spun around into a ditch along the opposite side of the road.**

How was the vehicle transported from the incident site to the present location? **T**ow Truck ☐ Flat Bed ☒ Other **[redacted] drove her vehicle home after the incident.**

Additional comments concerning the incident: **None**
{
{

Section 3 INTERVIEW - VEHICLE HISTORY

Source of information (name, address, phone number, relationship), if other than claimant:
[redacted], [redacted], Ashland, OH [redacted] Phone: [redacted]

Comments: *(Additional cmts may be placed in section 9)*
None

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date **7/14/2005** Used? ☐ Yes ☒ No Date

VEHICLE MODIFICATIONS / ALTERATIONS
Are any vehicle modifications or alterations present, and has any after-market equipment been installed?
(e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:
There are no visible modifications/alterations or after-market equipment installed on the vehicle.
{
{

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 4 **VEHICLE INSPECTION – VISUAL/PHOTO**

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

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

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

The 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.

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

There is no visible damage to the engine compartment or the under carriage of the vehicle. All steering components are in place and connected. There are no visible scrapes, abrasions or signs of contact with the steering linkage. There are no visible leaks at steering rack and pinion. There is no visible damage to the boots on the steering rack or contact by foreign objects. The steering column, ignition switch and intermediate shaft are tight and there are no loose connections. All steering column fasteners are clean and tight. The power steering assist assembly and connections are clean and tight. All attachments to the struts and suspension are secure and proper. There is no visible damage to the frame, suspension, brake and fuel lines and engine mounts/crossmember.

All brake lines are properly routed and there are no leaks in the system. The master cylinder is operational with no leakage and is full of fluid. Brake fluid is full and shows no sign of contamination. Brake pedal feel is firm and positive and does not leak down while holding constant pressure with engine running or off. The power brake booster functions and only light pressure is needed to hold vehicle in drive. The brake pedal operates easily and is not bound or sticking. The pedal returns to normal position at rest. The 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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

CORNER ASSEMBLIES

Struts/shocks	Ball joints	Tire/wheel assemblies
Springs	Steering knuckles	
Control arms	Axle assemblies	

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

UNDERHOOD

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

Comments:
There is no visible damage 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	Odometer
Controls	Steering wheel and column
Overall view of seat position	Driver and passenger seat back angle (inclinometer measurement)
Photo of options label-glove box/trunk	Sunvisors and headliner
Personal items/cargo	

INTERIOR INSPECTION (Describe any damage and photograph)
There is no visible damage to interior. The odometer and instrument panel controls are operational. There is no visible damage to the steering wheel and column.

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

{_____
{_____
{_____
{_____
{_____

Section 6 **STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

scraped, etc Rear sway bars, trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	**RR attachments, springs, control arms and rear sway bars intact and properly attached, no scrapes or deformities.**
Rear axle assembly-deformed, signs of impact, properly located, etc.	**No signs of impact to rear axle assembly. Rear axle properly located.**
Deformation to the frame	**No visible deformation of frame.**
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	**No visible evidence of axle/suspension or tire contact with the frame.**
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	**No visible evidence of contact of the under carriage with the road surface, road shoulder, curb or grass.**
Stability Enhancement system/components-check for codes with Tech II	**Not available.**
Engine (normal, other)-Obtain codes using a Tech II.	**No engine or drive train active or stored Tech II codes.**
Electrical (normal, other)	**No electrical Tech II codes.**
Warning lights/messages displayed? Describe and obtain codes using a Tech II	**No warning lights/messages displayed or Tech II codes.**
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:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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:

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

2. TIRE PLACARD DATA:
Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	**P195/60R15**	**30**	**35**
SPARE TIRE	**T115/70Q15**	**60**	**60**

Section 7 SITE INSPECTION

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

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

Photograph the scene and property if involved.

Comments:
Site not available.

Section 8 COMMENT OVERFLOW

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

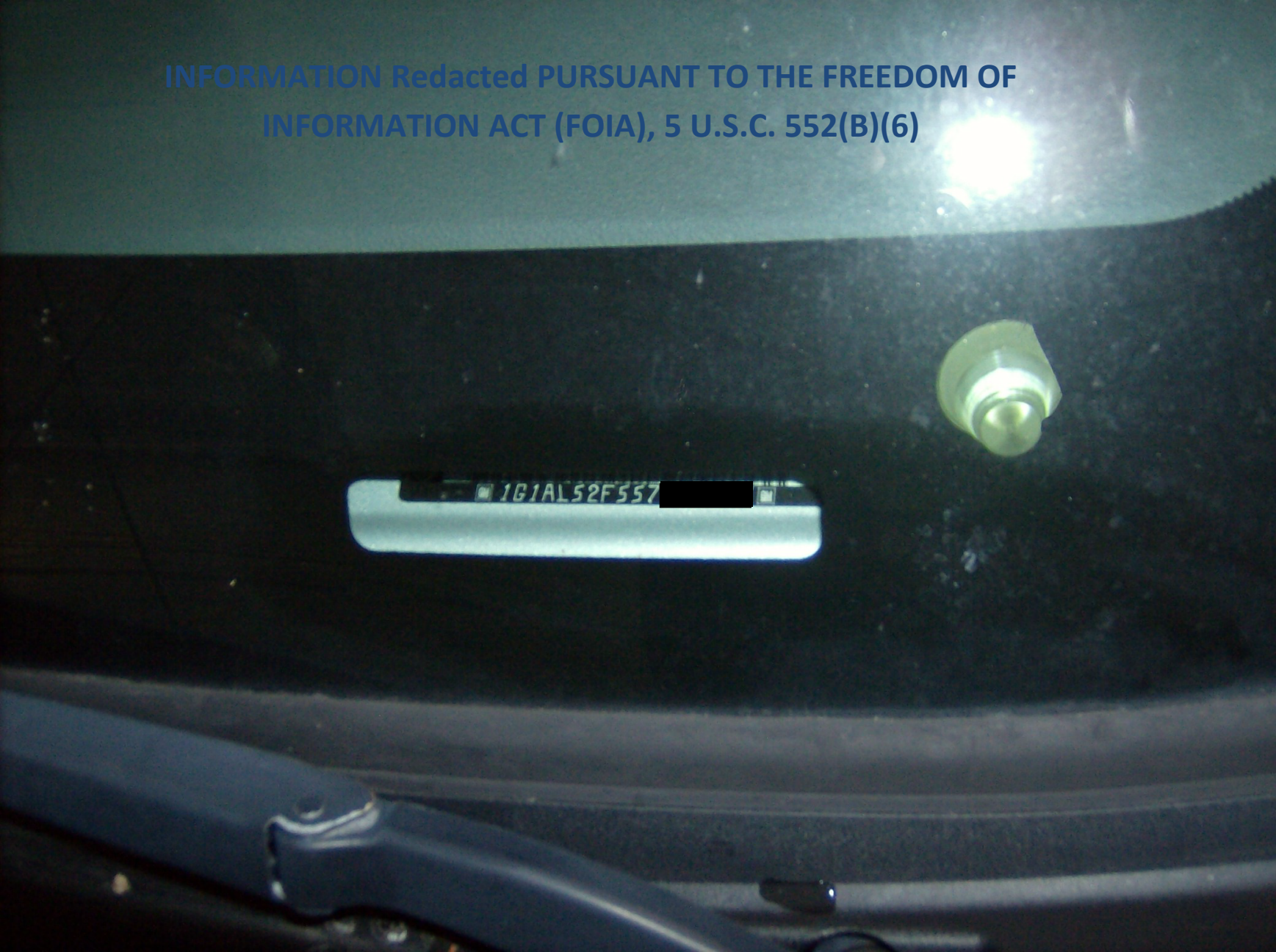
Section 9 **OTHER REPORT INFORMATION**

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

Attachments: (Check all that apply)
☒ **Photographs** ☒ **Data Downloads** ☐ **Other Records**

NO
SMOKING

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



MFD BY GENERAL MOTORS CORP

DATE	GVWR	GAWR FRT	GAWR RR
12/04	1727 KG	899 KG	828 KG
	3807 LB	1982 LB	1825 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1G1AL52F557[redacted] TYPE: PASS CAR

CAPACITY
10,000 LBS.
930

Scott Bags

ELMORE
LEONARD

CDR File Information

Vehicle Identification Number	1G1AL52F557[redacted]
Investigator	EDWARD LAPOSTA
Case Number	71-672216410
Investigation Date	Monday, November 10 2008
Crash Date	Thursday, October 16 2008
Filename	1G1AL52F557[redacted].CDR
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, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:
-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.
-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.
-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.
-Brake Switch Circuit Status indicates the status of the brake switch circuit.
-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".
-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

SDM Data Source:
All SDM recorded data is measured, calculated, and stored internally, except for the following:
-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's

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

Multiple Event Data

Associated Events Not Recorded	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

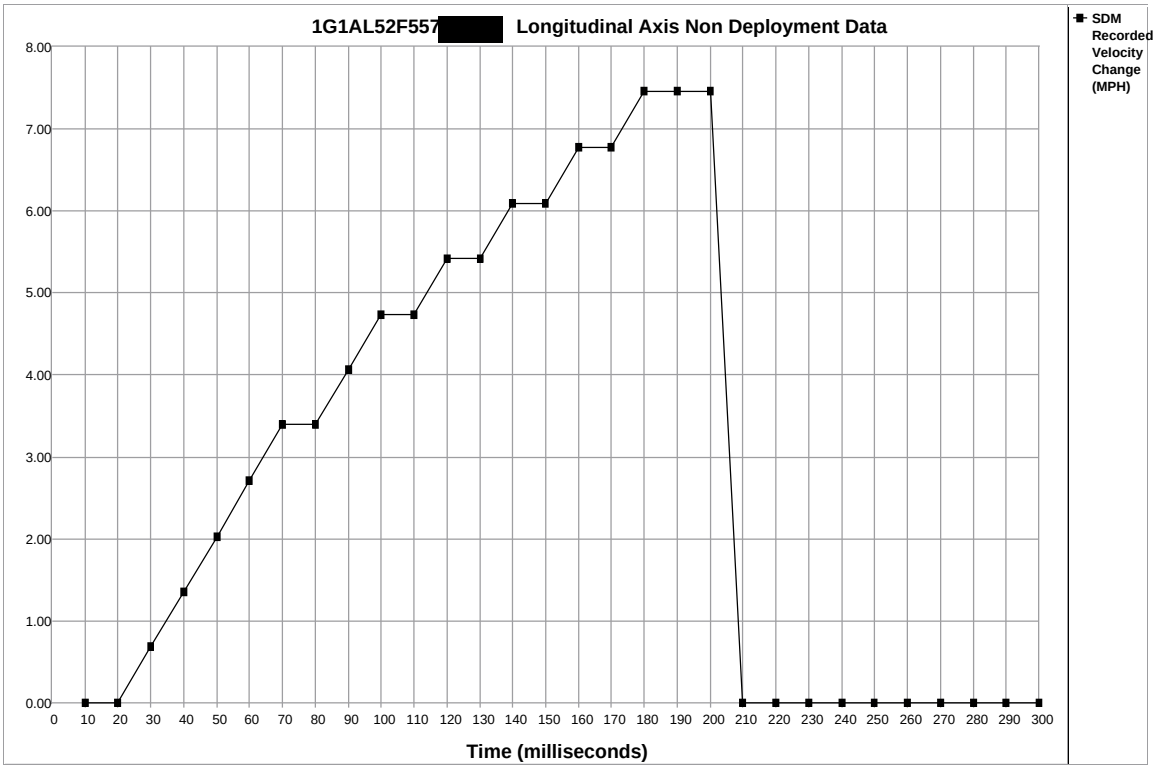
Pre-crash data

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/s²)(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0

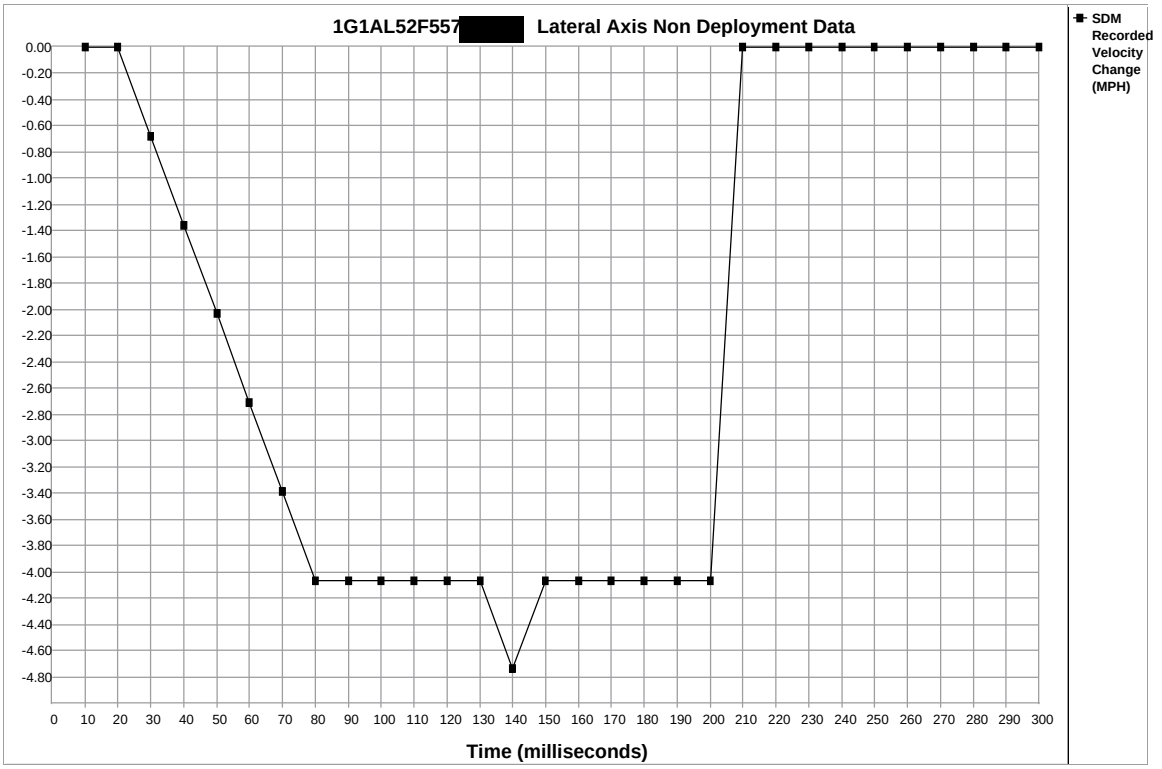
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid

System Status At Non-Deployment

Ignition Cycles At Investigation	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



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

Hexadecimal Data

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

```
$01  00 00 00 00 57 00 00
$02  30 00 00 00 00 00 00
$03  02 00 00 00 00 00 00
$04  02 00 00 00 00 00 00
$05  00 00 00 00 00 00 00
$06  18 0A 10 00 0A 94 32
$07  00 29 00 00 00 00 00
$08  91 56 00 00 00 00 00
$09  00 80 4F 00 00 00 00
$0A  00 00 00 00 00 00 00
$0B  3C 00 05 0F 00 00 00
$0C  00 00 00 00 00 00 00
$0D  00 00 40 00 00 00 00
$0E  40 00 00 00 00 00 00
$0F  B2 00 00 00 00 00 00
$10  47 31 41 4C 35 32 46
$11  35 35 37 35 32 35 38
$12  34 37 00 00 00 00 00
$13  00 00 00 00 00 00 00
$14  00 00 00 00 00 00 00
$15  00 00 00 00 00 00 00
$16  03 06 0C 16 34 00 00
$17  03 03 02 03 00 00 00
$18  03 02 00 00 00 00 00
$19  07 07 00 00 00 00 00
$1B  3F 30 00 66 00 78 00
$1C  3F 00 00 02 00 18 00
$1D  00 00 00 00 00 00 00
$1E  4F 00 00 00 00 00 00
$1F  20 00 00 00 00 00 00
$20  40 00 00 00 00 00 00
$21  FF 01 00 00 70 00 00
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90
100
110
120
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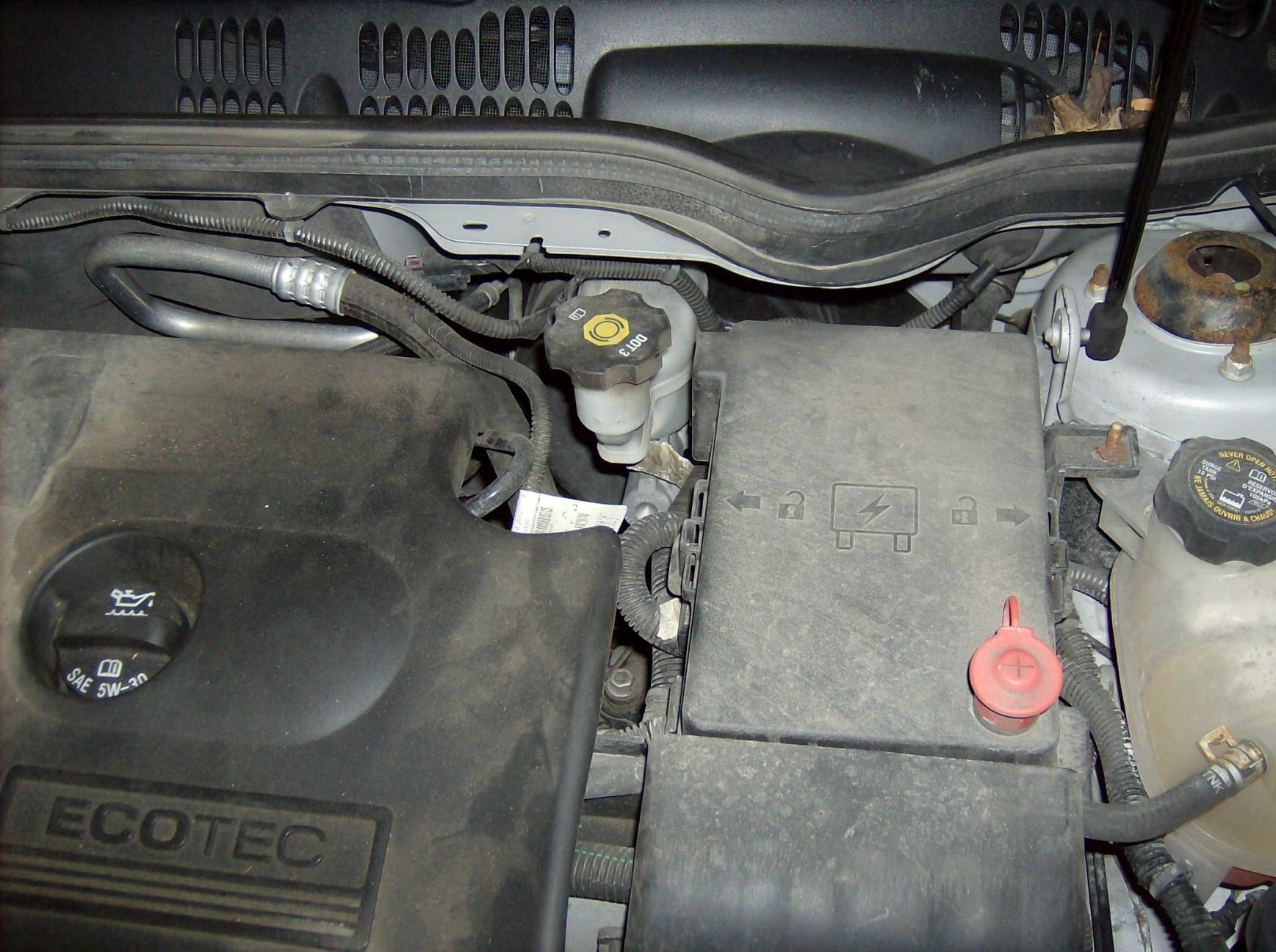
3
4
5
6
7
8
RPM
x1000
31°F 113057 MI

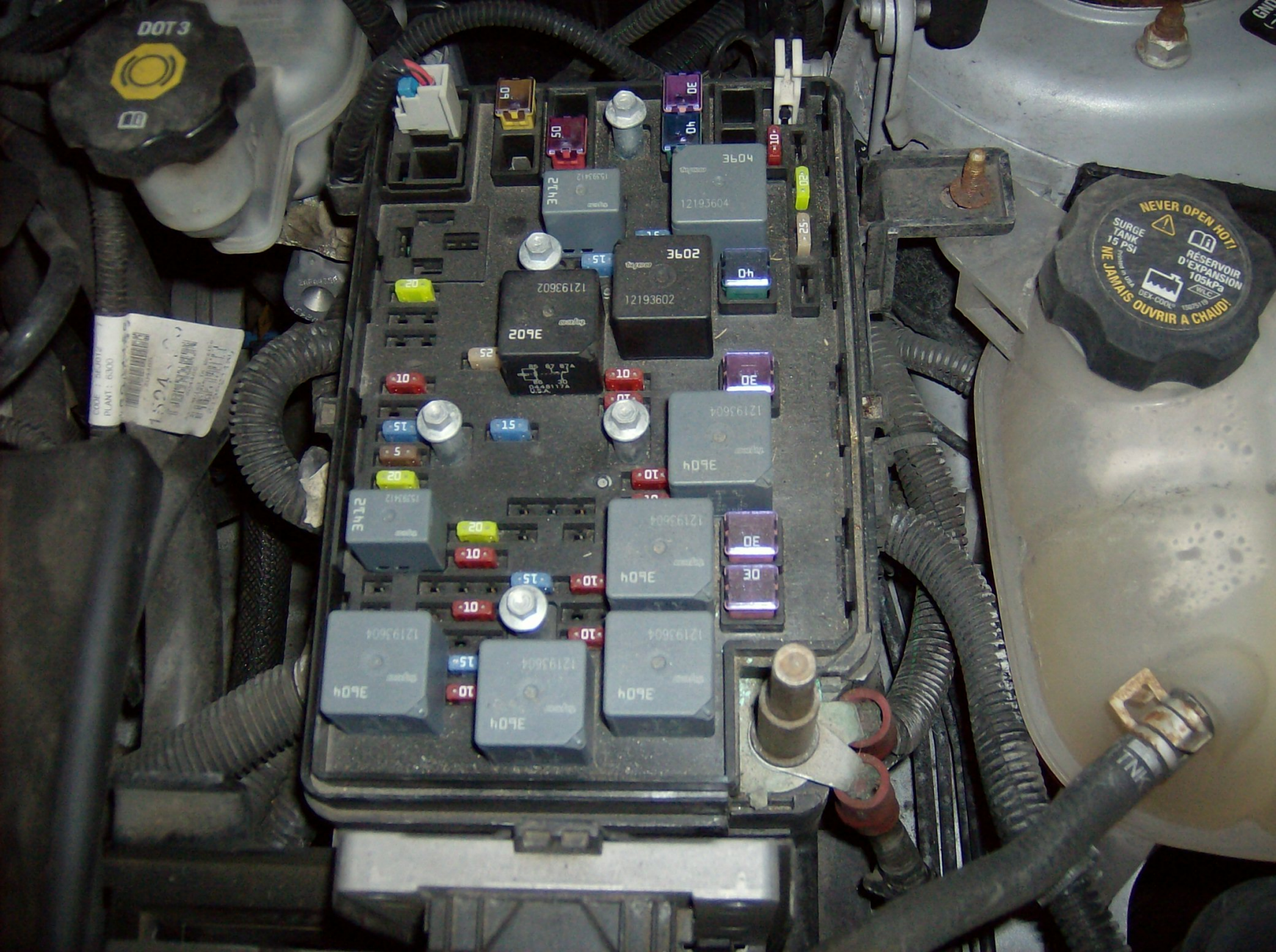

DOT 3
SAE 5W-30
ECOTEC

NEVER OPEN HOT!
SURGE TANK 15 PSI
RESERVOIR D'EXPANSION
NE JAMAIS OUVRIR A CHAUD!
TNK

ECOTEC

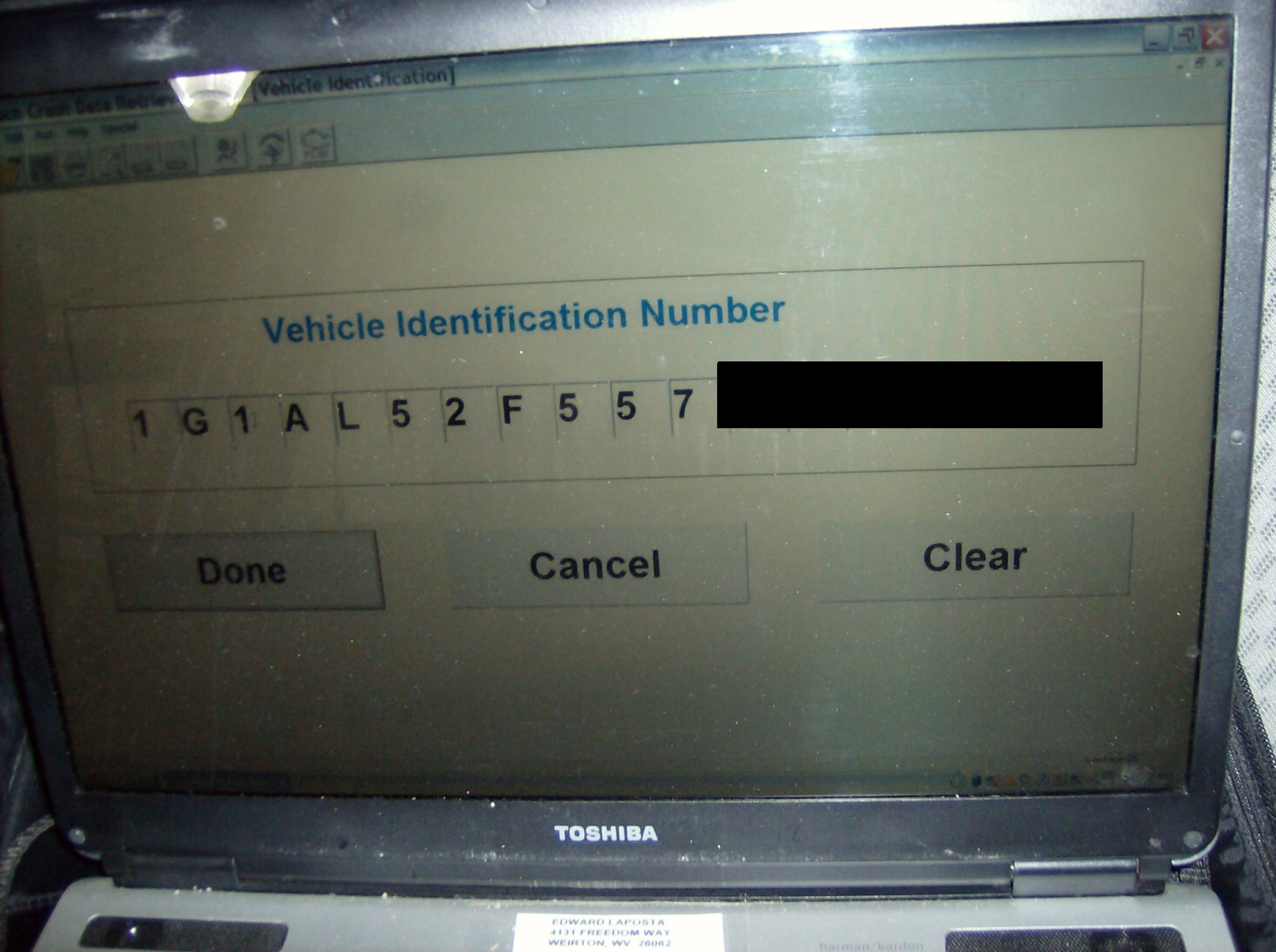
ECO TEC

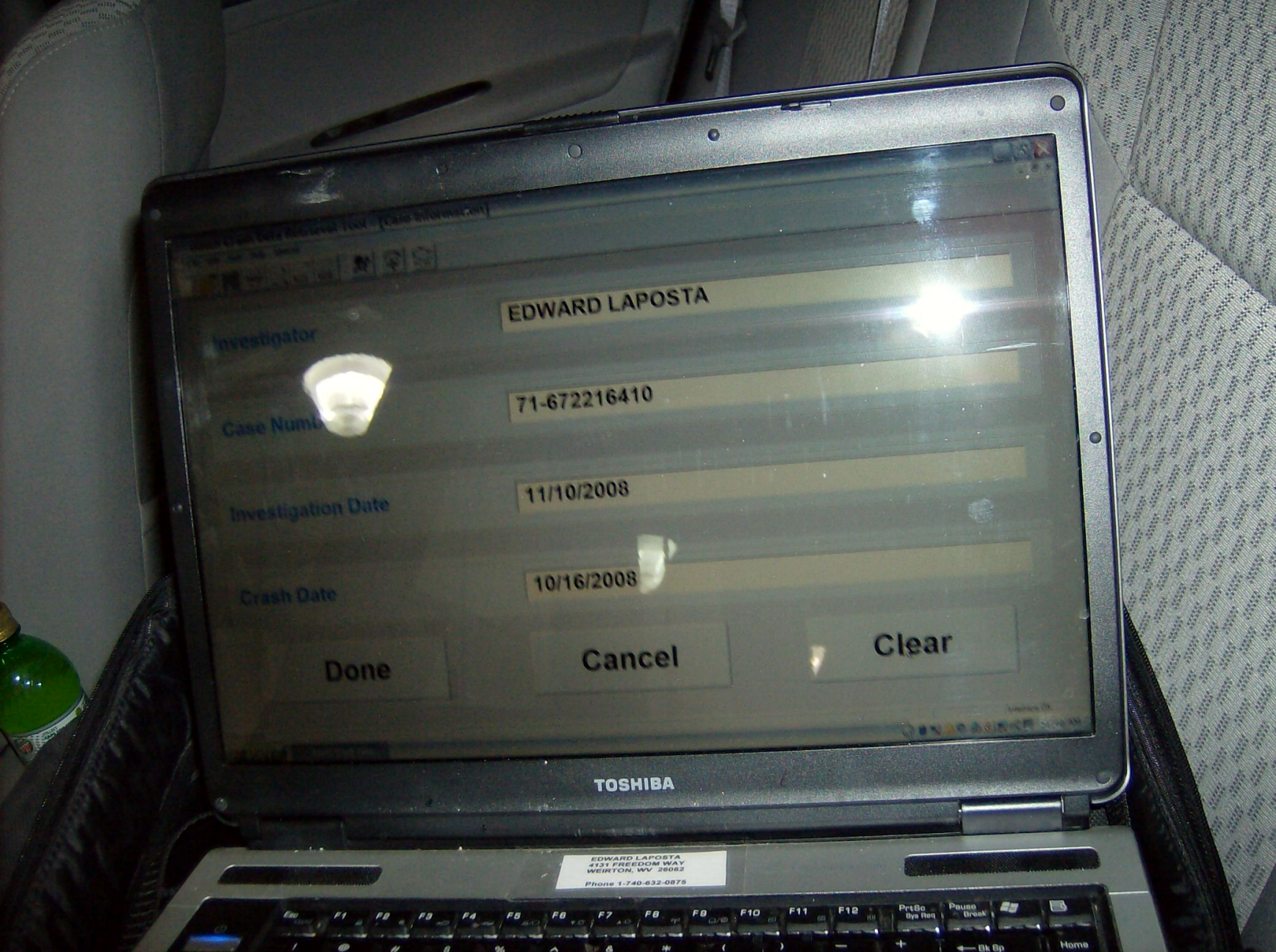
ECOTEC


DOT 3
NEVER OPEN HOT!
SURGE TANK 15 PSI
RÉSERVOIR D'EXPANSION 105kPa
NE JAMAIS OUVRIR A CHAUD!
3604
12193604
3602
12193602

CAPACITY

ROTARY LIFT


[Vehicle Identification]
Vehicle Identification Number
1 G 1 A L 5 2 F 5 5 7 [redacted]
Done
Cancel
Clear
TOSHIBA
EDWARD LAPOSTA
4131 FREEDOM WAY
WEIRTON, WV 26062
harman/kardon


Investigator
EDWARD LAPOSTA
71-672216410
Investigation Date
11/10/2008
Crash Date
10/16/2008
Done
Cancel
Clear
TOSHIBA
EDWARD LAPOSTA
4131 FREEDOM WAY
WEIRTON, WV 26062
Phone 1-740-632-0875

24
MANSFIELD POL

TIRE AND LOADING INFORMATION
SEATING CAPACITY TOTAL 5 FRONT 2 CENTER 0 REAR 3
The combined weight of occupants and cargo should never exceed 404 kg or 891 lbs.
ORIGINAL TIRE SIZE
COLD TIRE INFLATION PRESSURE
P195/60R15
P195/60R15
T115/70D15
FRONT
REAR
SPARE
210 kPa, 30 PSI
210 kPa, 30 PSI
420 kPa, 60 PSI
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION

COBALT LS

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Mileage at Inspection: **113057**

Inspection Location: **Graham Chevrolet Cadillac**
1515 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 concerning the brakes/abs:

Driver [redacted] 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:

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
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 2 — INTERVIEW - INCIDENT DETAILS

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: **11/7/2008**

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 [redacted] 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 wet and I had my seat belt 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 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 it spun around and I crossed 2 lanes of the highway. The vehicle stopped when it went into a ditch along the left side of the road. The right rear tire blew out during the accident. A State police officer was at the scene of the accident and I was cited for failure to control my vehicle. A tow truck came and installed the spare tire on the right rear of the vehicle and I drove home. I had the right rear tire replaced and have been driving the vehicle since the accident. I was not injured in the incident and there were no other occupants in the vehicle.

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
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

	Before the Incident	At the Beginning and During the Incident
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 [redacted] 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: **C**oncrete, **A**sphalt, **G**ravel, Crushed **R**ock, **D**irt or **O**ther? **Asphalt** Describe:
Condition: **W**et, **D**ry, **I**cy or **O**ther? **Overcast and Wet** If other, specify:

Other comments or observations that have not been covered? **None**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 3 **INTERVIEW - VEHICLE HISTORY**

Did the owner purchase the vehicle ☒ New or ☐ Used? Purchase Date: **7/14/2005**

Source of information (name, address, phone number, relationship if other than claimant):
[redacted], [redacted] **Ashland, OH** [redacted] **Phone:** [redacted]

Comments:
{

Note to the inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

Prior collision damage? (date, description, etc.) **No prior collision damage.**
{
{

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.
{

Repairs outside of warranty (what, when, by whom?): **None.**

{
{
Other ***vehicle history*** information (from person being interviewed or GM Warranty History)?
{ ***I***

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

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 4	**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
Right side
Rear
VIN
Left side

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 ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

C. Interior:

Instrument panel – odometer
List all driver electrical controls which are in the "On" position: **Heater**
Instrument panel and odometer operational.
{

Comments: {
{
{

D. Underhood:

Engine compartment	Brake lines and hoses
Master cylinder and brake fluid reservoir	ABS/TCS Modulator

Comments: **The engine compartment is clean and dry. The brake lines are properly routed. The master cylinder is operational and the brake fluid is full. Brake fluid shows no sign of contamination. Brake pedal firm and does not leak down while holding constant pressure with engine running or off. The park brake system was tested with engine in drive 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.**

{
{

E. Underbody:

Scrapes or impact damage on the following:
Fuel tank
Tires/Wheels

Comments:
There are no visible scrapes or impact damage to the fuel tank or front and rear wheels and tires.
{

F. General Observations (Take photographs if applicable):

Anything on vehicle which is after-market: N**o visible after-market equipment on the vehicle.**
{

Anything on vehicle which is a modification: **No visible modifications to the vehicle.**
{

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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.

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

	OBSERVATIONS/TEST RESULTS
Red brake warning light-**note the operation of the light when the ignition key is turned "ON", also with park brake applied and released.**	**Red brake warning light comes on when ignition key is turned on, stays on for 3 seconds and then and goes off. Red brake warning light comes on when park brake is applied and goes off when park brake is released.**
Yellow ABS light-**note the operation of the light when the ignition key is turned "ON"**	**The ABS warning light is on with engine running. Stored codes are in ABS system are C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance.**
Brake fluid level and condition-**comment on the level, color, contamination, and smell**	**Brake fluid is clear and shows no visible evidence of contamination. Master cylinder is full.**
Boost/booster/master cylinder-**with engine "off", deplete the booster and hold the brake pedal, start engine and note pedal behavior. Turn the engine "off" and note the number of pedal applies required to deplete the booster. If engine operation is not possible, check the booster for proper vacuum hose connection.**	**Pedal raises when engine is started. Booster is depleted in 5 pedal applies with engine off. Vacuum booster is connected. Brake pedal feel is firm and does not leak down while holding constant pressure with engine running or off.**
External leakage? **Check all hydraulic lines, connections, wheel cylinders (if any), and ABS modulator connections.**	**No external leakage at hydraulic lines, connections or wheel cylinders.**
Pedal travel, check per service manual. A pedal force gage is necessary for proper check of pedal travel.	**Pedal travels 1 1/2 inches.**
Front brakes-**note condition of calipers, rotors as to whether they are grooved, corroded, leaking, etc.**	**Calipers and rotors are intact and show no visible damage. No leaks in calipers. No grooves in rotors.**
Rear brakes describe the condition of the rotors or drums (scored, smooth, corroded)	**Rear brake drums are smooth, no corrosion.**
Pads and linings-measure and record lining thickness in inches or millimeters. Note condition.	**LF 13/32** **RF 13/32** **LR 8/32** **RR 8/32** **Brake pads are clean and tight, no visible damage to lining.**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F55[redacted]**

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.

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT NUMBERS
LF	**Fusion**	**HRI**	**P195/60R15**	**26**	**10/32**	**A8CBDCN2107**
RF	**Fusion**	**HRI**	**P195/60R15**	**27**	**1032**	**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:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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**

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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 [redacted] 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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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: **11/7/2008**

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. *(Additional cmts may be placed in section 9)*

Driver [redacted] 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 wet and I had my seat belt 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 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 it spun around and I crossed 2 lanes of the highway. The vehicle stopped when it went into a ditch along the left side of the road. The right rear tire blew out during the accident. A State police officer was at the scene of the accident and I was cited for failure to control my vehicle. A tow truck came and installed the spare tire on the right rear of the vehicle and I drove home. I had the right rear tire replaced and have been driving the vehicle since the accident. I was not injured in the incident and there were no other occupants in the vehicle.

Driver/other occupant's physical description (include name, gender, height, weight, disabilities):
Driver [redacted], female, age [redacted], 5'10", no disabilities.

If there was a collision:
Describe extent of any injuries to the Driver: [redacted] **Spring was not injured in the accident.**

Describe where other occupants were seated extent of any injuries: **There were no other passengers in the vehicle at the time of the accident.**

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

What was the exact location of the incident. Route 250, Wooster, OH.

Driving conditions at the time of the incident:

Weather conditions – Visibility: **Clear and Dry** Approximate Temp (°F): **70**

Road Surface:	☐ Concrete	☒ Asphalt	☐ Gravel	☐ Crushed rock	☐ Dirt
Road Condition:	☐ Dry	☒ Wet	☐ Icy	☐ Other: {	
Shoulder ☒ Curb ☐:	☐ Concrete	☐ Asphalt	☐ Gravel	☐ Crushed rock	☒ Dirt
Shoulder/Curb Condition:	☐ Dry	☒ Wet	☐ Icy	☐ Other: {	

Posted Speed Limit **20**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **No objects in the road.**

Length of Drive Prior to incident:

Total Time (hrs. – mins.): **20 minutes** Distance (miles): **8 miles**

Estimate of vehicle speed **20** mph Source of est. **Driver**

Estimated vehicle speed at impact: **20** mph Source of est. **Driver**

(Do Not report speed information from the Vetronix data here)

If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.

Steering **Normal** ☐ **Other** ☒ **Describe: Driver Jesselyn Spring alleges that the steering wheel locked on her vehicle and caused her to lose control of the vehicle. The rear of the vehicle spun around into a ditch along the opposite side of the road.**

Suspension	**Normal** ☒	**Other** ☐	**Describe**
Brakes	**Normal** ☒	**Other** ☐	**Describe {**
Engine	**Normal** ☒	**Other** ☐	**Describe {**
Electrical	**Normal** ☒	**Other** ☐	**Describe {**

Were any warning lights illuminated or driver information center messages displayed? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **No warning lights illuminated, no messages on driver information panel, no unusual noises, smoke or steam observed.**

Describe any evasive action: ☒ Turning ☐ Braking ☐ Accelerating ☐ Other: {

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Describe cargo (in the vehicle interior, trunk and/or trailer (if any): **None**
Estimated total weight of cargo: { Estimated weight of the trailer, if any. {

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Did the vehicle leave the roadway?: ☒ Yes ☐ No Describe: **Driver [redacted] alleges that the steering wheel locked on her vehicle and caused her to lose control of the vehicle. The rear of the vehicle spun around into a ditch along the opposite side of the road.**

How was the vehicle transported from the incident site to the present location? **T**ow Truck ☐ Flat Bed ☒ Other **[redacted] drove her vehicle home after the incident.**

Additional comments concerning the incident: **None**
{
{

Section 3 INTERVIEW - VEHICLE HISTORY

Source of information (name, address, phone number, relationship), if other than claimant:
[redacted], [redacted], Ashland, OH [redacted] Phone: [redacted]

Comments: *(Additional cmts may be placed in section 9)*
None

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date **7/14/2005** Used? ☐ Yes ☒ No Date

VEHICLE MODIFICATIONS / ALTERATIONS
Are any vehicle modifications or alterations present, and has any after-market equipment been installed?
(e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:
There are no visible modifications/alterations or after-market equipment installed on the vehicle.
{
{

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 4 **VEHICLE INSPECTION – VISUAL/PHOTO**

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

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

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

The 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.

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

There is no visible damage to the engine compartment or the under carriage of the vehicle. All steering components are in place and connected. There are no visible scrapes, abrasions or signs of contact with the steering linkage. There are no visible leaks at steering rack and pinion. There is no visible damage to the boots on the steering rack or contact by foreign objects. The steering column, ignition switch and intermediate shaft are tight and there are no loose connections. All steering column fasteners are clean and tight. The power steering assist assembly and connections are clean and tight. All attachments to the struts and suspension are secure and proper. There is no visible damage to the frame, suspension, brake and fuel lines and engine mounts/crossmember.

All brake lines are properly routed and there are no leaks in the system. The master cylinder is operational with no leakage and is full of fluid. Brake fluid is full and shows no sign of contamination. Brake pedal feel is firm and positive and does not leak down while holding constant pressure with engine running or off. The power brake booster functions and only light pressure is needed to hold vehicle in drive. The brake pedal operates easily and is not bound or sticking. The pedal returns to normal position at rest. The 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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

CORNER ASSEMBLIES

Struts/shocks	Ball joints	Tire/wheel assemblies
Springs	Steering knuckles	
Control arms	Axle assemblies	

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

UNDERHOOD

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

Comments:
There is no visible damage 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	Odometer
Controls	Steering wheel and column
Overall view of seat position	Driver and passenger seat back angle (inclinometer measurement)
Photo of options label-glove box/trunk	Sunvisors and headliner
Personal items/cargo	

INTERIOR INSPECTION (Describe any damage and photograph)
There is no visible damage to interior. The odometer and instrument panel controls are operational. There is no visible damage to the steering wheel and column.

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

{_____
{_____
{_____
{_____
{_____

Section 6 **STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

scraped, etc Rear sway bars, trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	**RR attachments, springs, control arms and rear sway bars intact and properly attached, no scrapes or deformities.**
Rear axle assembly-deformed, signs of impact, properly located, etc.	**No signs of impact to rear axle assembly. Rear axle properly located.**
Deformation to the frame	**No visible deformation of frame.**
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	**No visible evidence of axle/suspension or tire contact with the frame.**
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	**No visible evidence of contact of the under carriage with the road surface, road shoulder, curb or grass.**
Stability Enhancement system/components-check for codes with Tech II	**Not available.**
Engine (normal, other)-Obtain codes using a Tech II.	**No engine or drive train active or stored Tech II codes.**
Electrical (normal, other)	**No electrical Tech II codes.**
Warning lights/messages displayed? Describe and obtain codes using a Tech II	**No warning lights/messages displayed or Tech II codes.**
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:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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:

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

2. TIRE PLACARD DATA:
Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	**P195/60R15**	**30**	**35**
SPARE TIRE	**T115/70Q15**	**60**	**60**

Section 7 SITE INSPECTION

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

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

Photograph the scene and property if involved.

Comments:
Site not available.

Section 8 COMMENT OVERFLOW

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 9 **OTHER REPORT INFORMATION**

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

Attachments: (Check all that apply)
☒ **Photographs** ☒ **Data Downloads** ☐ **Other Records**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Inspector EDWARD J LAPOSTA

Number of Rolls DIGITAL

Roll Number DIGITAL

Neg. #	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.	18 ACCELERATOR AND BRAKE PEDALS
19.	19 UNDER CARRIAGE-FRONT
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.	26 BRAKE SHOES-LEFT REAR
27.	27 BRAKE SHOES-RIGHT REAR
28.	28 BRAKE MASTER CYLINDER
29.	30 BRAKE MASTER CYLINDER CAP
30.	30 ENGINE-FRONT
31.	31 ENGINE-LEFT
32	32 ENGINE-RIGHT
33.	33 FUSE PANEL-ENGINE COMPARTMENT

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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

EAA Inspection Request

Date: *11/03/08*

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

From: **Brandy Fabian**
PAR Customer Relations Specialist

Email: brandy_fabian gmexpert.com
Phone: 866-790-5600 ext.31065
or 866-790-5700 ext.
Fax: 866-480-3626
Mailing Address:
GM PAR Investigations
7401 E. Ben White
Building 3
Austin, TX 78741

Vehicle Information
VIN#: 1G1AL52F557[redacted]
Year/Make: **2005 Chevrolet**
Model: **Cobalt**
Contact's Name: **Cathy Dean**
Contact's Number: **(419) 529-1800**
Vehicle Location: GRAHAM CHEVROLET CADILLAC
1515 W 4TH ST
Mansfield, OH 44906

If located at a Salvage/Auction Yard:
Ins. Adj. Name:
Phone #:
Claim or Salvage ID #:

Claimant Information
PAR File #: 71-672216410
Claimant Name: [redacted]
Claimant Home #: [redacted]
Claimant Work #:
Claimant Cell #: [redacted]
Address: [redacted]
Ashland, OH [redacted]

Required Actions:

- ☒ **Advise PAR CRS via voicemail/email of inspection date.**
- ☒ **Repair Estimate Required**
- ☒ **Review All PAR File information**
- ☒ **Contact PAR 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**	☐ **OTHER: ____**
☐ **Engine Stalling**	☐ **Thermal Events**	

Special Instructions:

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

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

☐ **RUSH** **(Name of Team Manager or Ops Mgr Approving the Rush): ____**

EAA Internal Use Only

To: **SA**:	Date E-Mailed to **SA**: ____
From: ***EAA Field Coordinator***	Due Date: ____

EAA SA Use Only

Case Acceptance/Investigation: ☐ YES ☐ NO
Please acknowledge acceptance of this case promptly by phone, fax or email.
Date Report Uploaded to EAA FTP SITE: ____

REVISED 10/5/06 – Updated main toll free number and CRS telephone exchange.

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Mileage at Inspection: **113057**

Inspection Location: **Graham Chevrolet Cadillac**
1515 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 concerning the brakes/abs:

Driver [redacted] 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:

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
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 2 — INTERVIEW - INCIDENT DETAILS

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: **11/7/2008**

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 [redacted] 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 wet and I had my seat belt 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 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 it spun around and I crossed 2 lanes of the highway. The vehicle stopped when it went into a ditch along the left side of the road. The right rear tire blew out during the accident. A State police officer was at the scene of the accident and I was cited for failure to control my vehicle. A tow truck came and installed the spare tire on the right rear of the vehicle and I drove home. I had the right rear tire replaced and have been driving the vehicle since the accident. I was not injured in the incident and there were no other occupants in the vehicle.

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
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

	Before the Incident	At the Beginning and During the Incident
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 [redacted] 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: **C**oncrete, **A**sphalt, **G**ravel, Crushed **R**ock, **D**irt or **O**ther? **Asphalt** Describe:
Condition: **W**et, **D**ry, **I**cy or **O**ther? **Overcast and Wet** If other, specify:

Other comments or observations that have not been covered? **None**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 3 **INTERVIEW - VEHICLE HISTORY**

Did the owner purchase the vehicle ☒ New or ☐ Used? Purchase Date: **7/14/2005**

Source of information (name, address, phone number, relationship if other than claimant):
[redacted], [redacted], Ashland, OH [redacted] Phone: [redacted]

Comments:
{

Note to the inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

Prior collision damage? (date, description, etc.) **No prior collision damage.**
{
{

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.
{

Repairs outside of warranty (what, when, by whom?): **None.**

{
{
Other ***vehicle history*** information (from person being interviewed or GM Warranty History)?
{ ***I***

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

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 4	**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
Right side
Rear
VIN
Left side

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 ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

C. Interior:

Instrument panel – odometer
List all driver electrical controls which are in the "On" position: **Heater**
Instrument panel and odometer operational.
{

Comments: {
{
{

D. Underhood:

Engine compartment	Brake lines and hoses
Master cylinder and brake fluid reservoir	ABS/TCS Modulator

Comments: **The engine compartment is clean and dry. The brake lines are properly routed. The master cylinder is operational and the brake fluid is full. Brake fluid shows no sign of contamination. Brake pedal firm and does not leak down while holding constant pressure with engine running or off. The park brake system was tested with engine in drive 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.**

{
{

E. Underbody:

Scrapes or impact damage on the following:
Fuel tank
Tires/Wheels

Comments:
There are no visible scrapes or impact damage to the fuel tank or front and rear wheels and tires.
{

F. General Observations (Take photographs if applicable):

Anything on vehicle which is after-market: N**o visible after-market equipment on the vehicle.**
{

Anything on vehicle which is a modification: **No visible modifications to the vehicle.**
{

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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.

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

	OBSERVATIONS/TEST RESULTS
Red brake warning light-**note the operation of the light when the ignition key is turned "ON", also with park brake applied and released.**	**Red brake warning light comes on when ignition key is turned on, stays on for 3 seconds and then and goes off. Red brake warning light comes on when park brake is applied and goes off when park brake is released.**
Yellow ABS light-**note the operation of the light when the ignition key is turned "ON"**	**The ABS warning light is on with engine running. Stored codes are in ABS system are C0281 Dynamic rear proportional inoperative, C0550 Electronic control unit performance.**
Brake fluid level and condition-**comment on the level, color, contamination, and smell**	**Brake fluid is clear and shows no visible evidence of contamination. Master cylinder is full.**
Boost/booster/master cylinder-**with engine "off", deplete the booster and hold the brake pedal, start engine and note pedal behavior. Turn the engine "off" and note the number of pedal applies required to deplete the booster. If engine operation is not possible, check the booster for proper vacuum hose connection.**	**Pedal raises when engine is started. Booster is depleted in 5 pedal applies with engine off. Vacuum booster is connected. Brake pedal feel is firm and does not leak down while holding constant pressure with engine running or off.**
External leakage? **Check all hydraulic lines, connections, wheel cylinders (if any), and ABS modulator connections.**	**No external leakage at hydraulic lines, connections or wheel cylinders.**
Pedal travel, check per service manual. A pedal force gage is necessary for proper check of pedal travel.	**Pedal travels 1 1/2 inches.**
Front brakes-**note condition of calipers, rotors as to whether they are grooved, corroded, leaking, etc.**	**Calipers and rotors are intact and show no visible damage. No leaks in calipers. No grooves in rotors.**
Rear brakes describe the condition of the rotors or drums (scored, smooth, corroded)	**Rear brake drums are smooth, no corrosion.**
Pads and linings-measure and record lining thickness in inches or millimeters. Note condition.	**LF 13/32** **RF 13/32** **LR 8/32** **RR 8/32** **Brake pads are clean and tight, no visible damage to lining.**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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.

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT NUMBERS
LF	**Fusion**	**HRI**	**P195/60R15**	**26**	**10/32**	**A8CBDCN2107**
RF	**Fusion**	**HRI**	**P195/60R15**	**27**	**1032**	**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:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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[redacted]
Investigator	EDWARD LAPOSTA
Case Number	71-672216410
Investigation Date	Monday, November 10 2008
Crash Date	Thursday, October 16 2008
Filename	1G1AL52F557[redacted].CDR
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, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:
-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.
-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.
-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.
-Brake Switch Circuit Status indicates the status of the brake switch circuit.
-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".
-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

SDM Data Source:
All SDM recorded data is measured, calculated, and stored internally, except for the following:
-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's

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

Multiple Event Data

Associated Events Not Recorded	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

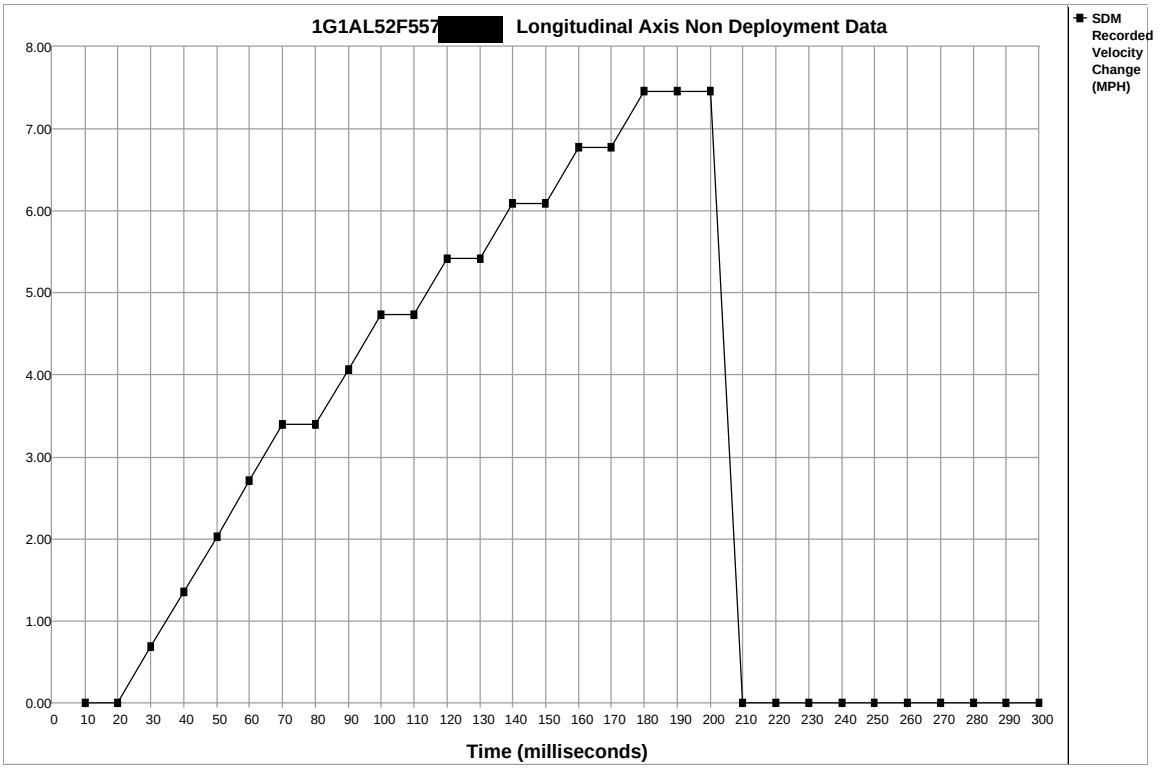
Pre-crash data

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/s²)(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0

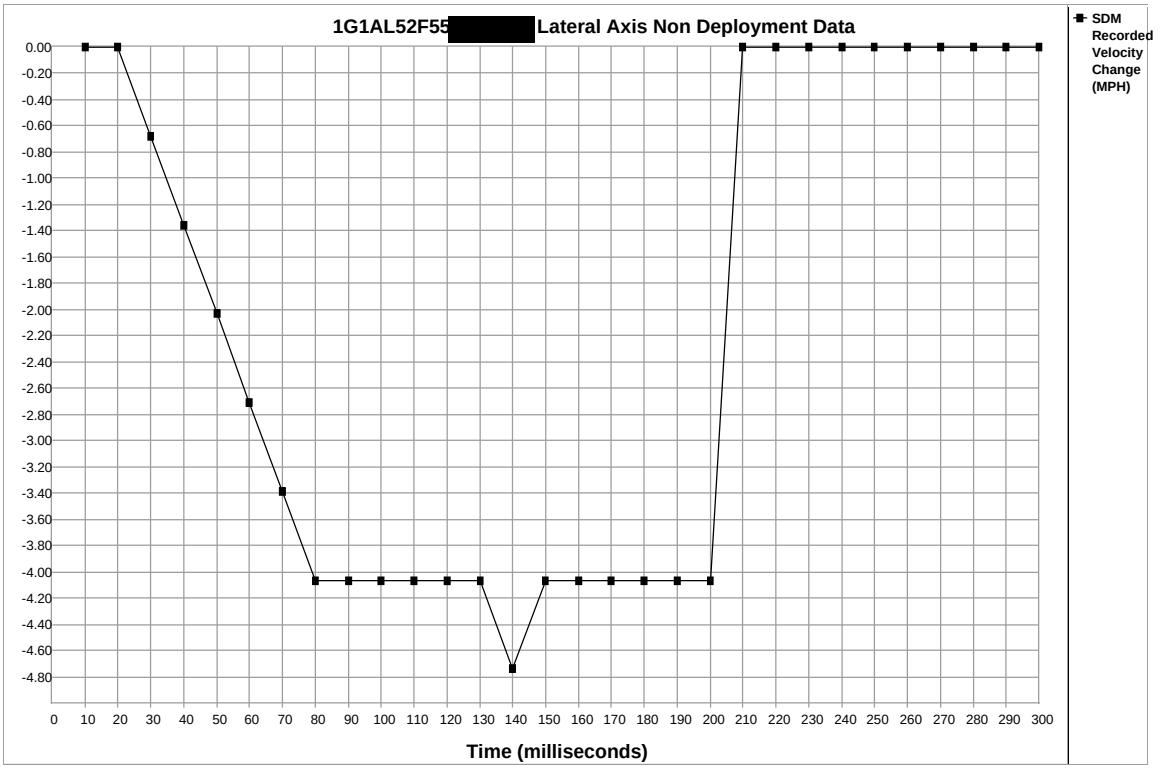
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid

System Status At Non-Deployment

Ignition Cycles At Investigation	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



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

Hexadecimal Data

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

```
$01  00 00 00 00 57 00 00
$02  30 00 00 00 00 00 00
$03  02 00 00 00 00 00 00
$04  02 00 00 00 00 00 00
$05  00 00 00 00 00 00 00
$06  18 0A 10 00 0A 94 32
$07  00 29 00 00 00 00 00
$08  91 56 00 00 00 00 00
$09  00 80 4F 00 00 00 00
$0A  00 00 00 00 00 00 00
$0B  3C 00 05 0F 00 00 00
$0C  00 00 00 00 00 00 00
$0D  00 00 40 00 00 00 00
$0E  40 00 00 00 00 00 00
$0F  B2 00 00 00 00 00 00
$10  47 31 41 4C 35 32 46
$11  35 35 37 35 32 35 38
$12  34 37 00 00 00 00 00
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$14  00 00 00 00 00 00 00
$15  00 00 00 00 00 00 00
$16  03 06 0C 16 34 00 00
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$18  03 02 00 00 00 00 00
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$1B  3F 30 00 66 00 78 00
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$1D  00 00 00 00 00 00 00
$1E  4F 00 00 00 00 00 00
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$22  00 8A 00 00 00 00 00
$24  00 00 00 00 00 00 00
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$3F  00 00 90 00 00 00 00
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$41  00 00 00 00 00 00 00
$42  00 FF F0 17 10 00 00
```

```
$43  FE 1A 88 00 00 00 00
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$4B  FA 08 F9 09 FA 09 00
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$7B  FF FF FF FF FF FF 00

$01  41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02  01 02 03 04
$03  41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04  01 02 03 04
$05  42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06  FF FF FF FF
$07  42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08  FF FF FF FF
$0D  41 48 34 37 30 35 52 34 33 30 39 32 31 32 52 39
$0E  01 5A 4B 31
$0F  41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10  01 02 03 04
$13  42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$14  FF FF FF FF
$17  42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18  FF FF FF FF
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$22  94 32
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$25  32 41 FA FA FA FA 32
$26  32 41 FA FA FA FA 32
$40  00 00
$41  3F 00 00 02 00 18
$42  10 C4
$43  00 00 8C 80
```

```
$44  C6 00 00 FC C0 C0
$45  07 01 07 01 05 01
$46  FF 1A 1A 64 64
$47  0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48  18 08 08
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$B1  FD FE 00
$B2  FF FF FF FF FF
$B4  41 53 39 34 33 32 32 33 30 45 54 54 20 20 20 20
$B7  50 AA 01 0F 01
$B8  54 41 68 04 02
$C1  30 46 30 31
$CA  30 46 30 31
$CB  00 E8 B0 18
$CC  00 E8 B0 18
$D1  00 00
$DB  00 00
$DC  00 00
```

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Inspector EDWARD J LAPOSTA

Number of Rolls DIGITAL

Roll Number DIGITAL

Neg. #	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.	18 ACCELERATOR AND BRAKE PEDALS
19.	19 UNDER CARRIAGE-FRONT
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.	26 BRAKE SHOES-LEFT REAR
27.	27 BRAKE SHOES-RIGHT REAR
28.	28 BRAKE MASTER CYLINDER
29.	30 BRAKE MASTER CYLINDER CAP
30.	30 ENGINE-FRONT
31.	31 ENGINE-LEFT
32	32 ENGINE-RIGHT
33.	33 FUSE PANEL-ENGINE COMPARTMENT

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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 [redacted] 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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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: **11/7/2008**

Was a police/fire department report obtained? ☐ Yes ☒ No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. *(Additional cmts may be placed in section 9)*

Driver [redacted] 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 wet and I had my seat belt 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 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 it spun around and I crossed 2 lanes of the highway. The vehicle stopped when it went into a ditch along the left side of the road. The right rear tire blew out during the accident. A State police officer was at the scene of the accident and I was cited for failure to control my vehicle. A tow truck came and installed the spare tire on the right rear of the vehicle and I drove home. I had the right rear tire replaced and have been driving the vehicle since the accident. I was not injured in the incident and there were no other occupants in the vehicle.

Driver/other occupant's physical description (include name, gender, height, weight, disabilities):
Driver [redacted], female, age [redacted], 5'10", no disabilities.

If there was a collision:
Describe extent of any injuries to the Driver: **Driver [redacted] was not injured in the accident.**
Describe where other occupants were seated extent of any injuries: **There were no other passengers in the vehicle at the time of the accident.**

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

What was the exact location of the incident. Route 250, Wooster, OH.

Driving conditions at the time of the incident:

Weather conditions – Visibility: **Clear and Dry** Approximate Temp (°F): **70**

Road Surface:	☐ Concrete	☒ Asphalt	☐ Gravel	☐ Crushed rock	☐ Dirt
Road Condition:	☐ Dry	☒ Wet	☐ Icy	☐ Other: {	
Shoulder ☒ Curb ☐:	☐ Concrete	☐ Asphalt	☐ Gravel	☐ Crushed rock	☒ Dirt
Shoulder/Curb Condition:	☐ Dry	☒ Wet	☐ Icy	☐ Other: {	

Posted Speed Limit **20**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **No objects in the road.**

Length of Drive Prior to incident:

Total Time (hrs. – mins.): **20 minutes** Distance (miles): **8 miles**

Estimate of vehicle speed **20** mph Source of est. **Driver**

Estimated vehicle speed at impact: **20** mph Source of est. **Driver**

(Do Not report speed information from the Vetronix data here)

If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.

Steering **Normal** ☐ **Other** ☒ **Describe: Driver Jesselyn Spring alleges that the steering wheel locked on her vehicle and caused her to lose control of the vehicle. The rear of the vehicle spun around into a ditch along the opposite side of the road.**

Suspension	**Normal** ☒	**Other** ☐	**Describe**
Brakes	**Normal** ☒	**Other** ☐	**Describe {**
Engine	**Normal** ☒	**Other** ☐	**Describe {**
Electrical	**Normal** ☒	**Other** ☐	**Describe {**

Were any warning lights illuminated or driver information center messages displayed? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **No warning lights illuminated, no messages on driver information panel, no unusual noises, smoke or steam observed.**

Describe any evasive action: ☒ Turning ☐ Braking ☐ Accelerating ☐ Other: {

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Describe cargo (in the vehicle interior, trunk and/or trailer (if any): **None**
Estimated total weight of cargo: { Estimated weight of the trailer, if any. {

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Did the vehicle leave the roadway?: ☒ Yes ☐ No Describe: **Driver [redacted] alleges that the steering wheel locked on her vehicle and caused her to lose control of the vehicle. The rear of the vehicle spun around into a ditch along the opposite side of the road.**

How was the vehicle transported from the incident site to the present location? **T**ow Truck ☐ Flat Bed ☒ Other **[redacted] drove her vehicle home after the incident.**

Additional comments concerning the incident: **None**
{
{

Section 3 INTERVIEW - VEHICLE HISTORY

Source of information (name, address, phone number, relationship), if other than claimant:
[redacted], [redacted], Ashland, OH [redacted] Phone: [redacted]

Comments: *(Additional cmts may be placed in section 9)*
None

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date **7/14/2005** Used? ☐ Yes ☒ No Date

VEHICLE MODIFICATIONS / ALTERATIONS
Are any vehicle modifications or alterations present, and has any after-market equipment been installed?
(e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:
There are no visible modifications/alterations or after-market equipment installed on the vehicle.
{
{

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 4 **VEHICLE INSPECTION – VISUAL/PHOTO**

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

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

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

The 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.

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

There is no visible damage to the engine compartment or the under carriage of the vehicle. All steering components are in place and connected. There are no visible scrapes, abrasions or signs of contact with the steering linkage. There are no visible leaks at steering rack and pinion. There is no visible damage to the boots on the steering rack or contact by foreign objects. The steering column, ignition switch and intermediate shaft are tight and there are no loose connections. All steering column fasteners are clean and tight. The power steering assist assembly and connections are clean and tight. All attachments to the struts and suspension are secure and proper. There is no visible damage to the frame, suspension, brake and fuel lines and engine mounts/crossmember.

All brake lines are properly routed and there are no leaks in the system. The master cylinder is operational with no leakage and is full of fluid. Brake fluid is full and shows no sign of contamination. Brake pedal feel is firm and positive and does not leak down while holding constant pressure with engine running or off. The power brake booster functions and only light pressure is needed to hold vehicle in drive. The brake pedal operates easily and is not bound or sticking. The pedal returns to normal position at rest. The 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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

CORNER ASSEMBLIES

Struts/shocks	Ball joints	Tire/wheel assemblies
Springs	Steering knuckles	
Control arms	Axle assemblies	

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

UNDERHOOD

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

Comments:
There is no visible damage 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	Odometer
Controls	Steering wheel and column
Overall view of seat position	Driver and passenger seat back angle (inclinometer measurement)
Photo of options label-glove box/trunk	Sunvisors and headliner
Personal items/cargo	

INTERIOR INSPECTION (Describe any damage and photograph)
There is no visible damage to interior. The odometer and instrument panel controls are operational. There is no visible damage to the steering wheel and column.

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

{_____
{_____
{_____
{_____
{_____

Section 6 **STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

scraped, etc Rear sway bars, trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	**RR attachments, springs, control arms and rear sway bars intact and properly attached, no scrapes or deformities.**
Rear axle assembly-deformed, signs of impact, properly located, etc.	**No signs of impact to rear axle assembly. Rear axle properly located.**
Deformation to the frame	**No visible deformation of frame.**
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	**No visible evidence of axle/suspension or tire contact with the frame.**
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	**No visible evidence of contact of the under carriage with the road surface, road shoulder, curb or grass.**
Stability Enhancement system/components-check for codes with Tech II	**Not available.**
Engine (normal, other)-Obtain codes using a Tech II.	**No engine or drive train active or stored Tech II codes.**
Electrical (normal, other)	**No electrical Tech II codes.**
Warning lights/messages displayed? Describe and obtain codes using a Tech II	**No warning lights/messages displayed or Tech II codes.**
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:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

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:

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

2. TIRE PLACARD DATA:
Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	**P195/60R15**	**30**	**35**
SPARE TIRE	**T115/70Q15**	**60**	**60**

Section 7 SITE INSPECTION

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

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

Photograph the scene and property if involved.

Comments:
Site not available.

Section 8 COMMENT OVERFLOW

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

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

Customer's Name:	[redacted]	Inspection Date:	**11/10/2008**
Vehicle Brand:	**Chevrolet**	Model:	**2005 Cobalt**
File #:	**71-672216410**	VIN:	**1G1AL52F557[redacted]**

Section 9 **OTHER REPORT INFORMATION**

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

Attachments: (Check all that apply)
☒ **Photographs** ☒ **Data Downloads** ☐ **Other Records**

NO
SMOKING

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

June 22, 2011

[redacted]
Liberty, MO [redacted]

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

Dear [redacted]:

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

Unfortunately, our attempts to contact you to 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,

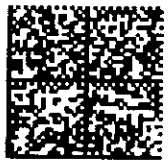
Chevrolet Customer Assistance Center

CHEVROLET

Customer Assistance Center

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

01-29-09A08:31 RCVD



UNITED STATES POSTAGE
PITNEY BOWES
02 1M $ 00.42⁰
0004243814 JAN 20 2009
MAILED FROM ZIP CODE 48083

X 641 NFE 1 C07I 00 01/23/09
FORWARD TIME EXP RTN TO SEND
PHILLIPS'LAUREN L
PO BOX 1102
LIBERTY MO 64069-1102

RETURN TO SENDER

64068[redacted]C170

CHEVROLET

Customer Assistance Center

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

January 20, 2009

[redacted]
Liberty, MO [redacted]

Customer Did Not Receieve
Letter From GM

Service Request: 71-674290713

Dear [redacted]

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 [redacted]

Issue Date: January 20, 2009

Issued exclusively for: [redacted]
Liberty, MO [redacted]

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.

Scott Lawson

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

BBB℠
bbb.org

FAX TRANSMITTAL SHEET

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

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

BBB of Detroit & Eastern Michigan
30555 Southfield Road, Ste. 200
Southfield, MI 48076-7751
(248)644-9100

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,

[redacted]

Address: [redacted], Liberty, Mo[redacted]

Phone: [redacted]

E-Mail: [redacted]

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.

[redacted]

Address: [redacted] Liberty, MO [redacted]

Phone: [redacted]

E-Mail: [redacted]

NHTSA
www.nhtsa.gov

OFFICE OF DEFECTS INVESTIGATION (ODI)

Complaints - Search Results

47 Record(s) Displayed.

Report Date : September 25, 2008 at *09:01 AM*
Search Type : VEHICLE
Year : 2005
Make : CHEVROLET
Model : COBALT

Make : CHEVROLET
Model : COBALT
Year : 2005
Manufacturer : GENERAL MOTORS CORP
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 IT 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 IT'S 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. I ALSO 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! [redacted]

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

NHTSA
www.nhtsa.gov

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 : **CHEVROLET**
Model : **COBALT**

Make : CHEVROLET | Model : COBALT | Year : 2005
Manufacturer : GENERAL MOTORS CORP.
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 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 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

NHTSA
www.nhtsa.gov

OFFICE OF DEFECTS INVESTIGATION (ODI)

Complaints - Search Results

25 Record(s) Displayed.

Report Date : September 24, 2008 at *05:55 PM*
Search Type : VEHICLE
Year : 2006
Make : CHEVROLET
Model : COBALT

Make : CHEVROLET Model : COBALT Year : 2006

Manufacturer : GENERAL MOTORS CORP.

Crash : No Fire : No Number of Injuries: 0

ODI ID Number : 10242984 Number of Deaths: 0

Date of Failure: September 1, 2008

VIN : Not Available

Component: STEERING

Summary:

INTERMITTENTLY LOSES POWER STEERING WHILE DRIVING. (KNOWN DEFECT BY DEALER). *TR

Make : CHEVROLET Model : COBALT Year : 2006

Manufacturer : GENERAL MOTORS 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

Summary:

I WAS LEAVING MY APARTMENT COMPLEX AND WAS IN THE PROCESS ON TURNING RIGHT ONTO THE MAIN STREET WHEN MY CAR WOULDN'T ALLOW ME TO CONTINUE TO TURN RIGHT SO I FORCED IT UNTIL I WAS STRAIGHT AGAIN AND THEN I HAD TO STOP(IN THE STREET) TO SEE WHY I COULDN'T TURN AND MY MESSAGE BOARD WAS FLASHING POWER STEERING. I THEN TRIED TO TURN INTO A BUSINESS TO GET OFF THE MAIN ROAD BUT COULDN'T TURN IN SO I TURNED OFF MY CAR AND STARTED IT AGAIN AND THE POWER STEERING RETURNED BUT ONLY FOR A FEW SECONDS. I HAD TO CONTINUE TO STOP AND TURN MY CAR OFF AND TURN IT ON AGAIN JUST TO RETURN TO MY RESIDENCE. THE POWER STEERING IS COMPLETELY GONE AND I CAN'T EVEN DRIVE MY CAR. I CALLED GM AND THEY TOLD ME THERE WAS NOTHING THEY COULD DO SINCE IT WAS OUT OF WARRANTY AND I CALLED THE DEALERSHIP AND THEY TOLD ME TO BRING IT IN BUT I INFORMED THEM THAT I LIVED THREE HOURS AWAY AND DIDN'T FEEL SAFE DRIVING THE CAR DOWN THE HIGHWAY AND THEY SAID ALL THEY COULD DO WAS HAVE ME BRING IT IN AND CAN CUT ME A DEAL ON THE REPAIR. I INFORMED BOTH COMPANIES THAT I WAS NOT WORKING AND THEY TOLD ME THERE WAS NOTHING THEY COULD DO. I WENT ONLINE TO SEE IF THERE WERE OTHERS WITH THIS SAME PROBLEM WHEN I FOUND THAT THERE ARE SEVERAL PEOPLE WITH THE SAME PROBLEM AND NOTHING IS BEING DONE ABOUT IT. I HAVE A 2006 CHEVY COBALT LT. *TR

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OFFICE OF DEFECTS INVESTIGATION (ODI)

Complaints - Search Results

8 Record(s) Displayed.

Report Date :	September 25, 2008 at *09:08 AM*
Search Type :	VEHICLE
Year :	2007
Make :	CHEVROLET
Model :	COBALT

Make : 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

VIN : 1G1AL55F577...

Component: STEERING

Summary:

MY 2007 CHEVY COLBOLT WAS DIVING FINE THEN ABOUT 4 WEEKS AGO IT STARTED DRIVIN WEIRD, NOW THE POWER STEARING WENT OUT WHILE MY 17 YEAR OLD DAUGHTER WAS DIVINTG IT IN A PARKING LOT PRACTING FOR HER LICENCE!!!! SHE WAS SO UPSET WHEN SHE CAME HOME THAT IT TOOK ME ALMOST A WEEK TO GET HER TO DRIVE MY TRUCK!!!!!!! WE CHANGED ONE OF THE FUSES AND IT STARTED WORKING AGAIN FOR ABOUT A WEEK AND TODAY IT WENT OUT AGAIN AS I WAS TAKIN ONE OF MY KIDS TO WORK.. WE WERE ALMOST HIT FROM BEHIND AS I WAS TRYING TO MAKE A RIGHT HAND TURN INTO HER WORK!!!!

Make : CHEVROLET Model : COBALT Year : 2007

Manufacturer : GENERAL MOTORS CORP.

Crash : No Fire : No Number of Injuries: 0

ODI ID Number : 10241381 Number of Deaths: 0

Date of Failure: September 24, 2007

VIN : 1G1AK55F777...

Component: STEERING

Summary:

TL*THE CONTACT OWNS A 2007 CHEVROLET COBALT. WHILE THE VEHICLE WAS PARKED IN THE DRIVEWAY IN A RAINSTORM, THE CONTACT NOTICED THAT THE PASSENGER SIDE FRONT FLOOR PANEL WAS DRENCHED WITH FOUR INCHES OF WATER. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND REPAIRED. IN ADDITION, WHEN PRESSURE WAS APPLIED TO THE ACCELERATOR PEDAL, IT WOULD 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.

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Comments

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wilsonATL
Atlanta, GA
Sep 5, 2007 #1 | Judge it! | Report Abuse | Reply »

Has anyone resolved a problem with the 2006 Cobalt regarding the power steering? I'm driving the car and randomly the power steering flashes on the screen and my power steering stops working. Turn the car off and back on and the issue goes away to return at random intervals. Appears to be worse the hotter it is outside. Over 80 is when it is the worst.

Kevin
Saint Louis, MO
Sep 23, 2007 #2 | Judge it! | Report Abuse | Reply »

> *wilsonATL wrote:*
> *Has anyone resolved a problem with the 2006 Cobalt regarding the power steering? I'm driving the car and randomly the power steering flashes on the screen and my power steering stops working. Turn the car off and back on and the issue goes away to return at random intervals. Appears to be worse the hotter it is outside. Over 80 is when it is the worst.*

Take it to the dealer. If your car is under warranty still. My girlfriend's 2005 Cobalt did the exact same thing. I was looking for the power steering reservoir to see if the power steering fluid was low, and to my surprise, I couldn't find it. I did research and found that the Cobalt doesn't have the standard hydraulic power steering system, but an electric power steering system. The dealer told us that the motor that drives the power steering was going out/shorting out, whatever, and it had to be replaced.

If it is not under warranty still, then I think you might be looking at about $2000 or above to fix it.

This goes to prove that changing something that doesn't need to be changed is a bad idea. The hydraulic system would have been fine, and probably wouldn't have posed a problem this early in the car's life. Hopefully it's not going to happen again. Good luck!

Kevin
Saint Louis, MO
Sep 25, 2007 #3 | Judge it! | Report Abuse | Reply »

> *wilsonATL wrote:*
> *Has anyone resolved a problem with the 2006 Cobalt regarding the power steering? I'm driving the car and randomly the power steering flashes on the screen and my power steering stops working. Turn the car off and back on and the issue goes away to return at random intervals. Appears to be worse the hotter it is outside. Over 80 is when it is the worst.*

SORRY, I apologize. I am actually not sure what the dealer had to replace. I just talked to my girlfriend, and the dealer told her the entire steering system had to be replaced, so I'm assuming the entire rack and pinion (if that is what is still used) and all components had to be replaced, which would be why it'd cost over $2000 to replace without the warranty. Regardless, take it to the dealer if it is under warranty (obviously)

Jorge CA
Rialto, CA
Sep 29, 2007 #4 | Judge it! | Report Abuse | Reply »

> *wilsonATL wrote:*
> *Has anyone resolved a problem with the 2006 Cobalt regarding the power steering? I'm driving the car and randomly the power steering flashes on the screen and my power steering stops working. Turn the car off and back on and the issue goes away to return at random intervals. Appears to be worse the hotter it is outside. Over 80 is when it is the worst.*

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Daily Horoscope for September 24
Cancer
A victory dinner with your partner is in order tonight, even if you're just celebrating surviving 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 bring a promotion or other form of increase in status.
Get your Horoscope »

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CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
[redacted]	LABOR RATE / LICENSE NO	MILEAGE	COLOR	STOCK NO
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO.		SELLING DEALER NO	SALESPERSON'S INITIALS
	P.O. NO. / P.O. NO.		R.O. DATE	
RESIDENCE PHONE [redacted]	COMMENTS			

CUSTOMER'S AUTHORIZATION

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FOR INSPECTION REPORT PURPOSES

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FAX TRANSMITTAL SHEET

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

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

BBB of Detroit & Eastern Michigan
30555 Southfield Road, Ste. 200
Southfield, MI 48076-7751
(248)644-9100

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,

[redacted]

Address: [redacted] Liberty, Mo [redacted]

Phone: [redacted]

E-Mail: [redacted]

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.

[redacted]

Address: [redacted] Liberty, MO [redacted]

Phone: [redacted]

E-Mail: [redacted]

OFFICE OF DEFECTS INVESTIGATION (ODI)

Complaints - Search Results

47 Record(s) Displayed.

Report Date : **September 25, 2008 at *09:01 AM***
Search Type : VEHICLE
Year : 2005
Make : CHEVROLET
Model : COBALT

Make : CHEVROLET Model : COBALT Year : 2005

Manufacturer : GENERAL MOTORS CORP.

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 IT 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. I ALSO 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

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

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 : **CHEVROLET**
Model : **COBALT**

Make : CHEVROLET | Model : COBALT | Year : 2005

Manufacturer : GENERAL MOTORS CORP.

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 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 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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OFFICE OF DEFECTS INVESTIGATION (ODI)

Complaints - Search Results

25 Record(s) Displayed.

Report Date : September 24, 2008 at *05:55 PM*
Search Type : VEHICLE
Year : 2006
Make : CHEVROLET
Model : COBALT

Make : CHEVROLET Model : COBALT Year : 2006

Manufacturer : GENERAL MOTORS CORP.

Crash : No Fire : No Number of Injuries: 0

ODI ID Number : 10242984 Number of Deaths: 0

Date of Failure: September 1, 2008

VIN : Not Available

Component: STEERING

Summary:
INTERMITTENTLY LOSES POWER STEERING WHILE DRIVING. (KNOWN DEFECT BY DEALER). *TR

Make : CHEVROLET Model : COBALT Year : 2006

Manufacturer : GENERAL MOTORS 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

Summary:
I WAS LEAVING MY APARTMENT COMPLEX AND WAS IN THE PROCESS ON TURNING RIGHT ONTO THE MAIN STREET WHEN MY CAR WOULDN'T ALLOW ME TO CONTINUE TO TURN RIGHT SO I FORCED IT UNTIL I WAS STRAIGHT AGAIN AND THEN I HAD TO STOP(IN THE STREET) TO SEE WHY I COULDN'T TURN AND MY MESSAGE BOARD WAS FLASHING POWER STEERING. I THEN TRIED TO TURN INTO A BUSINESS TO GET OFF THE MAIN ROAD BUT COULDN'T TURN IN SO I TURNED OFF MY CAR AND STARTED IT AGAIN AND THE POWER STEERING RETURNED BUT ONLY FOR A FEW SECONDS. I HAD TO CONTINUE TO STOP AND TURN MY CAR OFF AND TURN IT ON AGAIN JUST TO RETURN TO MY RESIDENCE. THE POWER STEERING IS COMPLETELY GONE AND I CAN'T EVEN DRIVE MY CAR. I CALLED GM AND THEY TOLD ME THERE WAS NOTHING THEY COULD DO SINCE IT WAS OUT OF WARRANTY AND I CALLED THE DEALERSHIP AND THEY TOLD ME TO BRING IT IN BUT I INFORMED THEM THAT I LIVED THREE HOURS AWAY AND DIDN'T FEEL SAFE DRIVING THE CAR DOWN THE HIGHWAY AND THEY SAID ALL THEY COULD DO WAS HAVE ME BRING IT IN AND CAN CUT ME A DEAL ON THE REPAIR. I INFORMED BOTH COMPANIES THAT I WAS NOT WORKING AND THEY TOLD ME THERE WAS NOTHING THEY COULD DO. I WENT ONLINE TO SEE IF THERE WERE OTHERS WITH THIS SAME PROBLEM WHEN I FOUND THAT THERE ARE SEVERAL PEOPLE WITH THE SAME PROBLEM AND NOTHING IS BEING DONE ABOUT IT. I HAVE A 2006 CHEVY COBALT LT. *TR

OFFICE OF DEFECTS INVESTIGATION (ODI)

Complaints - Search Results

8 Record(s) Displayed.

Report Date : September 25, 2008 at *09:08 AM*
Search Type : VEHICLE
Year : 2007
Make : CHEVROLET
Model : COBALT

Make : 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

VIN : 1G1AL55F577...

Component: STEERING

Summary:

MY 2007 CHEVY COLBOLT WAS DIV NG FINE THEN ABOUT 4 WEEKS AGO IT STARTED DRIVIN WEIRD, NOW THE POWER STEARING WENT OUT WHILE MY 17 YEAR OLD DAUGHTER WAS DIVINTG IT IN A PARKING LOT PRACTING FOR HER LICENCE!!!! SHE WAS SO UPSET WHEN SHE CAME HOME THAT IT TOOK ME ALMOST A WEEK TO GET HER TO DRIVE MY TRUCK!!!!!!!! WE CHANGED ONE OF THE FUSES AND IT STARTED WORKING AGAIN FOR ABOUT A WEEK AND TODAY IT WENT OUT AGAIN AS I WAS TAKIN ONE OF MY KIDS TO WORK.. WE WERE ALMOST HIT FROM BEHID AS I WAS TRYING TO MAKE A RIGHT HAND TURN INTO HER WORK!!!!

Make : CHEVROLET Model : COBALT Year : 2007

Manufacturer : GENERAL MOTORS CORP.

Crash : No Fire : No Number of Injuries: 0

ODI ID Number : 10241381 Number of Deaths: 0

Date of Failure: September 24, 2007

VIN : 1G1AK55F777...

Component: STEERING

Summary:

TL*THE CONTACT OWNS A 2007 CHEVROLET COBALT. WHILE THE VEHICLE WAS PARKED IN THE DRIVEWAY IN A RAINSTORM, THE CONTACT NOTICED THAT THE PASSENGER SIDE FRONT FLOOR PANEL WAS DRENCHED WITH FOUR INCHES OF WATER. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND REPAIRED. IN ADDITION, WHEN PRESSURE WAS APPLIED TO THE ACCELERATOR PEDAL, IT WOULD 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.

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ebay.com

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wilsonATL — *Atlanta, GA* — *Sep 8, 2007* — #1 | Judge it! | Report Abuse | Reply »

Has anyone resolved a problem with the 2006 Cobalt regarding the power steering? I'm driving the car and randomly the power steering flashes on the screen and my power steering stops working. Turn the car off and back on and the issue goes away to return at random intervals. Appears to be worse the hotter it is outside. Over 80 is when it is the worst.

Kevin — *Saint Louis, MO* — *Sep 25, 2007* — #2 | Judge it! | Report Abuse | Reply »

> *wilsonATL wrote:*
> *Has anyone resolved a problem with the 2006 Cobalt regarding the power steering? I'm driving the car and randomly the power steering flashes on the screen and my power steering stops working. Turn the car off and back on and the issue goes away to return at random intervals. Appears to be worse the hotter it is outside. Over 80 is when it is the worst.*

Take it to the dealer, if your car is under warranty still. My girlfriend's 2005 Cobalt did the exact same thing. I was looking for the power steering reservoir to see if the power steering fluid was low, and to my surprise, I couldn't find it. I did research and found that the Cobalt doesn't have the standard hydraulic power steering system, but an electric power steering system. The dealer told us that the motor that drives the power steering was going out/shorting out, whatever, and it had to be replaced.

If it is not under warranty still, then I think you might be looking at about $2000 or above to fix it.

This goes to prove that changing something that doesn't need to be changed is a bad idea. The hydraulic system would have been fine, and probably wouldn't have posed a problem this early in the car's life. Hopefully it's not going to happen again. Good luck!

Kevin — *Saint Louis, MO* — *Sep 25, 2007* — #3 | Judge it! | Report Abuse | Reply »

> *wilsonATL wrote:*
> *Has anyone resolved a problem with the 2006 Cobalt regarding the power steering? I'm driving the car and randomly the power steering flashes on the screen and my power steering stops working. Turn the car off and back on and the issue goes away to return at random intervals. Appears to be worse the hotter it is outside. Over 80 is when it is the worst.*

SORRY, I apologize, I am actually not sure what the dealer had to replace. I just talked to my girlfriend, and the dealer told her the entire steering system had to be replaced, so I'm assuming the entire rack and pinion (if that is what is still used) and all components had to be replaced, which would be why it'd cost over $2000 to replace without the warranty. Regardless, take it to the dealer if it is under warranty (obviously)

Jorge CA — *Rialto, CA* — *Sep 29, 2007* — #4 | Judge it! | Report Abuse | Reply »

> *wilsonATL wrote:*
> *Has anyone resolved a problem with the 2006 Cobalt regarding the power steering? I'm driving the car and randomly the power steering flashes on the screen and my power steering stops working. Turn the car off and back on and the issue goes away to return at random intervals. Appears to be worse the hotter it is outside. Over 80 is when it is the worst.*

Get a New Chevrolet Price Quote
Chevrolet
Cobalt
2008
Zip Code GO

Automotive News
Sponsored by MyRide

Expert Picks: SUVs Rated from 4.0 to 5.0 Stars
Despite high gas prices, many families still *need* an SUV or crossover for family hauling. Here are 21 of the most highly rated SUVs and crossovers.

Future Fords: Sneak Preview Spy Photos
Get a sneak preview popular 2010 Ford models, including the Mustang, Shelby GT500, and Lincoln MKT.

Top 10 Used Entry-Level Luxury Cars
Just because times are tough, doesn't mean you can't surround yourself with leather, wood, heated seats and the other trappings of a luxury car.

Daily Horoscope for September 24
Cancer
A victory dinner with your partner is in order tonight, even if you're just celebrating surviving 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 bring a promotion or other form of increase in status.
Get your Horoscope »

Chevrolet Cobalt News
- Continue reading "Turbocharging, compression sy..."
- Ten Cars With Better Fuel Economy Than A Toyota ...
- Why the Chevy Volt won't save GM
- First Look: 2009 Pontiac G5
- Pickup sales picking up
- Dixon leads Top Fuel charge with another fast F

GM QUALITY SERVICE/PARTS
GENERAL MOTORS CORPORATION

Heartland CHEVROLET

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

Goodwrench Service

PARTS DIRECT (816) 792-1741 • TOLL FREE 1 (800) 996-6678 • FAX (816) 781-2624

ALL INVOICES ARE DUE AND PAYABLE BY THE 10TH OF THE FOLLOWING MONTH
ANY OUTSTANDING BALANCE WILL BEAR INTEREST AT 1 1/2% OF THE UNPAID BALA
IN THE EVENT OF COLLECTION ACTION AT LAW OR OTHERWISE REASONABLE
ATTORNEYS FEES WILL BE REQUIRED. THIS AND ALL PREVIOUS

WE APPRECIATE YOUR BUSINESS IF FOR ANY
REASON YOU ARE NOT COMPLETELY SATISFIED
WITH THE SERVICE YOU RECEIVED, PLEASE
CONTACT [illegible]
[illegible]

STATEMENT OF DISCLAIMER

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

CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO
	LABOR RATE / LICENSE NO / MILEAGE		COLOR	STOCK NO
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO		SELLING DEALER NO	PROMISE DATE/TIME
	PTE NO	PO NO	O.S. DATE	
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS			

[illegible]
[illegible]
[illegible]

June 22, 2011

[redacted]

Liberty, MO [redacted]

Service Request: 71-674290713

Dear [redacted],

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

January 20, 2009

Better Business Bureau
Attention: Rebecca Gohlke

Customer: [redacted]
Service request: 71-674290713
Customer Relationship Specialist: Leslie Olsen

Dear Rebecca Gohlke:

Thank you for your recent correspondence regarding [redacted] 2005 Chevrolet Cobalt. We are sorry for any inconvenience she may have experienced.

At your request, we reviewed [redacted] case with our Central Office Staff. As a gesture to [redacted] General Motors has offered and she has accepted a $1000.00 Owner Loyalty Certificate. This offer was made to [redacted] to reaffirm General Motors' commitment to customer loyalty and satisfaction. We believe every consideration was given to access all available information.

General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We again apologize for any inconvenience [redacted] 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

June 22, 2011

[redacted]
Liberty, MO [redacted]

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

Dear [redacted]:

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

Unfortunately, our attempts to contact you 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: **Certificate No. 1G1AK12F257[redacted]**

Chevrolet

Issue Date: June 22, 2011

Issued exclusively for: [redacted]

Liberty, MO [redacted]

Valid through: January 19, 2010

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

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: [redacted]
Reference number: 7042861
Service request: 71-674290713
Customer Relationship Specialist: Leslie Olsen

Dear Ms. Gohlke:

Thank you for your recent correspondence regarding [redacted]. Our continued success depends upon the satisfaction our customers receive from their vehicles.

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 [redacted] concerns. Unfortunately, my attempts to contact [redacted] 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 [redacted] concern this is to advise you that we have sent correspondence to the customer seeking contact.

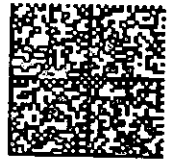
After we review [redacted] concerns, we will be in contact with you to discuss this matter further. If you have any further questions, please contact me at 1-866-790-5600 extension 31273 between 9:30 a.m. and 6:00 p.m. Eastern Standard Time weekdays and I will be happy to assist you.

Sincerely,
Chevrolet Customer Assistance Center

CHEVROLET

Customer Assistance Center

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



02-17-09A08:51 RCVD

6406838328 R003
48232@5170

X 483 NFE 1 C07I 00 02/10/09
FORWARD TIME EXP RTN TO SEND
PHILLIPS'LAUREN L
PO BOX 1102
LIBERTY MO 64069-1102

RETURN TO SENDER

CHEVROLET

Customer Assistance Center

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

February 10, 2009

[redacted]
Liberty, MO [redacted]

Customer Did Not Receieve
Letter From GM

Service Request: 71-674290713

Dear [redacted]

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: [redacted]
Liberty, MO

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.

Scott Lawson
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

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

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

October 27, 2008

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

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

\
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).
- ***PLEASE NOTE:IF THE CUSTOMER SOCIAL SECURITY NUMBER IS INDICATED ON ANY OF THE DOCUMENTS IT MUST BE BLACKED OUT PRIOR TO FAXING***

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 MOTORS 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

By: Greta Vanderhoek State: OH

Customer Name: [redacted] Service Request: 71-674723093 BBB Case No.: CHV0851697

Vehicle ID No.: 1G1AK52FX57[redacted] In Service Date: 6/2/2005 (June 2, 2005) Vehicle is: new BAC Code: 207590

Year, Make ☐Model: 2005 Chevrolet Cobalt Vehicle Purchased Used on: n/a at odometer n/a
Mileage at Time of BBB Filing (50000)

Lien holder: GMAC☒ Other☐: {Name} Sale Type: Purchase ☐ Lease☒ Other☐ : {Type}

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

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☐☐☐☐☐☐☐

☐☐☐☐☐☐☐

				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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
27/03/06	121556	☐	12714	c/s hears clicking noise in shifter/console area while driving check could not duplicate concern at this time ck. for noise in console area no abnormal noises noticed at this time
09/08/06	127574	☐	19434	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

☐ key gets stuck/noise in front end

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

☐ brake/turn signals keep going out

Date:	RO #:	Days Out:	Mileage:	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 both stop-turn bulbs burnt out replace bulbs
23/03/07	137435	1	27779	c/s left side brake light inop (illegible)working cause inop bulbs, stop, tail and turn lamp (left) burnt out bulbs replaced right brake and right rear marker bulbs
02/04/08	155493	1	45991	c/s right turn signal blinking fast right fornt bulb out cause burnt out bulb headlamp composite assembly - right burnt out builb replaced right front part/trun bulb note

excessive water inside right capsule`

☐ steering column(not on claim form)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2703/06	121556	☐	12714	c/s power steering inop check could not duplicate concern at this time see Line G for steering column replacement
27/03/06	121556	☐	12714	c/s hears rattle noise in front end over bumps check cause excessive play column assembly, steering - replace
08/06/06	124537	☐	16254	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)

Date:	RO #:	Days Out:	Mileage:	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 SOP HVAC case gasket as per bulletin 05-01-38-016A
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)

Date:	RO #:	Days Out:	Mileage:	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)

Date:	RO #:	Days Out:	Mileage:	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)

Date:	RO #:	Days Out:	Mileage:	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)

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

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

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

Vehicle Meets Presumption of Lemon Law YES

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☒ 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☒ 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☒ 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☒ 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: ☐ Settle case: ☒

:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]
Mailing address: [redacted]
City: Youngstown State: OH Zip code: [redacted]
Day phone: [redacted] Evening phone: [redacted] Cell phone:
Fax: E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Cobalt Year: 2005 Current mileage: 50000
Name(s) that appears on the vehicle title: [redacted]
Selling dealer/city/state: Sweeney Chevrolet, Youngstown, OH
Primary Servicing dealer/city/state: SWEENEY CHEVROLET,
Acquired as ☐ new ☐ used ☐ demo ☒ leased Is the vehicle in your possession? ☒ yes ☐ no
Purchase/lease date: 05/02/05 Mileage at purchase/lease:
First repair attempt date: 06/06/05 First repair attempt mileage: 133
How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:
Description of damage:

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

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 _____
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

BBB AUTO LINE

October 27, 2008

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

Re:m01 CHV0851697: [redacted] vs Chevrolet Motor Division

Dear Madam/Sir:

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

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

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

Sincerely,
John Ryan at Extension 529

BBB AUTO LINE PROGRAM SUMMARY

General Motors

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

LEMON LAW CLAIMS

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

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

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

Please note:

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

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

BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

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

CLAIMS THAT WILL NOT BE ARBITRATED

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

OTHER IMPORTANT INFORMATION

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

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

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

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

Eligible Claims

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

Eligible Vehicles

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

The customer's vehicle must be:

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

Remedies for Warranty Claims

The arbitrator may award the following remedies:

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

Repairs/Reimbursement for Repairs

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

Repurchase or Replacement

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

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

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

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

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

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

Deductions/Exclusions from a Repurchase or Replacement Award

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

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

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

STANDARDS OF THE 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.

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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 law[1] 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:

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[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 consumer[2]). 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.

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

Customer: [redacted] well	**SR #:** 71-674723093	**BBB#:** CHV0851697

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

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

Section 1

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

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

Section 2

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

Section 3

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

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	13752.78
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 500.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 13252.78

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

Privileged and Confidential Information

CASE ASSESSMENT

By: Greta Vanderhoek State: OH

Customer Name: [redacted] Service Request: 71-674723093 BBB Case No.: CHV0851697

Vehicle ID No.: 1G1AK52FX57[redacted] In Service Date: 6/2/2005 (June 2, 2005) Vehicle is: new BAC Code: 207590

Year, Make ☐Model: 2005 Chevrolet Cobalt Vehicle Purchased Used on: n/a at odometer n/a
Mileage at Time of BBB Filing (50000)

Lien holder: GMAC☒ Other☐: {Name} Sale Type: Purchase ☐ Lease☒ Other☐ : {Type}

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

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☐☐☐☐☐☐☐

☐☐☐☐☐☐☐

				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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
27/03/06	121556	☐	12714	c/s hears clicking noise in shifter/console area while driving check could not duplicate concern at this time ck. for noise in console area no abnormal noises noticed at this time
09/08/06	127574	☐	19434	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

☐ key gets stuck/noise in front end

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

☐ brake/turn signals keep going out

Date:	RO #:	Days Out:	Mileage:	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 both stop-turn bulbs burnt out replace bulbs
23/03/07	137435	1	27779	c/s left side brake light inop (illegible)working cause inop bulbs, stop, tail and turn lamp (left) burnt out bulbs replaced right brake and right rear marker bulbs
02/04/08	155493	1	45991	c/s right turn signal blinking fast right fornt bulb out cause burnt out bulb headlamp composite assembly - right burnt out builb replaced right front part/trun bulb note

excessive water inside right capsule`

☐ steering column(not on claim form)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2703/06	121556	☐	12714	c/s power steering inop check could not duplicate concern at this time see Line G for steering column replacement
27/03/06	121556	☐	12714	c/s hears rattle noise in front end over bumps check cause excessive play column assembly, steering - replace
08/06/06	124537	☐	16254	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)

Date:	RO #:	Days Out:	Mileage:	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 SOP HVAC case gasket as per bulletin 05-01-38-016A
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)

Date:	RO #:	Days Out:	Mileage:	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)

Date:	RO #:	Days Out:	Mileage:	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)

Date:	RO #:	Days Out:	Mileage:	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)

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

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

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

Vehicle Meets Presumption of Lemon Law YES

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.**

HUMMER

GENERAL MOTORS BUSINESS RESOLUTION CENTER

October 27, 2008

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

26 page total

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

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).
- ***PLEASE NOTE:IF THE CUSTOMER SOCIAL SECURITY NUMBER IS INDICATED ON ANY OF THE DOCUMENTS IT MUST BE BLACKED OUT PRIOR TO FAXING***

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.

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

LEASE ORDER

Sweeney CHEVROLET
7870 Market Street • Youngstown, Ohio 44512
Telephone: (330) 758-7521

DEAL # 23243

LESSEE'S NAME [redacted] DATE 06/02/2005 STOCK NO. 1542

ADDRESS [redacted] PHONE [redacted]

CITY YOUNGSTOWN COUNTY MAHONING STATE OH ZIP [redacted] SALESPERSON RAMUNNO, BOB

Pursuant to the terms and conditions listed herein, the undersigned lessee hereby agrees to lease the listed vehicle from or through a third party if Dealer can obtain third party approval.

ENTER MY ORDER FOR ONE ☐ NEW ☐ USED / ☐ CAR ☐ TRUCK / ☐ DEMONSTRATOR ☐ RENTAL VEHICLE ☐ FACTORY OFFICIAL

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRIM
2005	CHEVROLET	COBALT		RED	

MVI OR SERIAL NO. 1G1AK52FX57[redacted] TO BE DELIVERED ON OR ABOUT 02 JUN 05 STOCK NO. 1542

REMARKS:

☐ SEE VEHICLE DELIVERY REPORT ATTACHED

☐ SEE SPOT DELIVERY AGREEMENT ATTACHED

☐ SEE USED VEHICLE LIMITED WARRANTY ATTACHED

THE MAJOR TERMS OF THIS AGREEMENT ARE AS FOLLOWS:

1. The number of months this closed-end lease is for: 48
2. The number of miles you may drive per year is:
   And over the entire lease without an additional charge is: 48,000
   Charge you will pay for each mile over the amount listed: $ .20
3. Your approximate monthly payment will be: $ 204.59
4. The approximate capitalized cost will be: $ 15578.86

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

X_____

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

ODOMETER MILEAGE STATEMENT
The odometer of the above-described vehicle now reads _____ miles/kilometers and is accurate unless checked below. ☐ Odometer mileage is not accurate. Refer to the Federal Mileage Statement for full disclosure.

TRADE-IN VEHICLE		DUE AT DELIVERY	AMOUNT
YEAR N/A MAKE N/A		CAPITALIZED COST REDUCTION	500.00
MODEL N/A		FIRST PAYMENT	204.59
VIN N/A		SECURITY DEPOSIT	225.00
MILEAGE N/A		TITLE FEE	15.00
PAYOFF TO:		LICENSE FEE	81.25
PAYOFF GOOD THRU:		TAX ON CAPITAL COST REDUCTION	32.50
ACCOUNT NO.:		USE TAX	N/A
TRADE IN ALLOWANCE	N/A	Document Fee	75.00
PAYOFF AMOUNT	N/A		
NET TRADE IN ALLOWANCE	N/A		
REBATE	500.00		
DEPOSIT	N/A	TOTAL DUE AT DELIVERY	1133.34
	N/A		
TOTAL CREDIT	500.00	LESS CREDITS	500.00
		BALANCE	633.34

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

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

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

APPROVED: _____ ACCEPTED BY [redacted] 06/02/2005
LESSEE'S SIGNATURE DATE

 © 2002 The Reynolds and Reynolds Company

2005 COBALT 4-DOOR SEDAN
74U VICTORY RED /L4G
148 GRAY
ORDER NO. HXGF8Q/TRE STOCK NO.
VIN 1G1 AK52 FX 57[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD60264099

MODEL & FACTORY OPTIONS	MSRP	INV AMT
1AK69 COBALT 4-DOOR SEDAN	13625.00	12739.38
B34 FLOOR MATS	80.00	72.00
DT4 ASHTRAY AND LIGHTER	15.00	13.50
FE9 50-STATE EMISSIONS	N/C	N/C
L61 2.2L DOHC 4 CYL ENGINE	0.00	0.00
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	765.00

RETAIL - STOCK
INVOICE 02/22/05
SHIPPED 02/22/05
EXP I/T 02/25/05
INT COM 02/25/05
PRC EFF 02/22/05
KEYS G0724 G0724
WFP-S QTR OPT-1
BANK: GMAC - 010
CHG-TO 28-599

SHIP WT: 2785
HP: 18.4
GMS: 13792.78
SUPPLR: 14410.08
MRM: 15135.00
DAN: ABASE
MEMO 653.50

TOTAL MODEL & OPTIONS	14570.00	13589.88	ACT 231	13717.78
DESTINATION CHARGE	565.00	565.00	H/B 261	437.10
LAM DEALER CONTRIBUTION		145.70	ADV 261	145.70
LAM GROUP CONTRIBUTION		72.85	EXP 65A	72.85
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 HELD BY GMAC.

SWEENEY CHEVROLET

REMIT TO GMAC NO. 010
VIN 1G1AK52FX57[redacted]
$ 14373.43 INV 1AD60264099
DUE 02/25/05 DEALER 28-599

04

Contract Registration

GMPP	XX MRP	Medium Duty	GM Cert	MRP Cert	MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters): 1 G 1 A K 5 2 F X 5 7 [redacted]

AGREEMENT PURCHASE DATE: 06 /02 /05

YEAR	MAKE	MODEL	CURRENT ODOMETER	4 WHEEL DRIVE
2005	CHEVROLET	COBALT	30	

Customer

FIRST NAME [redacted] M.I. LAST NAME [redacted] FLEET GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER [redacted]

MAILING ADDRESS (must include apt. or suite #, if applicable) [redacted] CITY: YOUNGSTOWN STATE: OH ZIP CODE [redacted]

Dealer

The Agreement provider is authorized to charge my account for the cost of the Agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME: SWEENEY CHEVROLET DEALER CODE (Required): 28598 PROMOTION CODE:

ADDRESS: 7870 MARKET ST CITY: YOUNGSTOWN STATE: OH ZIP CODE: 44512

Lienholder

GMAC SPP NAME: XX OR GMAC OR

ADDRESS: 25000 GREAT NORTHERN CORP CITY: NORTH OLMSTED STATE: OH ZIP CODE: 44070

Plan Coverage and Price

LEASE	RETAIL	MAJOR GUARD	VALUE GUARD	BASIC GUARD	SMART PROTECTION	MD-PT +	MD-E&T	MD-BASIC
XX		X						

MECHANICAL TERM

THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.

NEW X — The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. **Your deductible is referenced below.**

USED — The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. **Your deductible is referenced below.**

VEHICLE IN-SERVICE DATE (In-Warranty vehicles) / / TERM-MO./MI. (IN 000'S) 48/48000

DEDUCTIBLE (Required): $0 $50 $100 $200

PRICE: ,695.00

MAINTENANCE TERM The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date

SMART CARE TERM-MO./MI. (IN 000'S): / GOODWRENCH CARE # OF SERVICES: , .00

SURCHARGES & OPTIONAL COVERAGE (Select all that apply)

BUSINESS HUMMER EMERGENCY SNOWPLOW TIRE ROAD HAZARD $, .00

By signing this I agree to all the terms and conditions on this form. I acknowledge that purchase of this Agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, an Agreement will be mailed to the address indicated above.

CUSTOMER SIGNATURE [redacted] DATE: 06/02/2005

SUBTOTAL	$	, .00
TAX	$	, .
TOTAL	$	, .

If not submitted by GM Access (CDR) mail to National Mechanical Service Center, P.O. Box 5855, Chicago, IL 60680-5855. In Arizona, the service company is GM4C Service Agreement Corp. In Florida, the insurer is MIC Property and Casualty Insurance Corporation, P.O. Box 5011, Southfield, MI 48086. FL Lic. #9299.

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Sample Agreements are available online at www.gmprotectionplan.com/agreements.htm

NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 60 DAYS, CALL 1-800-631-5590

23243 1542

General Motors Corporation
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 161AK52FX57[redacted] (or see attached list*)

CUSTOMER INCENTIVE(S)

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
Car Cost Reduct	$ 500	CCR
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$ 500	

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

a. I elect to receive _____

in lieu of _____

and/or

b. I elect to receive _____

CUSTOMER AND DEALER ACKNOWLEDGMENT

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 __/__/__. I acknowledge 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: [redacted] Date: 06/02/05

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

Authorized Dealer Signature: _____ Date: 06/02/05

Dealership Name: SWEENEY CHEVROLET Dealer Code: _____

*List must 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 Copy #2 - Customer GENERAL MOTORS CORPORATION GM3795 (02/02)

Reynolds and Reynolds

GMAC SmartLease® Agreement — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county	Garaging address (if different)	LESSOR (Retailer)
[redacted] YOUNGSTOWN, MAHONING OH [redacted]	Principal driver (if business use)	SWEENEY CHEVROLET 7870 MARKET ST YOUNGSTOWN, OH 44512

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

[X] If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to _____

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2005	CHEVROLET COBALT		1G1AK52FX57[redacted]	30	☐ Personal, Family, or Household ☐ Commercial, Business, or Agricultural GVW (if truck) _____ ☐ Public Conveyance

Dealer Installed Options: _____

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)*

$ 1133.34

2. Monthly Payments

Your first monthly payment of $ 204.59 is due on 06/02/2005, followed by 47 payments of $ 204.59 due on the 2ND of each month.

The total of your monthly payments is $ 9820.32

3. Other Charges (not part of your monthly payment)

Disposition fee (if you do not purchase the vehicle) N/A $ N/A

$ N/A

Total $ N/A

4. Total of Payments (The amount you will have paid by the end of the lease.)

$ 10524.07

*Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	$ 500.00
b. First monthly payment	$ 204.59
c. Refundable security deposit	$ 225.00
d. Title fees	$ 15.00
e. Registration fees	$ 81.25
f. Sales/use tax	$ 32.50
g. Document Fee	$ 75.00
h. N/A	$ N/A
i. N/A	$ N/A
j. Total	$ 1133.34

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	$
b. Rebates and noncash credits	$ 500.00
c. Amount to be paid in cash	$ 633.34
d. Total	$ 1133.34

7. Your monthly payment is determined as shown below:

a. **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 outstanding prior credit or lease balance)	$ 15670.86
b. **Capitalized cost reduction.** The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	− $ 500.00
c. **Adjusted capitalized cost.** The amount used in calculating your base monthly payment	= $ 15170.86
d. **Residual value.** The value of the vehicle at the end of the lease used in calculating your base monthly payment	− $ 7416.15
e. **Depreciation and any amortized amounts.** The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= $ 7762.71
f. **Rent charge.** The amount charged in addition to the depreciation and any amortized amounts	+ $ 2057.61
g. **Total of base monthly payments.** The depreciation and any amortized amounts plus the rent charge	= $ 9820.32
h. **Lease payments.** The number of payments in your lease	÷ 48
	= $ 204.59
	N/A

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h. N/A — $ N/A

i. N/A

j. Total — $ 1133.34

d. Total — $ 1133.34

7. Your monthly payment is determined as shown below:

a. **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 outstanding prior credit or lease balance)		$	15678.86
b. **Capitalized cost reduction.** The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	−	$	500.00
c. **Adjusted capitalized cost.** The amount used in calculating your base monthly payment	=	$	15178.86
d. **Residual value.** The value of the vehicle at the end of the lease used in calculating your base monthly payment	−	$	7416.15
e. **Depreciation and any amortized amounts.** The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	=	$	7762.71
f. **Rent charge.** The amount charged in addition to the depreciation and any amortized amounts	+	$	2057.61
g. **Total of base monthly payments.** The depreciation and any amortized amounts plus the rent charge	=	$	9820.32
h. **Lease payments.** The number of payments in your lease	÷		48
i. **Base monthly payment**	=	$	204.59
j. **Monthly sales/use tax (estimated)**	+	$	N/A
k. N/A	+	$	N/A
l. **Total monthly payment**	=	$	204.59

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of $ .20 per mile.

9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for $ 7916.15, plus official fees and taxes.

10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	$	13792.78
b. GMAC administrative fee	+ $	595.00
c. License/registration/title fees	+ $	N/A
d. Sales tax	+ $	596.08
e. Other tax (describe) N/A	+ $	N/A
f. Optional service contract	+ $	695.00
g. Optional maintenance contract	+ $	N/A
h. Optional life insurance	+ $	N/A
i. Optional disability insurance	+ $	N/A
j. N/A	+ $	N/A
k. N/A	+ $	N/A
l. Gross Capitalized Cost	= $	15678.86

12. THE VEHICLE YOU ARE TRADING. N/A (year) (make) (model)

Gross trade-in value	$	N/A
Payoff	$	N/A
Net trade-in value	= $	N/A

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE $ 968.58

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	$	15.00
b. Registration fees/taxes	$	325.00
c.	$	N/A

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end JUN (month) 1ST (day) 2009 (year). You are scheduled to return the vehicle on this date.

18. LEASE END DAILY EXTENSION CHARGE. $ 25.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: STATE Farm Ins
Insurance agency name: Thomas Ins
Agency address: 4962 Mahoning Ave Yo OH 44505
Agency phone no.: 330-793-1136
Agent's name: Thomas
Policy no.: [redacted] ☐ Liability ☑ Physical damage
Deductibles: Collision $ 500 Comprehensive $ 500

Insurance company name: N/A
Insurance agency name: N/A
Agency address: N/A
Agency phone no.: N/A
Agent's name: N/A
Policy no.: ☐ Physical damage
Deductibles: Collision $ N/A Comprehensive $ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life 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 taxes and other amounts due besides the base monthly payment.

Insurer name: N/A
Address: N/A

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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 ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE ..... $ 968.58

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	$ 15.00
b. Registration fees/taxes	$ 325.00
c. License fees/taxes	$ N/A
d. Sales/use taxes (including tax on capitalized cost reduction)	$ 628.58
e. Excise taxes	$ N/A
f. Property taxes	$ N/A
g. Other (describe) N/A	$ N/A
h. Other (describe) N/A	$ N/A
i. Other (describe) N/A	$ N/A

14. MILEAGE.

Base Mileage Allowance. ☐ 15,000 miles/year. ☒ Low mileage: 12,000 miles/year.
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at $ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with $ N/A for each unused extra mile. **There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.**

Total Allowed Mileage on the Odometer at Lease End is 48030 miles.

Starting odometer mileage		30 miles
Base mileage allowance	+	48,000 miles
Purchased extra miles	+	N/A miles

Excess Mileage Charge. The excess mileage charge is $ .20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

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

Agent's name: N/A
Policy no.: _____ ☐ Physical damage
Deductibles: Collision $ N/A Comprehensive $ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life 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 taxes and other amounts due besides the base monthly payment.

Insurer name: N/A
Address: N/A
N/A

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium $ N/A
Coverage limit $ N/A

☐ Disability insurance (Lessee only) Premium $ N/A
Monthly coverage limit $ N/A

LESSEE'S SIGNATURE: X _____ Age N/A

CO-LESSEE'S SIGNATURE: X _____ Age N/A

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

☒ Standard manufacturer's warranty
☐ N/A

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

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

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name GMPP Term 48 months, 48000 miles
Name N/A Term N/A months, N/A miles

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

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

LESSEE: X [redacted] BY: X _____ CO-LESSEE: X _____
We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT YOUNGSTOWN, OH (city) (state) ON 06/02/2005 (month) (day) (year)

LESSEE: X [redacted] BY: X _____ CO-LESSEE: X _____

LESSOR: SWEENEY CHEVROLET SIGNATURE AND TITLE: X _____

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: SWEENEY CHEVROLET BY: X _____ TITLE: _____

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

671 (MONTHLY 11/2001) (4)

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10/28/2008 13:58 FAX 330 726 0557 SWEENEY BPG 009/026

7558216 109801

INVOICE

PAGE 1

Sweeney
7870 MARKET STREET
P.O. BOX 3540
YOUNGSTOWN, OH 44513
PHONE (330) 758-7521

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

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AK52FX57[redacted]		133/133	T3877

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY05 IS			15:00 06JUN05			CASH	06JUN05

R.O. OPENED	READY	OPTIONS:
14:17 04JUN05	13:42 06JUN05	STK: 1542 ENG: 2.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RECALL 05-0-34 A/C SYSTEM WIRING OR DUAL STAGE AIRBAG MODULE WERING						
	V1362 INSTALL JUMPER HARNESS						
		6694	IS	0.20			(N/C)
	1 15795514 HARNESS						(N/C)
133	INSTALL A/C SYSTEM WIRING HARNESS						
	**********						
B	CHECK CUST STATES CAR RUNNING HOT/WORSE WITH A/C ON CHECK						
	CS38 REPAIR ON OTHER LINE						
		6694	CP	0.00		0.00	0.00
	1 12346290 COOLANT				21.61	21.61	21.61
133	CK. COOLING FAN NOT TURNING ON FOUND FAN UNPLUGGED SEE LINE A FOR RECALL						
	**********						
C	QUALITY CONTROL CHECK						
	QC QUALITY CONTROL CHECK						
		99	C	0.00		0.00	0.00
	**********						
D	Y						
	W Y						
		99	C	0.00		0.00	0.00
	**********						
E**	RENTAL COVERED BY BUMPER-TO-BUMPER WARRANTY 1-3 DAYS (ADDITIONAL NEEDS ORTOR A.S.M. APPROVAL)						
	Z7901 RENTAL COVERED BY BUMPER-TO-BUMPER WARRANTY 1-3 DAYS (ADDITIONAL NEEDS ORTOR A.S.M. APPROVAL)						
		99	CP	0.00		0.00	0.00
	**********						

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SHOP SUPPLY COSTS: We have added a charge equal to 8% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	21.61
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	21.61
LESS INSURANCE	0.00
SALES TAX	1.40
PLEASE PAY THIS AMOUNT	23.01

7880030 120260

INVOICE

PAGE 1

Sweeney
7870 MARKET STREET
P.O. BOX 3540
YOUNGSTOWN, OH 44513
PHONE (330) 758-7521

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

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AK52FX57[redacted]		11636/11636	T3031

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY05 IS			15:00 27FEB06			CASH	28FEB06

R.O. OPENED	READY	OPTIONS:
15:21 24FEB06	15:40 28FEB06	STK:1542 ENG:2.2_Liter_MFI_DOHC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHECK CUST STATES WARNING LIGHTS ALL COMING ON IN DASH AND CAR WILL NOT SHIFT CHECK TOWED IN			
CAUSE: OUT OF CALIBRATION			
K5364 TRANSMISSION CONTROL MODULE TRANSMISSION REPROGRAMMING WITH SPS			
6694 WC4 0.70			(N/C)
FC: 3L PARTS: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
WG			
11636 SCAN FOUND HISTORE U2100 GM LAN LOSS OF COMMUNICATION CODE SYMPTOM 4 PROGRAMMING ERROR FOUND TCM UPDATE FOR U2100 REPROGRAM MODULE AND ROAD TEST			
**********			
B QUALITY CONTROL CHECK			
QC QUALITY CONTROL CHECK			
3 C 0.00	0.00	0.00	
11636 QC OKED F. SHULER			
**********			
C Y			
W T			
3 C 0.00	0.00	0.00	
**********			
D MULTI-POINT INSPECTION			
INSP MULTI-POINT INSPECTION			
6694 C 0.10	0.00	0.00	
TIRE6 6/32 TIRE TREAD DEPTH REMAINING			
6694 C 0.00	0.00	0.00	
BK4 4mm BRAKE LINING REMAINING			
6694 C 0.00	0.00	0.00	
11636 FT. PADS 5MM REAR 4MM TIRES 6-7 32NDS			
**********			

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SHOP SUPPLY COSTS: We have added a charge equal to 5% of the cost of labor, not to exceed $5.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

7880030 120260

INVOICE

PAGE 2

Sweeney
7870 MARKET STREET
P.O. BOX 3540
YOUNGSTOWN, OH 44513
PHONE (330) 758-7521

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

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AK52FX57[redacted]		11636/11636	T3031

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY05 IS			15:00 27FEB06			CASH	28FEB06

R.O. OPENED	READY
15:21 24FEB06	15:40 28FEB06

OPTIONS: STK: 1542 ENG: 2.2 Liter MFI DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E** N/C RENTAL 24/24 OWNER							
Z7901 RENTAL COVERED BY BUMPER-TO-BUMPER WARRANTY							
1-3 DAYS (ADDITIONAL NEEDS ORIGR A.S.M. APPROVAL)							
		3	CP	0.00	0.00	0.00	
SUBL PO# 46056 ENTEPRIRSE							
		IS					(N/C)

****

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SHOP SUPPLY COSTS: We have added a charge equal to 5% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

7880030 121556

INVOICE

PAGE 1

Sweeney
7870 MARKET STREET
P.O. BOX 3540
YOUNGSTOWN, OH 44513
PHONE (330) 758-7521

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

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AX52FX57[redacted]		12714/12757	T3376

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY05 IS			15:00 28MAR06			CASH	06APR06

R.O. OPENED	READY	OPTIONS:
11:41 27MAR06	10:20 05APR06	STX:1542 ENG:2.2 Liter MFI DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHECK CUST STATES CHECK ENGINE LIGHT STAYING ON AND TRANSMISSION NOT SHIFTING PROPERLY CHECK CND COULD NT DUPLICATE CONCERN AT THIS TIME	6694	CP	0.00	0.00	0.00	
12714 SCAN FOUND U2100 HIST., P0700 U2107 HIST LOSS OF COMMUNICATION ON HIGH SPEED LAN NOT CURRENT ROAD TEST UNABLE TO VERIFY TRANS SHIFTING CONCERN WORKING AS DESIGNED							
	**********						
B	CHECK CUST STATES POWER STEERING INOP CHECK CND COULD NT DUPLICATE CONCERN AT THIS TIME	6694	CP	0.00	0.00	0.00	
12714 SEE LINE G FOR COLUMN REPLACEMENT							
	**********						
C	CHECK CUST STATES HEARS CLICKING NOISE IN SHIFTER/CONSOLE AREA WHILE DRIVING CHECK CND COULD NT DUPLICATE CONCERN AT THIS TIME	6694	CP	0.00	0.00	0.00	
12714 CK. FOR NOISE IN CONSOLE AREA NO ABNORMAL NOISES NOTICED AT THIS TIME							
	**********						
D	N/C RENTAL Z4/24 OWNER Z7901 RENTAL COVERED BY BUMPER-TO-BUMPER WARRANTY 1-3 DAYS (ADDITIONAL NEEDS ORIGR A.S.M. APPROVAL)	3	CP	0.00	0.00	0.00	
12757							
	**********						
E	QUALITY CONTROL CHECK QC QUALITY CONTROL CHECK	3	C	0.00	0.00	0.00	
12714 ROADTESTED--50 PLUS MILES CANNOT VERIFY CUST CONCERN QC OKED F. SHULER							
	**********						
F	Y						

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

7880030 121556

INVOICE

PAGE 2

Sweeney
7870 MARKET STREET
P.O. BOX 3540
YOUNGSTOWN, OH 44513
PHONE (330) 758-7621

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

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AK52F57[redacted]		12714/12757	T3376

DEL DATE	PROD DATE	WARR EXP	PROMISED	RO NO	RATE	PAYMENT	INV DATE
02MAY05 IS			15:00 28MAR06			CASH	06APR06

R.O. OPENED	READY	OPTIONS: STR: 1542 ENG: 2.2 Liter MFI DOHC
11:41 27MAR06	10:20 05APR06	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
W	Y						
		3	C	0.00		0.00	0.00

****

G** CHECK CUST STATES HEARS RATTLE NOISE IN FRONT END OVER BUMPS CHECK
CAUSE: EXCESSIVE PLAY
E7680 COLUMN ASSEMBLY, STEERING - REPLACE
6694 WC4 1.50 (N/C)
1 10394224 COLUMN KI (N/C)
T PD E5001 (N/C)
FC: 2E
PART#: 10394224
COUNT: 2
CLAIM TYPE:
AUTH CODE:
NQ

12714 DIAG. RATTLE IN FT. END FOUND STEERING COLUMN CAUSE OF RATTLE INTERNAL RATTLE ALSO OIL LEAKING FROM MOTOR ASSEMBLY REPLACE STEERING COLUMN ASSEMBLY

****

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

7880030 124537

INVOICE

PAGE 1

Sweeney
7870 MARKET STREET
P.O. BOX 3540
YOUNGSTOWN, OH 44513
PHONE (330) 758-7521

[redacted]
YOUNGSTOWN OH [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AK52FX57[redacted]		16254/16254	T3159

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY05 IS			15:00 08JUN06			CASH	15JUN06

R.O. OPENED	READY	OPTIONS: STK: 1542 ENG: 2.2_Liter_MFI_DOHC
11:01 08JUN06	07:33 15JUN06	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CHECK CUST STATES WHEN DEFOG OR A/C/ RUNNING GETTING WATER ON PASS SIDE FRONT FLOORBOARD CHECK							
	SOP				SPECIAL ORDERED PART - CONSULANT WILL CALL AND PARTS WILL SEND NOTIFICATION WHEN PART ARRIVES			
	6694		CP	0.00				
16254	SOP				HVAC CASE GASKET AS PER BULLETIN 05-01-38-016A	0.00	0.00	
	**********							
B	CHECK CUST STATES REARS CLUNKING TYPE NOISE WHEN MAKING TURNS WORSE ON RIGHT HAND CHECK							
CAUSE:	INSUFFICIENT LUBRICATION							
	E7700				SHAFT, STEERING INTERMEDIATE - REPLACE			
	6694		WC4	0.60				
	1 10394225				SHAFT KIT			(N/C)
								(N/C)
	FC: 2N							
	PART#: 10394225							
	COUNT: 1							
	CLAIM TYPE:							
	AUTH CODE:							
	NE							
16254	ROAD TEST DIAG CLUNK NOISE ON TURNS REPLACE ITERM STEERING SHAFT LACK OF LUBE CAUSING NOISE RE CK NOISE GONE							
	**********							
C	LUBE WITH OIL AND OIL FILTER CHANGE WITH 10 POINT CHECK							
	CS00Q				LUBE WITH OIL AND OIL FILTER CHANGE WITH 10 POINT CHECK			
	6694		CPQ	0.50				
	1 12579143				FILTER	10.20	10.20	10.20
	5 OIL				OIL	6.88	6.88	6.88
16254					PERFORMED LUBE OIL AND FILTER CHANGE	1.60	1.60	8.00
	**********							
D	MULTI-POINT INSPECTION							

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

7880030 124537

INVOICE

PAGE 2

Sweeney
7870 MARKET STREET
P.O. BOX 3540
YOUNGSTOWN, OH 44513
PHONE: (330) 758-7521

[redacted]
YOUNGSTOWN OH
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AR52F X57[redacted]		16254/16254	T3159

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
02MAY05 IS			15:00 08JUN06			CASH	15JUN06

R.O. OPENED	READY	OPTIONS: STR: 1542 ENG: 2.2 Liter MFI DOHC
11:01 08JUN06	07:33 15JUN06	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	INSP MULTI-POINT INSPECTION							
	6694		C	0.10			0.00	0.00
	TIRE7 7/32 TIRE TREAD DEPTH REMAINING							
	6694		C	0.00			0.00	0.00
	BK4 4mm BRAKE LINING REMAINING							
	6694		C	0.00			0.00	0.00
16254	FT PADS 6MM REAR 4MM TIRES 7-8 32NDS 32 PSI							
	**********							
E	QUALITY CONTROL CHECK							
	QC QUALITY CONTROL CHECK							
	1		C	0.00			0.00	0.00
16254	COULD NOT ROADTEST OUT OF FUEL							
	**********							
F	CHECK CUST STATES BUTTON FOR TRUNK RELEASE INSIDE CAR WILL NOT POP OUT SOP PART HERE							
CAUSE:	SHORTED							
	N2388 SWITCH - REAR COMPARTMENT - TRD RELEASE							
	REPLACE							
	6694	WC4		0.50				
	1 25762050 SWITCH							(N/C)
	FC: 6G							(N/C)
	PART#: 25762050							
	COUNT: 1							
	CLAIM TYPE:							
	AUTH CODE:							
	OJ							
16254	REPLACE TRUNK RELEASE SWITCH NO DETENT							
	**********							
G	N/C RENTAL 24/24 OWNER							
	Z7901 RENTAL COVERED BY BUMPER-TO-BUMPER WARRANTY: 1-3 DAYS (ADDITIONAL NEEDS ORIGN A.S.N. APPROVAL)							

WARRANTY STATEMENT AND DISCLAIMER

The only warranty on parts and products sold in conjunction with repairs performed by Dealer are those of the manufacturer or supplier of said parts or products. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of parts or products. Dealer warrants its workmanship in conjunction with repairs performed by Dealer for 90 days or 4,000 miles, whichever comes first. If there is a failure within the stated period due to our workmanship, we will perform the necessary labor to remedy the failure. You are responsible for the cost of any necessary parts and products.

SHOP SUPPLY COSTS: We have added a charge equal to 3% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

7880030 124537

INVOICE

PAGE 3

Sweeney
7870 MARKET STREET
P.O. BOX 9540
YOUNGSTOWN, OH 44513
PHONE (330) 758-7521

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

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AK52Px57[redacted]		16254/16254	T3159

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY05 IS			15:00 08JUN06			CASH	15JUN06

R.O. OPENED	READY	OPTIONS: STK: 1542 ENG: 2.2 Liter MFI DOHC
11:01 08JUN06	07:33 15JUN06	

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
1 C 0.00			0.00	0.00
SUBL PO# 47210 ENTERPRISE				
IS				(N/C)
**********				
H Y				
W Y				
1 C 0.00			0.00	0.00
**********				

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DESCRIPTION	TOTALS
LABOR AMOUNT	10.20
PARTS AMOUNT	14.88
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	25.08
LESS INSURANCE	0.00
SALES TAX	1.63
PLEASE PAY THIS AMOUNT	26.71

7880030 127574

INVOICE

DUPLICATE 1
PAGE 1

Sweeney
7870 MARKET STREET
P.O. BOX 3540
YOUNGSTOWN, OH 44513
PHONE (330) 758-7521

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

SERVICE ADVISOR: 8417 KEITH WELTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AK52PX57[redacted]		19434/19438	T4818

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RO NO.	RATE	PAYMENT	INV. DATE
02MAY05 IS			15:00 09AUG06			CASH	16AUG06

R.O. OPENED	READY
10:27 09AUG06	08:18 16AUG06

OPTIONS: STK: 1542 ENG: 2.2_Liter_MFI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHECK CUSTOMER STATES THAT WATER IS LEAKING ONTO PASSENGER SIDE FLOOR BOARD/ SOP PART NEEDS INSTALLED						
	CAUSE: REPAIR AS PER BULLETIN						
	D9714 HVAC Case -- Reseal						
	6694 WC4 0.50						
	1 15878211 F-GASKET						(N/C)
	FC: 93						(N/C)
	PART#: 15878211						
	COUNT: 1						
	CLAIM TYPE:						
	AUTH CODE:						
	VN						
	19434 SOP HVAC CASE SEAL ON PACKORDER NO STOCK AVAILABLE INSTALL HVAC CASE GASKET AS PER BULEYIN 05-01-38-016A						
B	CHECK CUSTOMER STATES THAT RED BRAKE LIGHT IS COMING ON						
	CAUSE: OUT OF CALIBRATION						
	N9522 INSTRUMENT PANEL CLUSTER(IPC) --REPROGRAM						
	6694 WC4 0.70						
	FC: 3L PART#: COUNT: 0						(N/C)
	CLAIM TYPE:						
	AUTH CODE:						
	WA						
	19434 REPROGRAM IP CLUSTER W UPDATED SOFTWARE						
C	CHECK CUSTOMER STATES THERE IS A POPPING NOISE IN FRONT END WHEN TURNING						
	CND COULD NT DUPLICATE CONCERN AT THIS TIME						
	6694 C 0.00				0.00	0.00	
	19434 ROADTESTED NO POPING NOISE HEARD AT THIS TIME. NEED TO RIDE WITH						

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

7880030 127574

INVOICE

DUPLICATE 1
PAGE 2

Sweeney
7870 MARKET STREET
P.O. BOX 3540
YOUNGSTOWN, OH 44513
PHONE: (330) 758-7521

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

SERVICE ADVISOR: 8417 KEITH WELTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AK52FX57[redacted]		19434/19438	T4818

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY05 IS			15:00 09AUG06			CASH	16AUG06

R.O. OPENED	READY	OPTIONS: STK: 1542 ENG: 2.2 Liter MFI DOHC
10:27 09AUG06	08:18 16AUG06	

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CONSULANT TO SHOW HOW TO GET NOISE.						
**********						
D MULTI-POINT INSPECTION						
INSP MULTI-POINT INSPECTION						
6694		C	0.10	0.00	0.00	
TIRE5 5/32 TIRE TREAD DEPTH REMAINING						
6694		C	0.00	0.00	0.00	
BK4 4mm BRAKE LINING REMAINING						
6694		C	0.00	0.00	0.00	
19434 FT PADS 5MM REAR 4MM TIRES 5-6 3ZNDS						
**********						
E QUALITY CONTROL CHECK						
QC QUALITY CONTROL CHECK						
1		C	0.00	0.00	0.00	
**********						
F Y						
W Y						
1		C	0.00	0.00	0.00	
19438						
**********						
G RENTAL COVERED BY BUMPER-TO-BUMPER WARRANTY 1-3 DAYS (ADDITIONAL NEEDS ORIOR A.S.M. APPROVAL)						
37901 RENTAL COVERED BY BUMPER-TO-BUMPER WARRANTY 1-3 DAYS (ADDITIONAL NEEDS ORIOR A.S.M. APPROVAL)						
1		C	0.00	0.00	0.00	
**********						

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SHOP SUPPLY COSTS: We have added a charge equal to 8% of the cost of labor, not to exceed $5.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISH INDICATED.

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

7880030 128250

INVOICE

PAGE 1

Sweeney
7870 MARKET STREET
P.O. BOX 3540
YOUNGSTOWN, OH 44513
PHONE (330) 758-7521

[redacted]
YOUNGSTOWN OH [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 8417 KEITH WELTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AK52FX57[redacted]		19713/19713	T4013

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY05 IS			11:00 24AUG06			CASH	30AUG06

R.O. OPENED	READY	OPTIONS: STK: 1542 ENG: 2.2_Liter_MFI_DOHC
09:51 24AUG06	09:35 30AUG06	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CHECK CUSTOMER STATES THAT BRAKE LIGHTS KEEPS GOING OUT/ DRIVERS SIDE LIGHT IS OUT RIGHT NOW/ BOTH ARE ONLY WORKING INTERMITTANTLY/ HIGH MOUNT IS ALWAYS WORKING							
	CAUSE: SHORTED							
	M0761 BULBS, STOP, TAIL, AND TURN LAMP (LEFT) - REPLACE							
			3	WC4	0.40			(N/C)
	2 12450108 BULB							(N/C)
	FC: 6S							
	PART#: 12450108							
	COUNT: 2							
	CLAIM TYPE:							
	AUTH CODE:							
	OJ							
	19713 BOTH STOP-TURN BULBS BURNT OUT REPLACE BULBS							
	**********							
B	QUALITY CONTROL CHECK							
	QC QUALITY CONTROL CHECK							
		1	C	0.00		0.00	0.00	
	**********							
C	Y							
	W Y							
		1	C	0.00		0.00	0.00	
	**********							
D	CHECK CUSTOMER STATES THAT GAS CAP TEATHER IS NO SECURED TO VEHICLE							
	CAUSE: BROKEN							
	L1020 CAP, FUEL TANK - REPLACE							
			3	WC4	0.50			(N/C)
	1 10346666 CAP							(N/C)
	FC: 1D							
	PART#: 10346666							
	COUNT: 1							

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

7880030 128250

INVOICE

PAGE 2

Sweeney
7870 MARKET STREET
P.O. BOX 3540
YOUNGSTOWN, OH 44513
PHONE: (330) 758-7521

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

SERVICE ADVISOR: 8417 KEITH WELTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AK52FX57[redacted]		19713/19713	T4013

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY05 IS			11:00 24AUG06			CASH	30AUG06

R.O. OPENED	READY	OPTIONS: STK: 1542 ENG: 2.2 Liter MFI DOHC
09:51 24AUG06	09:35 30AUG06	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	CLAIM TYPE:						
	AUTH CODE:						
	07						
	19713 FUEL CAP TEATHER CAME APART REPLACE FUEL CAP						
	**********						
	E RENTAL COVERED BY BUMPER-TO-BUMPER WARRANTY 1-3 DAYS (ADDITIONAL NEEDS ORTOR A.S.M. APPROVAL)						
	Z7901 RENTAL COVERED BY BUMPER-TO-BUMPER WARRANTY 1-3 DAYS (ADDITIONAL NEEDS ORTOR A.S.M. APPROVAL)						
1	C			0.00		0.00	0.00
	SUBL PO# 477148 ENTERPRISE IS						
	**********						(N/C)

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SHOP SUPPLY COSTS: We have added a charge equal to 5% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

7880030 129638

INVOICE

PAGE 1

Sweeney
7870 MARKET STREET
P.O. BOX 3540
YOUNGSTOWN, OH 44513
PHONE (330) 758-7521

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

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AK52FX57[redacted]		21247/21247	T3320

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY05 IS			15:00 26SEP06			CASH	29SEP06

R.O. OPENED	READY	OPTIONS: STK: 1542 ENG: 2.2_Liter_MFI_DOHC
10:11 22SEP06	07:49 29SEP06	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CHECK CUST STATES SECURITY LIGHT COMING ON INTERMITTENT AND SHOWS CHECK POWER STEERING ON MONITOR AND CAR BUCKS AND JERKS CHECK
CAUSE: INTERNAL OPEN
N4800 MODULE, COMPUTER (CONTROL) BODY - REPLACE
799 WC4 3.30
1 15247501 BCM (N/C)
FC: 6F (N/C)
PART#: 15247501
COUNT: 1
CLAIM TYPE:
AUTH CODE: E
WA

21247 NO COMMUNICATIONS W/PCM PW OKD D JACKSON FOR TACH CASE ON NO COMMUNICAT ION TAC CASE #9202202. BRIAN MCCUMMINS HAD MULTIPLE CODES FOR COMMUNICATIONS LOSS TCM U2100, PSCM U2100, BCM U2100, BCM 2111, PSCM U2107, PSCM U2105 CHECKED 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 DETERANT
****

B QUALITY CONTROL CHECK
QC QUALITY CONTROL CHECK
99 C 0.00 0.00 0.00
21247 Q.C. OKD RICH BRENNER
****

C N/C RENTAL 24/24 OWNER
CAUSE: RENTAL VIN 1GKDT13S172134692
Z7903 3 DAYS RENTAL CAR
99 WCR 0.00
FC: 98 PART#: COUNT: 0 (N/C)
CLAIM TYPE:
AUTH CODE:

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

7880030 129638

INVOICE

PAGE 2

Sweeney
7870 MARKET STREET
P.O. BOX 9540
YOUNGSTOWN, OH 44513
PHONE (330) 758-7521

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

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AK52PX57[redacted]		21247/21247	T3320

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
02MAY05 IS			15:00 26SEP06			CASH	29SEP06

R.O. OPENED	READY	OPTIONS: STK: 1542 ENG: 2.2 Liter MFI DOHC
10:11 22SEP06	07:49 29SEP06	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	MI						
	SUBL PO# 48537 ENTERPRISE						
			WCR				(N/C)
	SUBL PO# 48537 ENTERPRISE						
			IS				(N/C)
	**********						
E Y							
	W Y						
		99	C	0.00	0.00	0.00	
	**********						

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

7980030 137435

INVOICE

PAGE 1

Sweeney
8010 MARKET STREET
P.O. BOX 3540
YOUNGSTOWN, OH 44513
PHONE (330) 758-7521

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

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AK52FX57[redacted]		27779/27779	T3814

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY05 IS			WAIT 23MAR07			CASH	23MAR07

R.O. OPENED	READY	OPTIONS: STK: 1542 ENG: 2.2 Liter MFI DOHC
13:07 23MAR07	13:40 23MAR07	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHECK CUST STATES LEFT SIDE BRAKE LIGHT INOP CHECKED WORKING						
	CAUSE: INOP						
	N0761			BULBS, STOP, TAIL, AND TURN LAMP (LEFT)			
				REPLACE			
				9309 WC4 0.30			(N/C)
				1 9441839 BULB LP			(N/C)
				1 9421330 BULB			(N/C)
				FC: 6C			
				PART#: 9441839			
				COUNT: 2			
				CLAIM TYPE:			
				AUTH CODE:			
				OJ			

27779 BURNT OUT BULBS REPLACED RIGHT BRAKE AND RIGHT REAR MARKER BULBS

****

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

7880030 155493

INVOICE

Sweeney
8010 MARKET STREET
P.O. BOX 3540
YOUNGSTOWN, OH 44513
PHONE: (330) 758-7521

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

PAGE 1

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AK52FX57[redacted]		45991/45991	T3950

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY05 DD			15:00 02APR08			CASH	02APR08

R.O. OPENED	READY	OPTIONS:
09:47 02APR08	13:19 02APR08	STK: 1542 ENG: 2.2 Liter MFI DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHECK CUST STATES CHECK ENGINE LIGHT COMING ON AND OFF INTERMITTENLY WHILE DRIVING CHECK AND ADVISE						
	CAUSE: UPDATED CALIBRATION AND LEAKING INTAKE RESONATOR						
	J5017 RESONATOR, AIR CLEANER - REPLACE						
	9309 WGMP 0.20						(N/C)
	FC: 1H PART#: COUNT: 0						
	CLAIM TYPE: 0						
	AUTH CODE:						
	WG						
	J6354 POWERTRAIN CONTROL MODULE ENGINE: REPROGRAMMING WITH SPS						
	9309 WGMP 0.70						(N/C)
	FC: 11D68						
	PART#:						
	COUNT: 0						
	CLAIM TYPE: 0						
	AUTH CODE:						
	WG						
	45991 UPDATED CALIBRATION AND LEAKING INTAKE RESONATOR DIAGNOIS 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 SEPERATED FROM RESONATOR-SPECIAL ORDERED PART						
B	CHECK CUST STATES RIGHT TURN SIGNAL BLINKING FAST RIGHT FRONT BULB OUT						
	CAUSE: BURNT OUT BULB						
	B7288 HEADLAMP/COMPOSITE ASSEMBLY - RIGHT - REPLACE						
	9309 CP 0.30						
	1 12450108 BULB				24.00	24.00	24.00
					4.23	4.23	4.23
	45991 BURNT OUT BULB REPLACED RIGHT FRONT PARK/TURN BULB. NOTE EXCESSIVE WATER INSIDE RIGHT CAPSULE						

WARRANTY STATEMENT AND DISCLAIMER: The only warranty on parts and products sold in conjunction with repairs performed by Dealer are those of the manufacturer or supplier of said parts or products. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of parts or products. Dealer warrants its workmanship in conjunction with repairs performed by Dealer for 90 days or 4,000 miles, whichever comes first. If there is a failure within the stated period due to our workmanship, we will perform the necessary labor to remedy the failure. You are responsible for the cost of any necessary parts and products.

SHOP SUPPLY COSTS: We have added a charge equal to 8% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

7880030 155493

INVOICE

PAGE 2

Sweeney
8010 MARKET STREET
P.O. BOX 3540
YOUNGSTOWN, OH 44513
PHONE (330) 758-7521

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

SERVICE ADVISOR: 7398 RICH BRENNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	05	CHEVROLET COBALT	1G1AK52FX57[redacted]		45991/45991	T3950

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY05 DD			15:00 02APR08			CASH	02APR08

R.O. OPENED	READY	OPTIONS: STK: 1542 ENG: 2.2 Liter MFI DOHC
09:47 02APR08	13:19 02APR08	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C	MULTI POINT INSPECTION						
	INSP MULTI POINT INSPECTION						
	9309		IS	0.10			(N/C)
	TIRE6 6/32 TIRE TREAD DEPTH REMAINING						
	9309		IS	0.00			(N/C)
	BK2 2mm BRAKE LINING REMAINING						
	9309		IS	0.00			(N/C)
45991	MULTI-POINT INSPECTION TIRES 6 32NDS FRONT BRAKES 2MM REAR 3MM NEEDS FRONT BRAKES, TIRE ROTATION, LIC. PLATE LIGHT CUSTOMER DECLINED REPAIRS AT THIS TIME						
D	QUALITY CONTROL CHECK						
CAUSE:	QC JB						
	QC QUALITY CONTROL CHECK						
	2090		C	0.00	0.00	0.00	
45991	QC JB						
E	Y						
	W Y						
	2090		C	0.00	0.00	0.00	
SHOP SUPPLIES							1.92
	CUSTO TO PAY $0.00 DED ON LINE						
	A / CUST TO PAY ALL OF LINE						
	DGMPP TO PAY ALL OF LINE A						
	USING LA BOR OP #J5017AND						
	J635&						

WARRANTY STATEMENT AND DISCLAIMER:
The only warranty on parts and products sold in conjunction with repairs performed by Dealer are those of the manufacturers or suppliers of said parts or products. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of parts or products. Dealer warrants its workmanship in conjunction with repairs performed by Dealer for 90 days or 4,000 miles, whichever comes first. If there is a failure within the stated period due to our workmanship, we will perform the necessary labor to remedy the failure. You are responsible for the cost of any necessary parts and products.

SHOP SUPPLY COSTS: We have added a charge equal to 8% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	24.00
PARTS AMOUNT	4.23
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.92
TOTAL CHARGES	30.15
LESS INSURANCE	0.00
SALES TAX	1.95
PLEASE PAY THIS AMOUNT	32.10

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

June 22, 2011

[redacted]

Deridder, LA [redacted]

Service Request: 71-676788275

Dear [redacted]

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

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

CHECK **No.** [redacted]

50-937
213

DATE		AMOUNT
01/07/09	***********679 DOLLARS ****33 CENTS	**********679.33

PAY TO THE ORDER OF [redacted] DERIDDER LA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000077 1
VENDOR NAME [redacted]

CHECK NO. [redacted]
PAYMENT DATE 01/07/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1AK55F267[redacted].71-676788275.1-BG1UHS	01/06/09	VH 1-BG1UHS	00.0000	679.33	.00	679.33

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

M3

TOTAL	679.33	.00	679.3

AP13CK

[redacted]
DeRidder, La.

LAFAYETTE LA 70
20 NOV 2008 PM 2 L

NOV 24 2008

Chevrolet Customer Asst
P.O. Box 33170
Detroit, MI 48232-5170

42

48232+5170

[redacted]

DeRidder, Louisiana [redacted]

Case # 71676188275

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

[redacted]

2006	CHEV	CBT	
YEAR	MAKE	MODEL	WEIGHT
WHI	4D		K3630656
COLOR	BODY	USE	TITLE
0600	1G1AK55F267 [redacted]		
DOM	VEHICLE IDENTIFICATION NUMBER		
[redacted]			
OWNER'S NAME			
[redacted]			
ADDRESS			
DERIDDER LA [redacted]			
CITY	STATE	ZIP	
[redacted]	$32.00		
LICENSE PLATE	FEE PAID		

REGISTRATION CERTIFICATE

LOUISIANA DEPARTMENT OF
PUBLIC SAFETY AND CORRECTIONS
PO BOX 66196
BATON ROUGE LA 70896-6196

THIS REGISTRATION CERTIFICATE EXPIRES THE LAST DAY OF: JUN 2010

MAIL TO:

[redacted]

DERIDDER LA [redacted]

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

Attn.

[redacted]

Quote

CBG PONT BUICK OLDS GMC INC
1025 E. 1st ST.
Deridder , LA 70634
337 463-2277

2006 Chevrolet Cobalt LS

[redacted]

Deridder, LA [redacted]

Email:

Mileage: 41,202

Home: [redacted]

Office:

Type	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	Tax		Total
Part $	549.00	0.00		48.04		597.04
Labor $	165.00		0.00	14.44		179.44
					Quote Total	776.48

© 2008 Mitchell Repair Information Co., LLC.

COPY

[redacted]

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.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
16024	LEWIS WILLIAMS 1043		11/03/08	PNCS183596

[redacted]
DERIDDER, LA [redacted]

LABOR RATE	MILEAGE	COLOR	STOCK NO.
[redacted]	41,202	WHITE/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
06/CHEVROLET/COBALT		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1G1AK55F267 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		10/23/08

[redacted]

COMMENTS

LABOR & PARTS

J#.1 15PNZ STEERING/SUSPENSION HOURS: TECH(S):1015 140.00
CUSTOMER STATES STEERING IS HARD TO TURN MAINLY TO THE LEFT.
REPLACED POWER STEERING MOTOR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	19200751	GEAR	549.00	525.00	525.00
JOB # 1	1	15923770	COIL 14.865	56.73	51.62	51.62
				JOB # 1 TOTAL PARTS		576.62
				JOB # 1 TOTAL LABOR & PARTS		716.62

TOTALS

TOTAL LABOR....	140.00
TOTAL PARTS....	576.62
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	62.71
TOTAL INVOICE $	**779.33**

We at CBG would like to thank you for allowing us the opportunity to service your vehicle. Your COMPLETE SATISFACTION is our goal. If for any reason you are not COMPLETELY SATISFIED, PLEASE contact the Service Manager, DOC ROBY, or the Body Shop Manager, JIM KEENAN to resolve any concerns. You may receive a survey by mail or be contacted by phone within the next 30 days. We would greatly appreciate your taking the time to respond to the telephone survey or fill out and return the mail survey.
Thank you for choosing CBG.
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
(Repairs made to commercial fleet vehicles are not covered)

CHARGE (CR CRD) (CASH) 330.00 CHECK

CUSTOMER SIGNATURE

Ellen Chambers
Case # 11-6176188275
1-866-790-5700
Opt 4 2 1

DISCLAIMER OF WARRANTIES

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

NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, OR ANY PERSONAL ITEMS LIFT IN THIS VEHICLE. A $5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

TERMS STRICTLY CASH OR CREDIT CARD. ESTIMATES ARE FOR PARTS AND LABOR ONLY, MATERIALS ARE EXTRA. WE ACCEPT VISA, MASTER CARD, DISCOVER, AMERICAN EXPRESS, GM GOODWRENCH

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 loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments 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 owner of the above described vehicle agrees to pay any reasonable attorney's fees and costs incurred in the collection of this account, or the perfection of any lien.

Reynolds and Reynolds (ALKAM) INVS 06251314-01 (08/03)

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

PNCS183596

0101IPNCS183596

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
16024	LEWIS WILLIAMS 1043		11/03/08	PNCS183596

[redacted] DERIDDER, LA [redacted]	LABOR RATE / [redacted]	MILEAGE 41,202	COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1AK55F267[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 10/23/08	
RES [redacted]	COMMENTS			

LABOR & PARTS

[redacted] STEERING/SUSPENSION HOURS: TECH(S):1015 140.00

CUSTOMER STATES STEERING IS HARD TO TURN MAINLY TO THE LEFT.
REPLACED POWER STEERING MOTOR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	19200751	GEAR	549.00	525.00	525.00
JOB # 1	1	15923770	COIL 14.865	56.73	51.62	51.62
				JOB # 1 TOTAL PARTS		576.62
				JOB # 1 TOTAL LABOR & PARTS		716.62

TOTALS

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Thank you for choosing CBG.
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS (Repairs made to commercial fleet vehicles are not covered)

TOTAL LABOR....	140.00
TOTAL PARTS....	576.62
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	62.71
TOTAL INVOICE $	**779.33**

CHARGE CR CRD CASH CHECK

CUSTOMER SIGNATURE

COPY

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

NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, OR ANY PERSONAL ITEMS LIFT IN THIS VEHICLE. A $5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

TERMS STRICTLY CASH OR CREDIT CARD. ESTIMATES ARE FOR PARTS AND LABOR ONLY, MATERIALS ARE EXTRA. WE ACCEPT VISA, MASTER CARD, DISCOVER, AMERICAN EXPRESS, GM GOODWRENCH
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 loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments 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 owner of the above described vehicle agrees to pay any reasonable attorney's fees and costs incurred in the collection of this account, or the perfection of any lien.

Reynolds and Reynolds ERANTINVE (00513914.0 (08/03)

SERVICE FILE COPY

[END OF INVOICE] 05:27pm

Paid with Visa
This is copy of Visa payment slip.

CBG PONT BUICK CADIL
1025 E 1ST STREET
DERIDDER, LA 70634
337-463-7277

TERMINAL ID.: 000600
MERCHANT #: 88260184829

VISA
[redacted] EXP:XX/XX SWIPED
SALE
BATCH: 000119 INV: 000016
Nov 03, 08 18:38
RRN: 01190016 AUTH:040318

AP

TOTAL $399.33

[redacted]

THANK YOU!
PLEASE COME AGAIN!

CUSTOMER COPY

[redacted]
DERIDDER, LA [redacted]
337-463-8866, LA 007560777

12-01-08A11:30 RCVD

Chevrolet Customer Service
P.O. Box. 33170
Detroit, Mi. 48232

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

PNCS183596

01101PNCS183596 [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
16024	LEWIS WILLIAMS 1043		11/03/08	PNCS183596
[redacted] DERIDDER, LA [redacted]	LABOR RATE [redacted]	MILEAGE 41,202	COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1AK55F267 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 10/23/08	
[redacted]	COMMENTS			

LABOR & PARTS

J# 1 15PNZ STEERING/SUSPENSION HOURS: TECH(S):1015 140.00
CUSTOMER STATES STEERING IS HARD TO TURN MAINLY TO THE LEFT.
REPLACED POWER STEERING MOTOR.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		19200751	GEAR	549.00	525.00	525.00
JOB # 1	1		15923770	COIL 14.865	56.73	51.62	51.62
					JOB # 1 TOTAL PARTS		576.62
					JOB # 1 TOTAL LABOR & PARTS		716.62

TOTALS

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Thank you for choosing CBG.
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS (Repairs made to commercial fleet vehicles are not covered)

TOTAL LABOR....	140.00
TOTAL PARTS....	576.62
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	62.71
TOTAL INVOICE $	**779.33**

CHARGE CR CRD CASH CHECK

CUSTOMER SIGNATURE

COPY

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

NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, OR ANY PERSONAL ITEMS LIFT IN THIS VEHICLE. A $5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

TERMS STRICTLY CASH OR CREDIT CARD. ESTIMATES ARE FOR PARTS AND LABOR ONLY, MATERIALS ARE EXTRA. WE ACCEPT VISA, MASTER CARD, DISCOVER, AMERICAN EXPRESS, GM GOODWRENCH
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 loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments 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 owner of the above described vehicle agrees to pay any reasonable attorney's fees and costs incurred in the collection of this account, or the perfection of any lien.

Reynolds and Reynolds ERAINTMVE GD513914 Q (06/03)

SERVICE FILE COPY

[END OF INVOICE] 05:27pm

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.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
16024	LEWIS WILLIAMS 1043		11/03/08	PNCS183596
[redacted]	LABOR RATE / LIC [redacted]	MILEAGE 41,202	COLOR WHITE/	STOCK NO.
DERIDDER, LA [redacted]	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT		DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 1G1AK55F267 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 10/23/08	
	COMMENTS			

LABOR & PARTS

J# 1 15PNZ	STEERING/SUSPENSION HOURS:		TECH(S):1015			140.00
	CUSTOMER STATES STEERING IS HARD TO TURN MAINLY TO THE LEFT.					
	REPLACED POWER STEERING MOTOR.					
PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1		19200751	GEAR	549.00	525.00	525.00
JOB # 1	1		15923770	COIL 14.865	56.73	51.62	51.62
					JOB # 1 TOTAL PARTS		576.62
					JOB # 1 TOTAL LABOR & PARTS		716.62

TOTALS

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(Repairs made to commercial fleet vehicles are not covered)

TOTAL LABOR....	140.00
TOTAL PARTS....	576.62
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	62.71
TOTAL INVOICE $	**779.33**

CHARGE (CR CRD) (CASH) 350.00 CHECK

CUSTOMER SIGNATURE

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

NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, OR ANY PERSONAL ITEMS LIFT IN THIS VEHICLE. A $5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

TERMS STRICTLY CASH OR CREDIT CARD. ESTIMATES ARE FOR PARTS AND LABOR ONLY, MATERIALS ARE EXTRA. WE ACCEPT VISA, MASTER CARD, DISCOVER, AMERICAN EXPRESS, GM GOODWRENCH
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 loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments 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 owner of the above described vehicle agrees to pay any reasonable attorney's fees and costs incurred in the collection of this account, or the perfection of any lien.

5-5pm

Allen Toyota Chrysler Case # 11-16-188275 1-516-490-5700 Ext 4251

COPY

Reynolds and Reynolds FRM1NVE (00513914 Q (08/02)

CUSTOMER COPY

[END OF INVOICE] 05:27pm

PONT BUICK CADIL
1025 E 1ST STREET
DERIDDER, LA 70634
337-463-7277

1
TERMINAL ID.:
MERCHANT #:

083600
88260X4829

VISA [redacted] EXP:XX/XX SWIPED

[redacted]

SALE
BATCH: 060119
Nov 03, 08 INV: 000016
ARN: 01190016 18:38
AUTH:040314

AP
TOTAL $399.33

[redacted]

THANK YOU!
PLEASE COME AGAIN!

CUSTOMER COPY

COPY

COPY

Quote

CBG PONT BUICK OLDS GMC INC
1025 E. 1st ST.
Deridder , LA 70634
337 463-2277

2006 Chevrolet Cobalt LS

[redacted]

Mileage: 41,202

Home: [redacted]

Deridder, LA [redacted]

Office:

Email:

Type	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	Tax	Total
Part $	549.00	0.00		48.04	597.04
Labor $	165.00		0.00	14.44	179.44
				Quote Total	776.48

© 2008 Mitchell Repair Information Co., LLC.

COPY

[redacted]

10/23/2008

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

CHECK No. [redacted] 50-837 213

DATE		AMOUNT
04/07/09	***********3,600 DOLLARS ****00 CENTS	***********3,600.00

PAY TO THE ORDER OF [redacted] WESTLAKE OH [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 04/07/09

NDOR NS NO. BB 000000010 1

NDOR NAME [redacted]

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
31AL55F977 [redacted]	04/06/09 .71-677746297	VM 1-BSZVVK .1-BSZVVK	00.0000	3,600.00	.00	3,600.00

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

W3

TOTAL	3,600.00	.00	3,600.00

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: [redacted]
Reference number: 460156
Customer Relationship Specialist: Victoria Kotecki

Dear Lemon Law Administrator Strawser:

Thank you for your recent correspondence regarding [redacted]. We are sorry he was dissatisfied with his 2007 Chevrolet Cobalt.

At your request, we again reviewed [redacted] case with our Central Office Staff. Our review shows in October, the vehicle was repaired, at Terry Lee Chevrolet, Inc. and [redacted] was satisfied with the repairs and there have been no additional occurrences. We believe every consideration was given to access all available information.

General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We apologize for any inconvenience [redacted] 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

STATE OF OHIO
Office of the Attorney General

November 4, 2008

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

Re: [redacted]
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

David 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.

Complaints Details

Office of the Ohio Attorney General

Complaint No. **460156**

Date Entered: **11/04/2008**

Consumer:

[redacted]

LEBANON, OH [redacted]

[redacted] Cell
Cell

Email: [redacted]

Supplier:

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

WAYNE County

(800)231-1841 x 5872
Daytime
(800)231-1841 Daytime
(866)215-6750 Fax

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[redacted]

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

Dear Mr. Chernosky:

Enclosed please find a check in the amount of $3,600.00 made payable to [redacted] 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: [redacted]

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@lemonlawyerinfo.com

TERRY LEE CHEVROLET

9673 Kings Auto Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ05-6K	6K/SCHEDULE I SERV	MI	56.37	01CVZ22-F6	TIRE ROTATION	MI	19.95
01CVZINSPECT	MULTI POINT INSPECT	MI	29.95	01CVZ02-QL	G.M. QUICK LUBE	MI	24.95
01CVZRP	NEW REWARDS PASS	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/07/07	137781	5	00834	00630	W	06CVZ	*STEERING/SUSPENSION
02/07/07	137768	15	00834	00796	W	60CVZ-1	PRE-DELIVERY INSPECT

SALESPERSON NO. 00804 DAVID J PASKOW

SERVICE

STATE REG# 2

CAN I WHEN READY ☐ YES ☐ NO

VEHICLE I.D. NO. 1G1AL55F977[redacted]

YEAR/MAKE/MODEL 07/CHEVROLET/COBALT/4 DR LS

[redacted]

MIDDLETOWN, OH [redacted]

[redacted]

TIME RECEIVED 01:32pm DATE/TIME PROMISED 07/16/07 08:00pm PRIORITY

APPOINTMENT ☒ Yes ☐ No

L# L61

LABOR RATE

INSPECTION DATE STOCK NO. 70740 LICENSE NO. 142389

DELIVERY DATE 02/28/07 TAG EXP. DATE 07/16/07

ODOMETER IN 49963 CONTRACT NO. 24 TAG NO. 987

COLOR LASER BLUE MET/GR

USED CVZZ WARR. CODE Y SERV. CONTR. Y GRADE A MILEAGE 4,552 ADVISOR NO. 00907 ADVISOR CHRIS COLEMAN

I hereby authorize the repair work therein set forth to be done on the aforesaid car, truck or other material for such repair, and agree that you are not responsible for any delays caused by unavoidable liability or failure, availability of parts or material for any reason, that you retain, assume or exercise any other action by reasons for your Any liability in connection with such repair that you and not be responsible for loss or damage to the said vehicle, or articles left therein, by fire, theft or other cause beyond your control. I hereby acknowledge receipt of the above vehicle in order the amount of repairs thereto and agree to pay for all repairs and storage charges on the said vehicle. I hereby authorize the above vehicle to be driven upon streets, highways or elsewhere as may be necessary or desirable for the purpose of testing and/or inspection.

X

JOB | ADDITIONAL CUSTOMER ESTIMATE | TOTAL

X [redacted] .00

1 W 03CVZ01 **BODY ELECTRICAL**

CUSTOMER STATES SERVICE AIR BAG LIGHT IS ON.

Found DTC B0081 sym 71

No comm with Passenger seat module

Found internal defect in Module - replaced pass seat suppression module

Posted Restraint for Parts Needed AIRBAG

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE ☐ DISCARD

ATTENTION

WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE

TERMS ☐ CASH ☐ CHECK ☐ CREDIT CARD

TERRY LEE CHEVROLET, Inc.
9673 Kings Automall Rd. Phone 683-4TLC(4852)
CINCINNATI, OHIO 45249

LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or

TERRY LEE CHEVROLET

9673 Kings Auto Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

SATURDAY 10:00 AM - 2:00 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ05-6K	6K/SCHEDULE I SERV	MI	56.37	01CVZ22-F6	TIRE ROTATION	MI	19.95
01CVZINSPECT	MULTI POINT INSPECT	MI	29.95	01CVZ02-QL	G.M. QUICK LUBE	MI	24.95
01CVZRP	NEW REWARDS PASS	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/16/07	142389	4560	00907	00586	W	03CVZ01	BODY ELECTRICAL
				00586	W	90CVZ03	COURTESY TRANS. RENT
02/07/07	137781	5	00834	00630	W	06CVZ	*STEERING/SUSPENSION
02/07/07	137768	15	00834	00796	W	60CVZ-1	PRE-DELIVERY INSPECT

SALESPERSON NO. 00804 DAVID J PASKOW

S E R V I C E

STATE REG# 2

CALL WHEN READY: ☐ YES ☐ NO

VEHICLE I.D. NO: 1G1AL55F977[redacted]
YEAR/MAKE/MODEL: 07/CHEVROLET/COBALT/4 DR LS
PRODUCTION DATE: 70740
R.O. NO: 145204
[redacted]
MIDDLETOWN, OH [redacted]
CELL
CUSTOMER NO: 49963
DELIVERY DATE: 02/28/07
PROMISE TIME: 24
PROMISE DATE: 10/16/07
DEPT NO: 294
COLOR: LASER BLUE MET/GR
TURBO | ENG: CVZZ | AIR COND.: Y | VIN: Y | TRANS: A | MILEAGE: 7,184 | ADVISOR NO: 00951 | ADVISOR: TARA HAIG

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

X

TIME RECEIVED: 10:16am | DATE/TIME PROMISED: 10/16/07 11:00am | PRIORITY | LABOR RATE

APPOINTMENT: ☒ YES ☐ NO

E# L61

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X

Tech # 872

COMMENTS : WAITING

1 C 01CVZRP NEW REWARDS PASS
CUSTOMER REQUEST TO BE ENROLLED INTO REWARDS PASS PROGRAM.

Total Tech 872 1.2

2 W 07CVZ01 BRAKE CONCERN
CHECK FOR BRAKES SQUEAKING
Road test Vehicle. No Noise at this time Some Brake wheel has a normal characteristic Due to Brake Dust and metallic content in Brake

3 W 06CVZ01 STEERING/SUSPENSION
WHEN GOING FROM PARK TO REVERSE GEAR SHIFT STICKS (or like
Noticable) Found 1 Bad, 3 New
Strut Bearing (Worn)
Lower Strut Assembly (Floor)

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS OTHERWISE DISCARD

ATTENTION:
WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE

TERMS: ☐ CASH ☐ CHECK ☐ CREDIT CARD

TERRY LEE CHEVROLET, Inc.
9673 Kings Automall Rd. Phone 683-4TLC(4852)
CINCINNATI, OHIO 45249

LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling [illegible] either express or

TERRY LEE CHEVROLET

9673 Kings Auto Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	M/M	TOTAL	OPERATION	OPERATION DESCRIPTION	M/M	TOTAL
01CVZ22-F6	TIRE ROTATION	MI	19.95	01CVZINSPECT	MULTI POINT INSPECT	MI	29.95
01CVZ02-QL	G.M. QUICK LUBE	MI	24.95	01CVZRP	NEW REWARDS PASS	MI	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/16/07	145204	7186	00951	00872	C	01CVZRP	NEW REWARDS PASS
				00872	C	07CVZ01	BRAKE CONCERN
				00872	W	06CVZ01	STEERING/SUSPENSION
07/16/07	142389	4560	00907	00586	W	03CVZ01	BODY ELECTRICAL
				00586	W	90CVZ03	COURTESY TRANS. RENT
02/07/07	137781	5	00834	00630	W	06CVZ	*STEERING/SUSPENSION

SALESPERSON NO. 00804 DAVID J PASKOW

S E R V I C E

STATE REG# 2

CALL WHEN READY: ☐ YES ☐ NO

VEHICLE I.D. NO: 1G1AL55F977[redacted]
YEAR/MAKE/MODEL: 07/CHEVROLET/COBALT/4 DR LS
PRODUCTION DATE
STOCK NO: 70740
LICENSE NO: [redacted] 146613

[redacted]
MIDDLETOWN, OH [redacted]
[redacted]

CONSECUTIVE NO: 49963
DELIVERY DATE: 02/28/07
DELIVERY MILES: 24
11/30/07
COLOR: LASER BLUE MET/GR
614
TURBO | MAKE: CVZZ | AIR COND: Y | F: Y | CASH: A | MILEAGE: 9,230 | ADVISOR NO: 00958 | ADVISOR: MIKE CASEY

I hereby authorize the repair work the same set forth to be done by you, together with the furnishing of you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability of parts or material for any reason that you neither assume or authorize any other person to assume for you any liability in connection with such repair that you shall not be responsible for loss or damage to the above vehicle or articles left therein in case of fire, theft or other cause beyond your control. And we hereby grant you permission to operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____

DATE RECEIVED: 09:02am | DATE/TIME PROMISED: 11/30/07 06:00pm | PRIORITY

APPOINTMENT: ☒ Yes ☐ No

E# L61

LABOR RATE

X _____

ORIGINAL CUSTOMER ESTIMATE: TOTAL 29.95

X _____

COMMENTS : WAITING FOR DIAGNOSTIC

1 W 45CVZ01 **ENGINE CONCERN**
CUSTOMER STATES KNOCKING NOISE FROM REAR OF ENGINE DURING VEHICLE START UP

Tested for codes, no codes, no noise

2 W 08CVZ **AIR COND & HEATING**
CUSTOMER STATES SHE IS GETTING A NOISE FROM THE VEHICLE WHEN PUTTING THE HVAC SYSTEM ON DEFROST FOR THE WINDSHIELD MAYBE THE NOISE THE FATHER IS HEARING.

Inspect Heat System noise heard from Heat Ducts.

3 C* 01CVZINSPECT **MULTI POINT INSPECT**
PERFORM GOODWRENCH MULTI POINT INSPECTION.

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS OTHERWISE DISCARD

ATTENTION:
WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE

TERMS: ☐ CASH ☐ CHECK CREDIT CARD

TERRY LEE CHEVROLET, Inc.
9673 Kings Automall Rd. Phone 683-4TLC(4852)
CINCINNATI, OHIO 45249

LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or

TERRY LEE CHEVROLET

9673 Kings Auto Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

SUNDAY
TUESDAY - FRIDAY 7:30 AM - [illegible]
SATURDAY 8:00 AM - [illegible]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ2-F6	TIRE ROTATION	MI	19.95	01CVZ02-QL	G.M. QUICK LUBE	MI	24.95
01CVZRP	NEW REWARDS PASS	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/30/07	146613	9230	00958	00630	W	15CVZ01	ENGINE CONCERN
				00630	W	08CVZ	*AIR COND & HEATING
				00630	C	01CVZINSPECT	MULTI POINT INSPECT
10/16/07	145204	7186	00951	00872	C	01CVZRP	NEW REWARDS PASS
				00872	C	07CVZ01	BRAKE CONCERN
				00872	W	06CVZ01	STEERING/SUSPENSION

SALESPERSON NO. 00804 DAVID J PASKOW

S E R V I C E

STATE REG# 2

CALL WHEN READY
YES
NO

VEHICLE ID NO. 1G1AL55F977[redacted]
YEAR/MAKE/MODEL 07/CHEVROLET/COBALT/4 DR LS
PRODUCTION DATE 70740
ENGINE NO. [redacted] 146958

[redacted]
MIDDLETOWN, OH [redacted]

[redacted]

CUSTOMER NO. 49963
SERVICE CONTRACT
DELIVERY DATE 02/28/07
DELIVERY MILES 24
DEALER NO. 12/11/07

COLOR LASER BLUE MET/GR
INSPECTION DATE EXPIRATION MILES
TAG NO. 892

TURBO MFG CVZZ | AIR COND Y | P.S. Y | TRANS A | MILEAGE 9,830
ADVISOR NO. 00963 ADVISOR PHYLLIS HACKMAN

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

X _____

TIME RECEIVED 10:58am | DATE/TIME PROMISED 12/11/07 06:00pm | PRIORITY
LABOR RATE
APPOINTMENT X Yes ☐ No
E# L61

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL .00

30911

X [redacted]

W 03CVZ02 **BODY ELECTRICAL**

CUSTOMER STATES REMOTE KEYLESS ENTRY TRANSMITTER INOP INTERMITTANTLY.

Performed Diag. found P4490
Both Remotes Inop even 5
when Batteries were Replaced.
Replaced Both transmitters
& programmed.

REPLACED PARTS WILL BE MADE AVAILABLE ON LESS SPECIFIED OTHERWISE DISCARD

ATTENTION
WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE

TERMS
CASH CHECK CREDIT CARD

TERRY LEE CHEVROLET, Inc.
9673 Kings Automall Rd. Phone 683-4TLC(4852)
CINCINNATI, OHIO 45249

LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or

TERRY LEE CHEVROLET

9673 Kings Auto Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

KINGS AUTOMALL

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ22-F6	TIRE ROTATION	MI	19.95	95CVZ06CVZ19-F	WHEEL ALIGNMENT	MI	89.95
01CVZINSPECT	MULTI POINT INSPECT	MI	29.95	01CVZ02-QL	G.M. QUICK LUBE	MI	24.95
01CVZRP	NEW REWARDS PASS	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/20/08	149128	12876	00978	00964	W	06CVZ	*STEERING/SUSPENSION
12/11/07	146958	9831	00963	00911	W	03CVZ02	BODY ELECTRICAL
11/30/07	146613	9230	00958	00630	W	15CVZ01	ENGINE CONCERN
				00630	W	08CVZ	*AIR COND & HEATING
				00630	C	01CVZINSPECT	MULTI POINT INSPECT
10/16/07	145204	7186	00951	00872	C	01CVZRP	NEW REWARDS PASS

SALESPERSON NO. 00804

SERVICE

STATE REG# 2

CALL WHEN READY: ☐ YES ☐ NO

VEHICLE I.D. NO: 1G1AL55F977[redacted]

YEAR/MAKE/MODEL: 07/CHEVROLET/COBALT/4 DR LS

PRODUCTION DATE:

STOCK NO: 70740

[redacted]

R.O. NO: 149222

CUSTOMER NO: 49963

DELIVERY DATE: 02/28/07

DELIVERY MILES: 24

R.O. DATE: 02/22/08

[redacted]

MIDDLETOWN, OH [redacted]

COLOR: LASER BLUE MET/GR

CONTRACT NO.

EXPIRATION DATE

TAG NO.

P/GRO	M.MC	AIR COND	P.S.	TRANS	MILEAGE
	CVZZ	Y	Y	A	70,741

ADVISOR NO: 00978 ADVISOR: RAY SOUSA

PHONE: [redacted]

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing of such of the necessary parts and other material for such repairs, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or materials for any reason, that you neither assume nor authorize any other person to assume for you any liability in connection with such repairs that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X [redacted]

TIME RECEIVED: 05:25pm DATE/TIME PROMISED: 02/22/08 05:30pm PRIORITY:

APPOINTMENT: ☐ Yes ☒ No

LABOR RATE: E# L61

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X

1 W 90CVZ03 COURTESY TRANS. RENT

CUSTOMER DEALER RENTAL. SEE PREVIOUS RO 149128 ON 02/20/08

PO NOT ATTACHED.

Init 95402

VIN = 1G1AV23W67[redacted]

$84.00

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE ☐ DISCARD

[redacted]

ATTENTION:

WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE

TERMS: ☐ CASH ☐ CHECK ☐ CREDIT CARD

TERRY LEE CHEVROLET, Inc.

9673 Kings Automall Rd. Phone 683-4TLC(4852)

CINCINNATI, OHIO 45249

LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties either express or

TERRY LEE CHEVROLET

9673 Kings Auto Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

MONDAY 7:30 AM - 5:00 PM
TUESDAY - FRIDAY 7:30 AM - 6:00 PM
SATURDAY 10:00 AM - 2:00 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	NO/M	TOTAL	OPERATION	OPERATION DESCRIPTION	NO/M	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. **SERVICE** STATE REG# 2

CALL WHEN READY: YES NO

VEHICLE ID NO: 1G1AL55F977[redacted] YEAR-MAKE-MODEL: 07/CHEVROLET/COBALT/4 DR LS 70740 137781

TERRY LEE CHEVROLET GEO, INC.
9673 KINGS AUTO MALL ROAD
CINCINNATI, OHIO 45249

999 02/07/07
LASER BLUE MET/GR 0740
CVZZ Y Y A 5 00834 TAMMY FOLINO

RESIDENCE PHONE BUSINESS PHONE 513-683-4852

TIME RECEIVED 04:17pm DATE/TIME PROMISED 02/07/07 06:30pm PRIORITY

APPOINTMENT YES NO

E# L61

LABOR RATE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

W 08CVZ STEERING/SUSPENSION

CUSTOMER STATES THE POWER STEERING WENT OUT

Fuel Codes, Road diag to find short In pink wire under console Abv 12 Inches From Bcm Repair wire Retest Console & Remove driver kick panel & test ok

ATTENTION

WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE

TERMS CASH CREDIT CARD

TERRY LEE CHEVROLET, Inc.
9673 Kings Automall Rd Phone (513) 683-4TLC(4852)
CINCINNATI, OHIO 45249

LIMITED WARRANTY: The only warranties applying to this parts

TERRY LEE CHEVROLET

9673 Kings Auto Mall Road
Cincinnati, Ohio 45249
Phone (513) 683-4TLC(4852) Toll Free 1-800-956-4TLC

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ22-F6	TIRE ROTATION	MI	19.95	95CVZ06CVZ19-F7	WHEEL ALIGNMENT	MI	89.95
01CVZINSPECT	MULTI POINT INSPECT	MI	29.95	01CVZ02-QL	G.M. QUICK LUBE	MI	24.95
01CVZRP	NEW REWARDS PASS	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/11/07	146958	9831	00963	00911	W	03CVZ02	BODY ELECTRICAL
11/30/07	146613	9230	00958	00630	W	15CVZ01	ENGINE CONCERN
				00630	W	08CVZ	*AIR COND & HEATING
				00630	C	01CVZINSPECT	MULTI POINT INSPECT
10/16/07	145204	7186	00951	00872	C	01CVZRP	NEW REWARDS PASS
				00872	C	07CVZ01	BRAKE CONCERN

SALESPERSON NO. 00804

SERVICE

STATE REG# 2

CALL WHEN READY: ☐ YES ☐ NO

VEHICLE I.D. NO. 1G1AL55F977[redacted]

YEAR/MAKE/MODEL 07/CHEVROLET/COBALT/4 DR LS

PRODUCTION DATE | STOCK NO 70740 | LICENSE NO [redacted] | P.O. NO 149128

CUSTOMER NO 49963 | SERVICE CONTRACT | DELIVERY DATE 02/28/07 | ODOMETER IN 24 | PROMISE DATE 02/20/08

[redacted]

MIDDLETOWN, OH [redacted]

COLOR LASER BLUE MET/GR | CONTRACT NO | EXPIRATION DATE | EXPIRATION MILES | TAG NO 623

TURBO	ENG	AIR COND	P.S.	TRANS	MILEAGE	SERVICE NO	SERVICEMAN
	CVZZ	Y	Y	A	12,876	00978	RAY SOUSA

[redacted]

I hereby authorize the repair work listed below to be done by you, together with the necessary material for such repair, and agree that you are not responsible for any delays caused by unavailability of parts or by any reason that you neither foresaw or could have foreseen to assume for you any liability. You shall not be responsible for loss or damage to the above vehicle or articles left therein, in case of fire, theft or any cause beyond your control. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. [redacted]

TIME RECEIVED 10:28am | DATE/TIME PROMISED 02/20/08 06:00pm | PRIORITY

APPOINTMENT ☒ Yes ☐ No

E# 461 (513) 836 7039

LABOR RATE

JOB

ORIGINAL CUSTOMER ESTIMATE TOTAL 0.00

X _____

#00964

COMMENTS : WAITER

15 W 06VZ [illegible] STEERING/SUSPENSION

CUSTOMER STATES STEERING HARD TO TURN WHEN COLD. OK WARM.
ALSO HAS SERVICE POWER STEERING MESSAGE ON DIC

- U2111 Lost Com. w/ Steering Column System (PCM)
- C0895/ Symptom do Stored to Ground Not Found
- INTERNAL FAULT IN PSCM
- REMOVE + REPLACE STEERING COLUMN ASSEMBLY
- PERFORMED ALIGNMENT

Diag Time On Back

2/21/08 - called Cust - ready 4P/U - advised should be in around 5:00 pm

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS OTHERWISE SPECIFIED

ATTENTION
WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE

TERMS
☐ CASH ☐ CHECK
☐ CREDIT CARD

TERRY LEE CHEVROLET, Inc.
9673 Kings Automall Rd. Phone 683-4TLC(4852)
CINCINNATI, OHIO 45249

LIMITED WARRANTY: The only warranties applying to this part are those which may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness

NON-NEGOTIABLE - FOR REGISTRATION ONLY

ISSUING CITY WARREN
RESIDENT CITY WARREN

STATE OF OHIO No. 83 0116 8739
MEMORANDUM TITLE

ISSUE DATE
04/10/2007

IDENTIFICATION NUMBER
1G1AL55F977 [redacted]
COMMENTS

YEAR 2007 MAKE CHEV MAKE DESCRIPTION CHEVROLET
PURCHASE PRICE $19,700.00 BODY TYPE 4D MODEL BLT MODEL DESCRIPTION —
TAX $1,260.70 MILEAGE 24 EVIDENCE OH MCO - IN STATE
CONVERSION
MILEAGE ACTUAL

BRAND(S)

OWNER
[redacted]
[redacted]
LEBANON, OH [redacted]

0083529
LICENSE EXPIRES.... 10-1-07
TRANSFER ISSUED.....
TRUCK WT.....
Registrar of Motor Vehicles

PREVIOUS OWNER
TERRY LEE CHEVROLET GEO INC

9673 KINGS AUTOMALL RD
CINCINNATI, OH 45249-8247

83027939 ND002236

FIRST LIENHOLDER DATE OF LIEN 04/10/2007
GMAC

PO BOX 8133
COCKEYSVILLE, MD 21030

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

0000007646

JAMES L. SPAETH
CLERK OF COURTS

MARTIN
MARTIN

RELEASE OF CLAIM

I, [redacted] 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[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 22994 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: 3-26-09

[redacted]

Claimant's Signature

Claimant's Signature

[redacted]

Address

Address

Lebanon, OH [redacted]

City, State, Zip Code

City, State, Zip Code

STATE OF OHIO

COUNTY OF Warren

Sworn to (or affirmed) and subscribed before me this 26 day of March, 2009 by [redacted].

Jennifer Kleine

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification V

Type of identification OH DL

My commission expires: 1-11-11

CC: File

LG0024
V6302006

NOTARY PUBLIC STATE OF O

JENNIFER P. KLEINE
Notary Public, State of Ohio
My Commission Expires
January 11, 2011

Edna Rodriguez/Austin/GM1
04/01/2009 02:42 PM

To john.havran@gm.com
cc
bcc
Subject [redacted]SR # 71-677746297, VIN 1G1AL55F977[redacted]

Mr. Havran:

This email is to follow up on Service Request 71-677746297 for customer [redacted] 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, [redacted] (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[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is _____on the date of the signing of this release.

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

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

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by [redacted]

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006

STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION

PLATE NO.: [redacted] **REG. DATE:** 10/07/2008 **EXP. DATE:** 10/07/2009 **ISSUE DATE:** 10/07/2008 **APP NO.:** [redacted]J
VALIDATION NO.: 910ECB3529 **AGENCY:** 8311
OWNER NAME: [redacted] **VEHICLE OWNERSHIP:** SINGLE **USER ID:** KF
OLD APP NO.: [redacted]
OWNER ADDR.: [redacted] [redacted]E: [redacted]9
CITY: LEBANON
STATE OH **ZIP:** [redacted]3
TAX DISTRICT: LEBANON
COUNTY: WARREN
INSIDE CORP LIMIT: YES **VEHICLE CLASS:** PASSENGER
VEHICLE YEAR: 2007 **ODOMETER READING:** 24
BODY TYPE: 4S **MAKE:** CHEV **STATE FEES:** $31.00

CERTIFICATE TITLE NO.: [redacted] **PLATE TYPE:** [redacted]
VEH. SERIAL NO.: 1G1AL55F977[redacted] **REG TYPE:** RENEWAL **LOCAL TAX:** $20.00
PURCHASE DATE: 03/25/2007 **REFL./CO. FEE:** $0.00
USED **SUSPENSION/REVOCATION:** NO **DEPUTY FEE:** $3.50
PRIOR OPERATION: YES
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) DATE

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.
THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

Revised 11/12/08

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Erika Lee State: OH

Customer Name: [redacted] Service Request: 71-677746297 GM Legal File No.: N/A

Vehicle ID No.: 1G1AL55F977[redacted] In Service Date: 2/28/2007 Vehicle is: New BAC Code: 132885

Year, Make ☐Model: 2007 COBALT Vehicle Purchased Used on: NEW

Lien holder: GMAC☒ Other☐: DVM requests involvement?: No Purchase Price of Vehicle: $ 19703.00

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

VEHICLE REPAIR HISTORY

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

☐ BRAKES

Date:	RO #:	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.**

☐ ELECTRICAL

Date:	RO #:	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.

☐ ENGINE/FUEL & EXHAUST

Date:	RO #:	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:	RO #:	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

☐ RESTRAINTS

Date:	RO #:	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

☐ STEERING

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/7/07 1st Dlrshp, Terry Lee	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☒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.

☐ **TRANSMISSION**

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

Accident/Insurance Information:
Has the vehicle ever been involved in an accident? Y or N - Dlr advsd, Nothing indicated on the last RO.
Did you confirm your answer with the dealer/attorney? 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 - Dlr 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 Steering
Total days out of service during the presumption period:	5
Total 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☒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 DEMAND: :Cash **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.**

john.havran@gm.com
01/12/2009 02:05 PM

To erika_lee@gmexpert.com
cc
bcc
Subject Re: Not in suit matter - Timothy Tippenhauer - 71-677746297

History: This message has been replied to.

erika_lee@gmexpert.com

01/12/2009 12:09 PM

To john.havran@gm.com
cc
Subject Not in suit matter - [redacted] - 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 [redacted] The customer's vehicle is a 2007 COBALT with 18,891 miles. The VIN is 1G1AL55F977[redacted]. 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 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

Dave Chernosky <davechernosky@yahoo.com>

03/18/2009 04:22 PM

To edna_rodriguez@gmexpert.com
cc
bcc
Subject Re: [redacted]

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: [redacted]

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_rodriguez@gmexpert.com
cc
Subject Re: [redacted]

Thanks. I will get back to you shortly

Dave

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com>
To: davechernosky@yahoo.com
Sent: Friday, March 13, 2009 11:39:53 AM
Subject: Re: [redacted]

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 edna_rodriguez@gmexpert.com
cc
Subject Re: [redacted]

Edna,

I talked to the clients. I can make a demand of $1600. I have a little room, but I am hoping you can come up a little. Thanks.

Dave Chernosky

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com>
To: davechernosky@yahoo.com
Sent: Friday, February 27, 2009 2:14:52 PM
Subject: Re: [redacted]

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>

02/05/2009 01:44 PM

To edna_rodriguez@gmexpert.com
cc
Subject Re: [redacted]

Thanks Edna. I 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: [redacted]

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 [redacted]. The customer's vehicle is a 2007 COBALT with 18,891 miles. The VIN is 1G1AL55F977[redacted]. 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.

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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

Dave Chernosky <davechernosky@yahoo.com >

02/27/2009 03:51 PM

To edna_rodriguez@gmexpert.com

cc

bcc

Subject Re: [redacted]

They did take the vehicle back in for the power steering problem again. The dealer said they did not find the problem. They told me it took two of them to turn the steering wheel and so they brought it in. Regardless, I am waiting for that repair order. I will get back to you shortly. Thanks.

Dave

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com>
To: davechernosky@yahoo.com
Sent: Friday, February 27, 2009 2:14:52 PM
Subject: Re: [redacted]

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>

02/05/2009 01:44 PM

To edna_rodriguez@gmexpert.com
cc
Subject Re: [redacted]

Thanks Edna. I 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: [redacted]

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 DELIVERY/INCENTIVE HISTORY 04/12/08
PROCESSING SOURCE: CHEVROLET 13:29:18
PAGE: 1

VIN: 1G1AL55F9 77[redacted] SELLG SCE: 13 MDL YR: 07 ORD NO: KRWP36

ODATE: 01/05/07 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 09200
DDATE: 02/28/07 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 02/28/07 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: [redacted]
TRD DOE:
SRVC IN: MIDDLETOWN OH [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
BHL	01	13 09200	00031953544	03/03/07	500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00031953544 AUTH PUR CD:
MISC DATE: 02/28/07 MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
BUW	01	13 09200	00031953544	03/03/07	500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00031953544 AUTH PUR CD:
MISC DATE: 02/28/07 MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CNC	01	13 09200	00031953544	03/03/07	500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00031953544 AUTH PUR CD:
MISC DATE: 02/28/07 MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 09200	00031943067	03/02/07	20.61	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00031943067 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

VIN: 1G1AL55F9 77[redacted] SELLG SCE: 13 MDL YR: 07 ORD NO: KRWP36

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
SEB	01	13 09200	2426310	03/09/07	150.00	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: 2426310 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: A

VIN: 1G1AL55F9 77[redacted] SELLG SCE: 13 MDL YR: 07 ORD NO: KRWP36
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC 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
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 CR
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: [redacted]
Service Request: 71-677746297
2007 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL55F977[redacted]
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 fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V01032008

Attach.

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

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

VIA FAX ONLY

February 6, 2009

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

RE: [redacted]
Service Request: 71-677746297
2007 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL55F977[redacted]
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).

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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
01/19/2009 09:28 PM

To erika_lee@gmexpert.com
cc
bcc
Subject Re: Not in suit matter - [redacted] - 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 - [redacted] - 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

01/12/2009 02:05 PM

To: erika_lee@gmexpert.com

cc:

Subject: Re: Not in suit matter - [redacted] - 71-677746297

erika_lee@gmexpert.com

01/12/2009 12:09 PM

To: john.havran@gm.com

cc:

Subject: Not in suit matter - [redacted] - 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 [redacted]. The customer's vehicle is a 2007 COBALT with 18,891 miles. The VIN is 1G1AL55F977[redacted]. 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 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

Chernosky Law Offices
24099 Stonehedge Dr.
Westlake, Ohio 44145

CLEVE OH 441
07 JAN 2009 PM 2 T

USA42

01-09-09A09:10 RCVD

General Motors Corp.
Chevrolet Division
Attn: Legal
P.O. Box 33170
Detroit, MI 48232-5170

48232+3170

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

Re:	**Revocation of Acceptance**
Our Client:	[redacted]
Vehicle:	**2007 Chevy BLT**
VIN:	**1G1AL55F977**[redacted]

Dear Sir or Madam:

This office has been retained by [redacted] 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.

[redacted] 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, [redacted] *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

To: Edna Rodriguez

From: David Chernosky

Re: [redacted]

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: david@lemonlawyerinfo.com

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: [redacted]
Service Request: 71-677746297
2007 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL55F977[redacted]
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

[redacted]
Client's Signature

3/24/09
Date

Client's Signature

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: [redacted]
Service Request: 71-677746297
2007 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL55F977[redacted]
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

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

CHEVROLET
BUICK
PONTIAC
GMC
SATURN
HUMMER
SAAB
Cadillac

General Motors Corporation
Business Resource 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: [redacted]
Service Request: 71-677746297
2007 Chevrolet Cobalt
Vehicle Identification Number: 1G1AL55F977[redacted]

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
☒ 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

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

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

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

_____ _____
Signature Signature

LG0006
V08012008

Erika Lee/Austin/GM1
01/15/2009 12:41 PM

To john.havran@gm.com@SITELCWEB
cc
bcc
Subject Re: Not in suit matter - [redacted] - 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
cc
Subject Re: Not in suit matter - [redacted] - 71-677746297

erika_lee@gmexpert.com

01/12/2009 12:09 PM

To john.havran@gm.com

cc

Subject Not in suit matter - [redacted] - 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 Timothy Tippenhauer. The customer's vehicle is a 2007 COBALT with 18,891 miles. The VIN is 1G1AL55F977[redacted] 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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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

T49963

209245

McCluskey Chevrolet at Kings Automall

INVOICE

9673 KINGS AUTO MALL RD.
CINCINNATI, OHIO 45249
PHONE (513) 761-1111
FAX (513) 679-9461
www.mccluskey.com

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

PAGE 1

SERVICE ADVISOR: 36 TERENCE TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
LASER-BLUE	07	CHEVROLET COBALT	1G1AL55F977[redacted]	[redacted]	22058/22058	T7444

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28FEB07 DD			WAIT 23FEB09		0.00	CASH	06MAR09

R.O. OPENED	READY	OPTIONS: STK: 70740 ENG: L61 TRN: A
23FEB09	27FEB09	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUST RPTS P/S IS INOP IN MORNING WHEN FIRST STARTING OUT-FOR FIRST 15-20 MINS							
	CAUSE: COULD NOT REPRODUCE CUST CONCERN							
	NPF NO PROBLEM FOUND AT THIS TIME							
		964	CPC				0.00	0.00
	22058 COULD NOT REPRODUCE CUST CONCERN CHECKED P/S AT 8AM, WORKED FINE. CHECKED P/S AT 3PM AND DROVE FOR 10 MIN, WORKED FINE. SCANNED FOR CODES, NO CODES PRESENT. CHECKED FOR BULLITENS, NO BULLITENS PRESENT. NO PROBLEM FOUND AT THIS TIME.							
	**********							
B**	ENTERPRISE RENTAL							
	R22 ENTERPRISE RENTAL							
		964	IS					(N/C)
	22058							
	**********							
	SUBL ENTERPRSIE RENTAL PO#415818							
			IS					(N/C)

Dropped 23rd Out 24th — 1 Day only

WARRANTY STATEMENT AND DISCLAIMER:
THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.
ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

CUSTOMER COPY

2007 COBALT 4-DOOR LT SEDAN
21U LASER BLUE METALLIC /L4G
14C GRAY
ORDER NO. KRWP36/TRE STOCK NO.
VIN 1G1 AL55 F9 77[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD01275733
**********13*09200S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
1AL69 COBALT 4-DOOR LT SEDAN	14245.00	13461.53
FE9 FEDERAL EMISSIONS	N/C	N/C
K34 CRUISE CONTROL	275.00	242.00
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C
MX0 TRANSMISSION, 4 SPD AUTOMATIC	850.00	748.00
T43 REAR SPOILER	275.00	242.00

RETAIL - STOCK
INVOICE 01/30/07
SHIPPED 01/30/07
EXP I/T 02/01/07
INT COM 02/01/07
PRC EFF 01/30/07
KEYS G1037 G1037
WFP-S QTR OPT-1
BANK: GMAC - 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
TOTAL	16260.00	15621.43	PAY 310	15621.43

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 14938.40

****

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

****

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

TERRY LEE CHEVROLET, INC.

REMIT TO GMAC NO. 010
VIN 1G1AL55F977[redacted]
$ 15621.43 INV 1AD01275733
DUE 02/01/07 DEALER 09-200

Dave Chernosky <davechernosky@yahoo.com >

03/25/2009 03:06 PM

To edna_rodriguez@gmexpert.com

cc

bcc

Subject Re: [redacted]

Thanks Edna,

I have attached the current registration and a W-9 form. I will forward the release to my client for their signature.

Dave

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com>
To: davechernosky@yahoo.com
Sent: Wednesday, March 25, 2009 2:39:07 PM
Subject: Re: [redacted]

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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Dave Chernosky <davechernosky@yahoo.com>

03/23/2009 04:36 PM

To edna_rodriguez@gmexpert.com
cc
Subject Re: [redacted]

I am able to settle this for the $3600 offer. Please forward a release (unless you already did). I will fax the acceptance letter tomorrow. Thanks.

Dave

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com>
To: davechernosky@yahoo.com
Sent: Wednesday, March 18, 2009 3:23:19 PM
Subject: Re: [redacted]

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_rodriguez@gmexpert.com
cc
Subject Re: [redacted]

Thanks. I will get back to you shortly

Dave

From: "edna_rodriguez@gmexpert.com" <edna_rodriguez@gmexpert.com>
To: davechernosky@yahoo.com
Sent: Friday, March 13, 2009 11:39:53 AM
Subject: Re: [redacted]

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 edna_rodriguez@gmexpert.com
cc
Subject Re: [redacted]

Edna,

I talked to the clients. I can make a demand of $1600. I have a little room, but I am hoping you can come up a little. Thanks.

Dave Chernosky

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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Dave Chernosky <davechernosky@yahoo.com>

02/05/2009 01:44 PM

To edna_rodriguez@gmexpert.com
cc
Subject Re: [redacted]

Thanks Edna. I 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: [redacted]

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

Request for Taxpayer Identification Number and Certification

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

Print or type
See Specific Instructions on page 2

Name (as shown on your income tax return)
Chernicky Law Office Co LPA

Business name, if different from above

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

Address (number, street, and apt. or suite no.)
24699 Shanhaven Dr
Requester's name and address (optional)

City, state, and ZIP code
Olmsted Ohio 44145

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

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

Social security number
or
[redacted]

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

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ [signature] Date ▶ 3/26/09

General Instructions

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

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

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

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

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

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

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

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

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

Request for Taxpayer Identification Number and Certification

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

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
David Chernosky

Business name, if different from above
Chernosky Law Offices

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

☐ Exempt payee

Address (number, street, and apt. or suite no.)
24099 Stonehedge Dr.

Requester's name and address (optional)

City, state, and ZIP code
Westlake Ohio 44145

List account number(s) here (optional)

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

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Social security number
[redacted]

or

[redacted]

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Sign Here Signature of U.S. person ▶ [redacted] Date ▶ 8/10/08

General Instructions

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Purpose of Form

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

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

facsimile transmittal

To:	Steve Hanpsay	**Fax:**	(412) 734-5039
From:	Stacy Amstutz	**Date**:	December 15, 2008
Re:	1G1AK15F667[redacted] – 71-680525987	**Pages:**	2
CC:			

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

Notes:

When submitting the claim please verify that the information attached is correct. Please make sure that it is the correct customer, VIN and mileage. Also check your dealership information for accuracy – dealer division, dealer code, RO #, RO close date and dollar amount. If any of the information isn't correct do not submit the claim and contact the CRS handling the file as soon as possible to correct.

If everything is correct please submit this claim in the GMWA system. We have entered a pre-authorization so you do not need to H route this claim. If you do that it will be rejected and hold up your payment process. Please do not use any authorization codes or any labor hours or costs. Please submit the claim as a net line under the labor op Z1242 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

Classic chevrolet
500 LINCOLN AVE. AT BALPH
BELLEVUE, PITTSBURGH, PA. 15202

FACSIMILE COVER SHEET

TRANSMIT TO: STACY

COMPANY/FIRM: G.M Alligation

FAX # (866) 357-5547

NUMBER OF PAGES 2 **INCLUDING COVER PAGE**

FROM: Steve H.

RE: CASE # 71-680525987

STACY, THE BUMPER WAS REPAIRED NOT REPLACED

[redacted]
PITTSBURGH, PA [redacted]

SERVICE ADVISOR STEVEN HAMPSAY

Classic chevrolet
500 LINCOLN AVE. AT BALPH
BELLEVUE, PITTSBURGH, PA 15202
TELEPHONE: (412) 734-5000

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
01DEC08	09DEC08	6422	1G1AK15F667[redacted]	18050	T825		09DEC08	126350

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:48	11:10	06	CHEVROLET COBALT	[redacted]	0.00	31MAR06	534	534

MILEAGE IN	MILEAGE OUT	LICENSE NO.
13041	13041	GFA9814

	TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A REPAIR AS PER ESTIMATE						
CAUSE: STEERING						
A0018 FRONT BUMPER FASCIA REFINISH/CLEAR COAT						
	546	W94B			445.10	445.10
FC: 98 PART#: COUNT: 0						
CLAIM TYPE:						
AUTH CODE:						
MJ						
B** 2 DAY COURTESY CAR						
CAUSE: RENTAL CAR						
Z7902 2 DAY COURTESY CAR						
	534	W94B			60.00	60.00
FC: 98 PART#: COUNT: 0						
CLAIM TYPE:						
AUTH CODE:						
MJ						

CASE# 71-680525987

CHEVROLET

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	505.10.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	505.10.00

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE
X

GM QUALITY SERVICE/PARTS
GENERAL MOTORS CORPORATION

SERVICE HOURS:

MONDAY - FRIDAY
8:00 AM - 9:00 PM

SATURDAY
8:00 AM - NOON

"HAZ MAT CHARGE" IS MATERIAL
AND ENVIROMENTTAL CHARGE ASSOCIATED WITH
THE PROPER DISPOSAL OF
HAZARDOUS AND NON-HAZARDOUS WASTE

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER COPY

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information

Date	12/10/2008	**Service Request**	**71-680525987**
Customer Name	[redacted]		
VIN	1G1AK15F667[redacted]		
In-Service Date	3/31/2006	**Service Contract?**	No
Current Mileage	13041	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	4

Dealer and Claim Information

Dealer Name	Nick Corsello		
Dealer Svc Mgr	Steve Hanpsay	**Dlr Warranty Admin:**	Steve Hanpsay
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:	505.10

DO NOT H ROUTE THIS CLAIM

Authorization Code: DO NOT PUT IN AN AUTH CODE

Additional Comments for Dealer:

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint:

steering concern caused damage to bumper

Cause:

manufacturing concern with steering

Correction:

fix steering and repair bumper

Justification: dlr adv damage was caused by steering concern

PAR CRM StacyAmstutz/PAR/ATX

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

Issued by: **Certificate No. 1G1AK12FX57** [redacted]

Chevrolet

Issue Date: February 25, 2009

Issued exclusively for: [redacted]

Champlin, MN [redacted]

Valid through: February 25, 2010

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

Fax Number: 1-866-890-4235

REQUEST FOR STATUS OF GOODWILL

[redacted]

DATE: March 20, 2009
CUSTOMER'S FIRST/LAST NAME:
SERVICE REQUEST NUMBER:
FEDEX REQUEST:
71-683568175
TYPE OF GOODWILL OLC

REIMBURSEMENT	AMT OF CHECK $	Date Submitted: Date Approved:	Date Mailed: ADDRESS VERIFIED? YES NO

ADDITIONAL COMMENTS:

GMPP	TYPE OF GMPP:	DOES GMPP HAVE CORRECT ADDRESS? YES NO	ADDRESS VERIFIED? YES NO

CONTACTED:
DATE CRS CONTACTED GMPP:

OLC	AMT OF OLC $1600 $	Date Submitted: Date Approved:	Date Mailed: ADDRESS VERIFIED? (YES) NO
COMPONENT LETTER	STATE VERIFIED AS: COMPONENT:	Date Submitted: Date Approved:	Date Mailed: ADDRESS VERIFIED? YES NO
OTHER	TYPE OF GOODWILL: Maintenance OnStar GM Motor Club	Date Submitted: Date Approved:	Date Mailed: ADDRESS VERIFIED? YES NO

ADDRESS VERIFIED AS:
REASON FOR REQUEST: Goodwill Liaison Review request, as per
ADDITIONAL COMMENTS: SKOLB/TL/DTW that OLC be
CRS: back dated to 2/25/09 as
TEAM LEADER: OLC reflect start date as 2/25/09 in Bars

June 22, 2011

[redacted]

Champlin, MN [redacted]

Dear [redacted]

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

[redacted]
Champlin, MN [redacted]

Dear [redacted]

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

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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

Issued by: **Certificate No. 1G1AK12FX57[redacted]**

Chevrolet

Issue Date: February 25, 2009

Issued exclusively for: **Friendly Chevrolet, Inc**
C/O [redacted]
[redacted]
Fridley, MN [redacted]

Valid through: February 25, 2010

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

Issued by: **Certificate No. 1G1AK12FX57[redacted]**

Chevrolet

Issue Date: June 22, 2011

Issued exclusively for: [redacted]

Champlin, MN [redacted]

Valid through: February 27, 2010

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

June 22, 2011

Friendly Chevrolet, Inc
c/o [redacted]
[redacted]
Fridley, MN [redacted]

Dear [redacted]

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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Service Request: 71-683568175

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

Privileged and Confidential Information

CASE ASSESSMENT

By: Sandra Slone State: Texas

Customer Name: [redacted] Service Request: 71-683901318 BBB Case No.: CHV0853866

Vehicle ID No.: 1G1AK18F867[redacted] 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)
Vehicle Purchased Used on: 5/16/2006 at odometer 49,000

Lien holder: GMAC☐ Other☐: N/A
Sale Type: Purchase ☒ Lease☐ Other☐ :

DVM Name: DVM CONTACT NOT REQUIRED-CASE ID INELIGIBLE BASED ON AGE AND MILEAGE OF THE VEH.
CAM Name: Mick Gonzalez

Phone/Cell Number: N/A
Phone Number: 805-373-8417

Svc Mgr Name: SVC MGR CONTACT NOT REQUIRED-CASE ID INELIGIBLE BASED ON AGE AND MILEAGE OF THE VEH.

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.**

☒ POWER STEERING

Date:	RO ☐:	Days Out:	Mileage:	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:	RO ☐:	Days Out:	Mileage:	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.

Are the RO's attached if the vehicle was in an accident: NO

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? N/A 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:	RO ☐:	Days Out:	Mileage:	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 NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

Cust sts: **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 LOV 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 CLA 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.**	**DATE: 12/04/2008**	**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**		

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

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address: [redacted]

City: Houston State: TX Zip code: [redacted]

Day phone: [redacted] Evening phone: [redacted] Cell phone: [redacted]

Fax: E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Cobalt Year: 2006 Current mileage: 49625

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: SandDollar Autoplex, Galveston, TX

Primary Servicing dealer/city/state: SandDollar Autoplex,

Acquired as ☐ new ☒ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 05/16/06 Mileage at purchase/lease:

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 vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

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

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)

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

Total days out of service for all problems: _____

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

Please mail or fax this completed form with <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

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

GM

CHECK **No.** [redacted]

50-937
219

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

VOID VOID VOID

DATE 01/22/09

**********542 DOLLARS

****25 CENTS

AMOUNT **********542.25

PAY TO THE ORDER OF

[redacted]
PITTSBURGH PA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 01/22/09

VENDOR DUNS NO. BB 000000011 1

VENDOR NAME [redacted]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1AK12F657[redacted]	01/21/09	VM 1-BHWNZW 71-685027263.1-BHWNZW	00.0000	542.25	.00	542.25

VOID VOID VOID

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

M3

TOTAL	542.25	.00	542.2

AP310X

June 23, 2011

[redacted]

Pittsburgh, PA [redacted]

Service Request: 71-685027263

Dear [redacted]

We sincerely regret that you experienced a concern with your 2005 Chevrolet Cobalt, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. 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: Marie Dalgleish

COMPANY: General Motors Business Resource

PHONE: 1-800-231-1841

FAX: 1-866-842-9481

FROM: Chris Cashire

COMPANY: NORTHSTAR CHEVROLET

PHONE: 412-264-3325

FAX: 412- 299-7507

DATE: 12-9-08

PAGES INCLUDING COVER PAGE: 51

COMMENTS: Faxing per your request

IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325.
THANK YOU

65881 25221

UNIT# 50948

ACCOUNTING

NORTHSTAR Chevrolet an American Revolution
326 MANSFIELD BLVD
CARNEIGIE, PA 15106
(412) 923-1230

[redacted]
PGH, PA [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 22 JOHN LOCKHART

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ULTRA SILV	05	CHEVROLET COLBALT	1G1AK12F657[redacted]		3008/3008	T552

IN SERVICE DATE	PROD DATE	DEL DATE	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
IS			18:00 26JUL05		VARI	CASH	26JUL05

R.O. OPENED	READY	OPTIONS: STK:50948 DLR:513074
10:38 26JUL05	11:26 26JUL05	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	LUBRICATE CHASSIS,CHANGE OIL & FILTER, CHECK ALLFLUIDS,BELTS,HOSES,TIRE PRESSURE										
	LOFI LUBRICATE CHASSIS,CHANGE OIL & FILTER, CHECK ALLFLUIDS,BELTS,HOSES,TIRE PRESSURE										
		34	INF	0.30	0.30	225	975			9.75	9.75
	1 89029265 FILTER					397	536	0	5.95	5.36	5.36
	5 OIL OIL					665	900	0	1.80	1.80	9.00
	1 LUBE LUBE					10	14	0	0.75	0.14	0.14

THE NEW NORTHSTAR CHEVROLET
"YOUR SATISFACTION IS OUR #1 PRIORITY"

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	975	225		[redacted]	536	397	
	914	675			2425	*******	

COST, SALE, & COMP TOTALS 1297 2425 0

- [ ] CASH
- [ ] CHECK
- [ ] CHARGE
- [ ] VISA
- [ ] MASTER CARD
- [ ] AMEX
- [ ] DISCOVER

X _____
Rec'd Date

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PARTS AND/OR ACCESSORIES SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, NORTHSTAR CHEVROLET INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND NORTHSTAR CHEVROLET INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR ACCESSORIES.

CUSTOMER SIGNATURE
X

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

SERVICE DEPARTMENT HOURS
Monday & Thursday 7:30 am - 8:30 pm
Tues, Wed, Fri 7:30 am - 5:00 pm

THANK YOU!

65881 25221

UNIT# 50948

INTERNAL

NORTHSTAR Chevrolet ...an American Revolution
326 MANSFIELD BLVD
CARNEGIE, PA 15106
(412) 923-1230

[redacted]
PGH, PA [redacted]
HOME [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 22 JOHN LOCKHART

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ULTRA SILV	05	CHEVROLET COLBALT	1G1AK12F657[redacted]		3008/3008	T552

IN SERVICE DATE	PROD. DATE	DEL. DATE	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS			18:00 26JUL05		VARI	CASH	26JUL05

R.O. OPENED	READY	OPTIONS: STK:50948 DLR:513074
10:38 26JUL05	11:26 26JUL05	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	LUBRICATE CHASSIS,CHANGE OIL & FILTER, CHECK ALLFLUIDS,BELTS,HOSES,TIRE PRESSURE						
	LOFI		LUBRICATE CHASSIS,CHANGE OIL & FILTER, CHECK ALLFLUIDS,BELTS,HOSES,TIRE PRESSURE				
		34	INP	0.30		9.75	9.75
	1 89029265		FILTER		5.95	5.36	5.36
	5 OIL		OIL		1.80	1.80	9.00
	1 LUBE		LUBE		0.75	0.14	0.14

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"YOUR SATISFACTION IS OUR #1 PRIORITY"

COST, SALE, & COMP TOTALS 1297 2425 0

- ☐ CASH
- ☐ CHECK
- ☐ CHARGE
- ☐ VISA
- ☐ MASTER CARD
- ☐ AMEX
- ☐ DISCOVER

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CUSTOMER SIGNATURE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	9.75
PARTS AMOUNT	14.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
OTHER CHARGES	0.00
TOTAL CHARGES	24.25
LESS OTHER	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	24.25

X _____
Rec'd Date

SERVICE DEPARTMENT HOURS
Monday & Thursday 7:30 am - 8:30 pm
Tues. Wed. Fri 7:30 am - 5:00 pm

INTERNAL COPY

THANK YOU!

UNIT# 50948
CUSTOMER #:65881

[redacted]

PGH, PA [redacted]
HOME: [redacted] BUS:

25221
WORKORDER
PAGE 1

Chevrolet an American Revolution
NORTHSTAR
326 MANSFIELD BLVD
CARNEGIE, PA 15106
(412) 923-1230

SERVICE ADVISOR: 22 LOCKHART, JOHN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ULTRA SILV	05	CHEVROLET COLBALT	1G1AK12F657[redacted]		3008/	T552

IN SERVICE DATE	PROD. DATE	DEL DATE	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
IS			18:00 26JUL05		VARI	CASH	

R.O. OPENED	READY	OPTIONS: STK:50948 DLR:513074
26JUL2005 10:38		

LINE OP CODE	FLAT	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A LOFI	0.30		INP	LUBRICATE CHASSIS, CHANGE OIL & FILTER, CHECK ALL FLUIDS, BELTS, HOSES, TIRE PRESSURE

PF2244, 5w30, oil

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 purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the 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 enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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 loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments 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 amount without my written or oral consent.

X _____
CUSTOMER SIGNATURE

ORIGINAL ESTIMATE $	AUTHORIZED ADD'L REPAIRS $	DATE	TIME
ADD'L REPAIRS OK'D BY		EMPLOYEE RECEIVING AUTHORIZATION	

SPECIFIC AUTHORIZATION

TECHNICIAN COPY

65881 25403 ✓

UNIT# 50948

ACCOUNTING

NORTHSTAR Chevrolet an American Revolution
326 MANSFIELD BLVD
CARNEIGIE, PA 15106
(412) 923-1230

[redacted]

PGH, PA [redacted]

HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 38 JOHN MCLAUGHLIN II

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ULTRA SILV	05	CHEVROLET COLBALT	1G1AK12F657[redacted]		3211/3211	T789

IN SERVICE DATE	PROD. DATE	DEL. DATE	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
3-9-05 IS			18:00 02AUG05		VARI	CASH	02AUG05

R.O. OPENED	READY	OPTIONS: STK:50948 DLR:513074
14:32 01AUG05	14:57 02AUG05	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A OWNER 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 CODEB509C-1U-BC											
	N9995	83	W	0.30	0.30	368	1934			19.34	19.34
FC: 9Z PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: OJ											
						0	0	TPARTS			
						368	1934	TLABOR			
B** 05046 A/C -AIR BAG CAMPAIGN											
CAUSE: .											
	V1359	WIRING REPAIRS PER CAMPAIGN BULLETIN 05046									
		83	W	0.30	0.30	368	1934			19.34	19.34
	1 15785514	HARNESS				999	1399	0	17.53	13.99	13.99
FC: 96 PART#: 15785514 COUNT: 1 CLAIM TYPE: AUTH CODE: MA											
						999	1399	TPARTS			
						368	1934	TLABOR			

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"YOUR SATISFACTION IS OUR #1 PRIORITY"

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	3868	736		48000	1399	999	
	5267	*******					
COST, SALE, & COMP TOTALS		1735	5267	0			

- ☐ CASH
- ☐ CHECK
- ☐ CHARGE
- ☐ VISA
- ☐ MASTER CARD
- ☐ AMEX
- ☐ DISCOVER

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CUSTOMER SIGNATURE

X

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

X _____

Rec'd Date

SERVICE DEPARTMENT HOURS
Monday & Thursday 7:30 am - 8:30 pm
Tues, Wed, Fri 7:30 am - 5:00 pm

THANK YOU!

FILE COPY

UNIT# 50948
CUSTOMER #:65881

[redacted]

PGH, PA [redacted]
HOME: [redacted] BUS: 780 9157

25403
WORKORDER
PAGE 1

Chevrolet an American Revolution
NORTHSTAR
326 MANSFIELD BLVD
CARNEIGIE, PA 15106
(412) 923-1230

SERVICE ADVISOR: 38 MCLAUGHLIN II, JOHN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ULTRA SILV	05	CHEVROLET COLBALT	1G1AK12F657[redacted]		3211/	T789

IN SERVICE DATE	PROD. DATE	DEL DATE	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
3-9-05 IS			18:00 01AUG05		VARI	CASH	

R.O. OPENED	READY	OPTIONS: STK:50948 DLR:513074
01AUG2005 14:32		

LINE #	OP CODE	FLAT	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A				W	OWNER 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

ADD
Courtesy Car
B Miss 11AM 812
B 05046 A/C / Air Bag Complaint
157755-1K

SRW

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 purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the 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 enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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 loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments 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 ar[redacted]

X [redacted]
CUSTOMER SIGNATURE

ORIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS	DATE	TIME
$	$		
ADD'L REPAIRS OK'D BY		EMPLOYEE RECEIVING AUTHORIZATION	
SPECIFIC AUTHORIZATION			

TECHNICIAN COPY

Dec. 9. 2008—12:35PM—NorthStar Chevrolet—No. 3564 P. 7

STATE INSPECTION INFORMATION			EMP NO.	STATE INS. REPAIRS
LF	WHEELS PULLED	LF		
RF		RF		
LR		LR		
RR		RR		

PLEASE PRINT | STICKER # | OLD MILEAGE | SIGNATURE | TIMES CLOCK

MECHANICS FINDINGS AND REMARKS

CHECK BATTERY & ELECTRICAL SYS DIAGNOSIS TIME

A] COMPLAINT - (83) OWNER STATES BATTERY HAD TO BE JUMPED TWICE — WPR 3 — ON 10:2

CAUSE - CLICK NOISE AT TIMES — OFF

BATTERY TEST GOOD @ 12.50V & 904 CCA — ON

CORRECTION - TEST CODE B509C-1U-BC — OFF

B] COMPLAINT - (83) #05046 A/O AIR BAG CAMPAGN, — WPR — ON

CAUSE - — OFF

— ON

CORRECTION - # 05046 — OFF

C] COMPLAINT - — WPR — ON

CAUSE - — OFF

BATTERY CONNECTIONS & STARTER CONNECTIONS TIGHT. — ON

CORRECTION - - COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME. — WPR — OFF

D] COMPLAINT - — ON

CAUSE - — OFF

— ON

CORRECTION - — WPR — OFF

E] COMPLAINT - — ON

CAUSE - — OFF

— ON

CORRECTION - — OFF

— ON

— OFF

FLAG | FLAG — ON

TAYLOR OFFICE PRODUCTS • (412) 424-9388 • 156863

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AK12F657[redacted]

VEHICLE INFORMATION

Merchandising Model :	1AK37 -2005 COBALT 2-DOOR COUPE	**Warranty Start Date :**	03/09/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	NORTHSTAR CHEVROLET, INC. 326 MANSFIELD BLVD CARNEGIE , PA 15106-2444 (412) 923-1230	**Selling Source :**	13 - CHEVROLET
		Site Code :	13374
		Business Associate Code :	204396

Service Contract :	No	**Branded Title :**	No	**Warranty Block :**	No	**PDI Status :**	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05046	A/C SYSTEM WIRING AND DUAL STAGE AIRBAG MODULE WIRING	05/11/2005	Open

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 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	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	Type	Labor Operation	Odometer Reading

[redacted]

8/2/2005

01/24/2005	A41728	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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[redacted]

19830

WARRANTY

NORTHSTAR Chevrolet an American Revolution
326 MANSFIELD BLVD
CARNEIGIE, PA 15106
(412) 923-1230

PAGE 1

HOME: BUS:

SERVICE ADVISOR: 355 EDWARD LYNAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	05	CHEVROLET COLBALT	1G1AK12F657[redacted]		5/5	

IN SERVICE DATE	PROD. DATE	DEL DATE	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			18:00 31JAN05		VARI	CASH	31JAN2005

R.O. OPENED	READY	OPTIONS:
09:45 31JAN05	17:56 31JAN05	STK:50948 DLR:513074

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	PREDELIVERY INSPECTION							
CAUSE: F								
	WPDI PREDELIVERY INSPECTION							
		59	WPDI	1.10			70.91	70.91
	FC: 99 PART#: COUNT: 0							
	CLAIM TYPE:							
	AUTH CODE:							
	MG							

0 0 TPARTS
2152 7091 TLABOR

THE NEW NORTHSTAR CHEVROLET
"YOUR SATISFACTION IS OUR #1 PRIORITY"

COST, SALE, & COMP TOTALS 2152 7091 0

- [ ] CASH
- [ ] CHECK
- [ ] CHARGE
- [ ] VISA
- [ ] MASTER CARD
- [ ] AMEX
- [ ] DISCOVER

DISCLAIMER OF WARRANTIES

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[redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	70.91
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
OTHER CHARGES	0.00
TOTAL CHARGES	70.91
LESS OTHER	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	70.91

X _____

Rec'd Date

SERVICE DEPARTMENT HOURS
Monday & Thursday 7:30 am - 6:30 pm
Tues, Wed, Fri 7:30 am - 5:00 pm

WARRANTY COPY

THANK YOU!

19830

ACCOUNTING

NORTHSTAR Chevrolet an American Revolution
326 MANSFIELD BLVD
CARNEIGIE, PA 15106
(412) 923-1230

PAGE 1

HOME: BUS:

SERVICE ADVISOR: 355 EDWARD LYNAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	CHEVROLET COLBALT	1G1AK12F657[redacted]		5/5	

IN SERVICE DATE	PROD. DATE	DEL DATE	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			18:00 31JAN05		VARI	CASH	31JAN2005

R.O. OPENED	READY	OPTIONS: STK:50948 DLR:513074
09:45 31JAN05	17:56 31JAN05	

LINE OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A PREDELIVERY INSPECTION										
CAUSE: F										
WPDI PREDELIVERY INSPECTION										
59 WPDI			1.10	1.10	2152	7091			70.91	70.91
FC: 99 PART#: COUNT: 0										
CLAIM TYPE:										
AUTH CODE:										
MG										
					0	0	TPARTS			
					2152	7091	TLABOR			
B STATE & EMISSIONS TEST INTERNAL NEW CARS										
SEIN STATE & EMISSIONS TEST INTERNAL NEW CARS										
59	IN		0.90	0.90	1760	5995			59.95	59.95
THE NEW NORTHSTAR CHEVROLET										
"YOUR SATISFACTION IS OUR #1 PRIORITY"										

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	7091	2152		46300	5995	1760	
	7091	*******	00001	23100	5995	*******	

COST, SALE, & COMP TOTALS 3912 13086 0

- [ ] CASH
- [ ] CHECK
- [ ] CHARGE
- [ ] VISA
- [ ] MASTER CARD
- [ ] AMEX
- [ ] DISCOVER

X _____
Rec'd Date

DISCLAIMER OF WARRANTIES

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CUSTOMER SIGNATURE
X

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

SERVICE DEPARTMENT HOURS
Monday & Thursday 7:30 am - 8:30 pm
Tues, Wed, Fri 7:30 am - 5:00 pm
Sat 8:00 am - 4:00 pm

THANK YOU!

19830

INTERNAL

NORTHSTAR Chevrolet
326 MANSFIELD BLVD
CARNEGIE, PA 15106
(412) 923-1230

HOME: BUS:

PAGE 1

SERVICE ADVISOR: 355 EDWARD LYNAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	05	CHEVROLET COLBALT	1G1AK12F657[redacted]		5/5	

IN SERVICE DATE	PROD. DATE	DEL. DATE	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			18:00 31JAN05		VARI	CASH	31JAN2005

R.O. OPENED	READY
09:45 31JAN05	17:56 31JAN05

OPTIONS: STK:50948 DLR:513074

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
B	STATE & EMISSIONS TEST INTERNAL NEW CARS							
	SEIN	STATE & EMISSIONS TEST INTERNAL NEW CARS						
		59	IN	0.90		59.95	59.95	

THE NEW NORTHSTAR CHEVROLET
"YOUR SATISFACTION IS OUR #1 PRIORITY"

COST, SALE, & COMP TOTALS 1760 5995 0

- [ ] CASH
- [ ] CHECK
- [ ] CHARGE
- [ ] VISA
- [ ] MASTER CARD
- [ ] AMEX
- [ ] DISCOVER

DISCLAIMER OF WARRANTIES

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CUSTOMER SIGNATURE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	59.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
OTHER CHARGES	0.00
TOTAL CHARGES	59.95
LESS OTHER	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	59.95

Rec'd Date

SERVICE DEPARTMENT HOURS
Monday & Thursday 7:30 am - 8:30 pm

INTERNAL COPY

THANK YOU!

CUSTOMER #:

19830

WORKORDER

PAGE 1

NORTHSTAR Chevrolet an American Revolution
326 MANSFIELD BLVD
CARNEIGIE, PA 15106
(412) 923-1230

HOME: BUS:

SERVICE ADVISOR: 355 LYNAM, EDWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	05	CHEVROLET COLBALT	1G1AK12F657[redacted]		5/	

IN SERVICE DATE	PROD. DATE	DEL. DATE	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			18:00 31JAN05		VARI	CASH	

P.O. OPENED	READY
31JAN2005 09:45	

OPTIONS: STK:50948 DLR:513074

LINE	OP CODE	FLAT	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	WPDI	0.00		WPDI	PREDELIVERY INSPECTION
# B	SEIN	0.90		IN	STATE & EMISSIONS TEST INTERNAL NEW CARS

59

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 purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of marchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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 loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments 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 u[redacted] th[redacted]

CUSTOMER SIGNATURE

ORIGINAL ESTIMATE $	AUTHORIZED ADD'L REPAIRS $	DATE	TIME
ADD'L REPAIRS OK'D BY		EMPLOYEE RECEIVING AUTHORIZATION	

SPECIFIC AUTHORIZATION

TECHNICIAN COPY

STATE INSPECTION INFORMATION			EMP. NO.	STATE INS. REPAIRS
LF 10/32	WHEELS PULLED	LF 10/31		
RF		RF		
LR		LR		
RR		RR 5/8		

EMPLOYEE STICKER # HIS 3074619 IMS 2167435 OLD MILEAGE n/a SIGNATURE 11/3/05

MECHANICS FINDINGS AND REMARKS

		TIME CLOCK
A COMPLAINT - (#59) POI	WPR	OFF
CAUSE - STATE INSP EMISSION TEST		ON
		OFF
CORRECTION -		ON
B COMPLAINT -	WPR	OFF
CAUSE -		ON
		OFF
CORRECTION -		ON
C COMPLAINT -	WPR	OFF
CAUSE -		ON
		OFF
CORRECTION -		ON
D COMPLAINT -	WPR	OFF
CAUSE -		ON
		OFF
CORRECTION -		ON
E COMPLAINT	WPR	OFF
CAUSE -		ON
		OFF
CORRECTION -		ON
		OFF
		ON
FLAG	FLAG	OFF
		ON

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 19830	TIME	OFF JAN 5 6 48
DRI	2.00	EMP. NO. 59	OPER. NO. 1/31/05	ON JAN 5 2 30

Dec. 9. 2008 12:42PM NorthStar Chevrolet No. 3564 P. 14

65881 49509

UNIT# 50948

ACCOUNTING

NORTHSTAR Chevrolet
326 MANSFIELD BLVD
CARNEGIE, PA 15106
(412) 923-1230

[redacted]

PGH, PA

HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 1 FRANK J MORABITO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ULTRA SILV	05	CHEVROLET COBALT	1G1AK12F657[redacted]	[redacted]	26066/26066	T534

IN SERVICE DATE	PROD. DATE	DEL. DATE	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09MAR05 DD			18:00 30OCT07		VARI	CASH	30OCT07

R.O. OPENED	READY	OPTIONS: STK:50948 DLR:513074
08:14 30OCT07	09:01 30OCT07	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	RECALL 06217										
CAUSE: F											
	V1556	06217	CAMPAIGN								
		83	W	0.70	0.70	1085	4859			48.59	48.59
2	25844441		F-ABSORBER			302	422	0	2.65	2.11	4.22
1	12377914		ADHESIVE			5851	8191	0	102.64	81.91	81.91
FC: 96											
PART#: 25844441											
COUNT: 3											
CLAIM TYPE:											
AUTH CODE:											
MA											
						6153	8613		TPARTS		
						1085	4859		TLABOR		

THE NEW NORTHSTAR CHEVROLET
"YOUR SATISFACTION IS OUR #1 PRIORITY"

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[redacted]	4859	1085		48000	8613	6153	
	13472	*******					

COST, SALE, & COMP TOTALS 7238 13472 0

- ☐ CASH
- ☐ CHECK
- ☐ CHARGE
- ☐ VISA
- ☐ MASTER CARD
- ☐ AMEX
- ☐ DISCOVER

DISCLAIMER OF WARRANTIES

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CUSTOMER SIGNATURE

X

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

X _____

Rec'd Date

SERVICE DEPARTMENT HOURS
Monday & Thursday 7:30 am - 8:30 pm
Tues, Wed, Fri 7:30 am - 5:00 pm

THANK YOU!

UNIT# 50948
CUSTOMER #:65881

[redacted]

PGH, PA
HOME: [redacted] BUS:

49509
WORKORDER
PAGE 1

NORTHSTAR Chevrolet an American Revolution
326 MANSFIELD BLVD
CARNEGIE, PA 15106
(412) 923-1230

SERVICE ADVISOR: 1 MORABITO, FRANK J

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ULTRA SILV	05	CHEVROLET COBALT	1G1AK12F657[redacted]	[redacted]	26066/	T534

IN SERVICE DATE	PROD. DATE	DEL DATE	PROMISED	PO NO.	[illegible]	PAYMENT	INV. DATE
09MAR05 DD			18:00 30OCT07		VARI	CASH	

R.O. OPENED	READY	OPTIONS: STK:50948 DLR:513074
30OCT2007 08:14		

LINE #	OP CODE	FLAT	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A			W		RECALL 06217

Q2S 5444-11
1237917

V1556
.7

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 purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the 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 enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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 loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments 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 amount without my written or oral consent.

X [redacted]
CUSTOMER SIGNATURE

ORIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS	DATE	TIME
$	$		
ADD'L REPAIRS OK'D BY		EMPLOYEE RECEIVING AUTHORIZATION	
SPECIFIC AUTHORIZATION			

TECHNICIAN COPY NOV 2 0 2007

STATE INSPECTION INFORMATION			EMP. NO.	STATE INS. REPAIRS
LF	WHEELS PULLED	LF		
RF		RF		
LR		LR		
RR		RR		

EMPLOYEE | STICKER # | OLD MILEAGE | SIGNATURE | TIME CLOCK

MECHANICS FINDINGS AND REMARKS

A COMPLAINT - (83) RECALL # 06217 HEAD IMPACT — WPR — OFF

CAUSE - — ON

— OFF

CORRECTION - INSTALL HEAD IMPACT RESTRAINTS V1556 .7 — ON

B COMPLAINT - — WPR — OFF

CAUSE - — ON

— OFF

CORRECTION - — ON

C COMPLAINT - — WPR — OFF

CAUSE - — ON

— OFF

CORRECTION - — ON

D COMPLAINT - — WPR — OFF

CAUSE - — ON

— OFF

CORRECTION - — ON

E COMPLAINT - — WPR — OFF

CAUSE - — ON

— OFF

CORRECTION - — ON

— OFF

— ON

STRAIGHT TIME[HRS]	FLAT RATE PRICE	R.O.NO.	TIME	
	.70	49509	05	OFF 3 53
		EMP.NO. 83 / OPER.NO. COB		ON 3 34

FLAG	FLAG

Dec. 9. 2008 12:46PM NorthStar Chevrolet No. 3564 P. 17

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AK12F657[redacted]

VEHICLE INFORMATION

Merchandising Model :	1AK37 -2005 COBALT 2-DOOR COUPE	**Warranty Start Date :**	03/09/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	NORTHSTAR CHEVROLET, INC. 326 MANSFIELD BLVD CARNEGIE , PA 15106-2444 (412) 923-1230	**Selling Source :**	13 - CHEVROLET
		Site Code :	13374
		Business Associate Code :	204396

Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05046	A/C SYSTEM WIRING AND DUAL STAGE AIRBAG MODULE WIRING	N/A	Closed
RC	06217	HEAD IMPACT PROTECTION	03/13/2007	Open

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 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	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	Type	Labor Operation	Odometer Reading
08/28/2006	F84932	#	Z2081 - ROADSIDE SERVICE (LOCKOUT)	12000 miles

[redacted]

11/5/2007

07/07/2006	035418	#	C9041 - BELT, SEATBELT RETRACTOR (FRONT) (LEFT) - REPLACE	12981 miles
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 miles
08/01/2005	025403	#	V1359 - 05046 - REWIRE AIRBAG AND INSTALL JUMPER HARNESS	3211 miles
01/24/2005	A41728	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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[redacted]

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AK12F657[redacted]

VEHICLE INFORMATION

Merchandising Model :	1AK37 -2005 COBALT 2-DOOR COUPE	**Warranty Start Date :**	03/09/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	NORTHSTAR CHEVROLET, INC. 326 MANSFIELD BLVD CARNEGIE , PA 15106-2444 (412) 923-1230	**Selling Source :**	13 - CHEVROLET
		Site Code :	13374
		Business Associate Code :	204396

Service Contract :	No	**Branded Title :**	No	**Warranty Block :**	No	**PDI Status :**	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05046	A/C SYSTEM WIRING AND DUAL STAGE AIRBAG MODULE WIRING	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 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	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	Type	Labor Operation	Odometer Reading

[redacted]

12/14/2005

ADR File Checklist

SR Number:71-685027263 **BBB Case:** CHV0853980
Customer: [redacted] **VIN:1G1AK12F657**[redacted]
Make/Model/Year: Chevrolet/Cobalt/2005 **In Service**: 03/09/05 **Mileage**: 35,000
Received Date: 12/04/08 **Day 15 Date:** 12/19/08 **Goes Active:**
Primary Concern: Power Steering

☒ **Case Scan / Acknowledgement** (24 hrs) **Completion Date/Time:**

☒ **Initial Calls** (72 hrs):

☒ **Customer**	**Completion Date/Time:** 12/05/08 / 8:55am
☒ **Dealer Svc Mgr**	**Completion Date/Time:** 12/05/08 / 3:07pm
☐ **Dealer Finance Mgr**	**Completion Date/Time:** /
☒ **AVM**	**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:	**Yes** ☒	**No** ☐
Presumption:	**Yes** ☐	**No** ☒

☒ **GM Position – Customer / BBB Due Date** (7-10 days):

☒ **Settlement / Goodwill Offered Date:**

☒ **All Documents Attached** (by Day 15)

☐ **Arbitration Date:**

☒ **Closing Activities:**

Settlement	**Completion Date/Time: 1/28/2009** / 9:07am
Executive Summary	**Completion Date/Time:** 1/28/2009 / 9:07am
Close Siebel	**Completion Date/Time:** 1/28/2009 / 9:15am

DVM: Jack Adams **Node/Box:** 412-215-2947
Service Dealer: North Star, Moon Township, PA **Svc Mgr: Ed Lyman**
Selling Dealer: North Star, Carnegie, PA **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.

ADR File Checklist

SR Number:71-685027263 **BBB Case:** CHV0853980
Customer: [redacted] **VIN:1G1AK12F657**[redacted]
Make/Model/Year: Chevrolet/Cobalt/2005 **In Service**: 03/09/05 **Mileage**: 35,000
Received Date: 12/04/08 **Day 15 Date:** 12/19/08 **Goes Active:**
Primary Concern: Power Steering

☒ **Case Scan / Acknowledgement** (24 hrs) **Completion Date/Time:**

☒ **Initial Calls** (72 hrs):

☒ **Customer**	**Completion Date/Time:** 12/05/08 / 8:55am
☒ **Dealer Svc Mgr**	**Completion Date/Time:** 12/05/08 / 3:07pm
☐ **Dealer Finance Mgr**	**Completion Date/Time:** /
☒ **AVM**	**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:	**Yes** ☒	**No** ☐
Presumption:	**Yes** ☐	**No** ☒

☒ **GM Position – Customer / BBB Due Date** (7-10 days):

☒ **Settlement / Goodwill Offered Date:**

☒ **All Documents Attached** (by Day 15)

☐ **Arbitration Date:**

☐ **Closing Activities:**

Settlement	**Completion Date/Time:** /
Executive Summary	**Completion Date/Time:** /
Close Siebel	**Completion Date/Time:** /

DVM: Jack Adams **Node/Box:** 412-215-2947
Service Dealer: North Star, Moon Township, PA **Svc Mgr:**
Selling Dealer: North Star, Carnegie, PA **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: [redacted] Service Request: 71-685027263 BBB Case No.: CHV0853980

Vehicle ID No.: 1G1AK12F657[redacted] In Service Date: 03/09/05 Vehicle is: New BAC Code: 236896

Year, Make ☐Model: 2005 Chevrolet Cobalt Vehicle Purchased Used on: N/A at odometer N/A
Mileage at Time of BBB Filing 35,000

Lien holder: GMAC☐ Other☐: {Name} Sale Type: Purchase ☒
DVM Name: Jack Adams CAM Name: Craig Joseph
Phone/Cell Number: 412-215-2947 Phone Number: 914-244-6130
Svc Mgr Name: Ed Lynam 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:	RO ☐:	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:	RO ☐:	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:	RO ☐:	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

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 miles-whichever 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:	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 use, value or safety.

Cust Seeks: The customer is seeking repairs.

DVM States: {TEXT}

SVM States: {TEXT}

CRS Rationale: Customer 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 case to win repurchase through Lemon Law

1.
2.
3.

What are the 3 main weaknesses of the customer 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: [redacted] **Service Request:** 71-685027263 **BBB Case No.:** CHV0853980

Vehicle ID No.: 1G1AK12F657[redacted] **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
Vehicle Purchased Used on: N/A **at odometer** N/A

Lien holder: GMAC☐ Other☐: {Name}
DVM Name: Jack Adams
Phone/Cell Number: 412-215-2947
Svc Mgr Name: Ed Lynam

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:
12/30/08	65449	15	34,650	**Complaint:** Cust states power steering is hard to turn **Repair:** Replace Steering Coil.

☐ Other (Battery)

Date:	RO ☐:	Days Out:	Mileage:	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:	RO ☐:	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:	RO ☐:	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

☐ Recall 05046

Date:	RO ☐:	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 miles-whichever 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:

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."*

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}

COMMONWEALTH OF PENNSYLVANIA

CERTIFICATE OF TITLE FOR A VEHICLE

458

0507600150002886-002

1G1AK12F657[redacted]	2005	CHEVROLET	[redacted]	CA
VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE OF VEHICLE	TITLE NUMBER	

CP	0			3/28/05	000020	0
BODY TYPE	GVWR	SEAT CAP	PRIOR TITLE STATE	ODOM PERIOD DATE	ODOM MILES	ODOM STATUS

3/28/05	3/28/05				
DATE PA TITLED	DATE OF ISSUE	UNLADEN WEIGHT	GVWR	GCWR	TITLE BRANDS

REGISTERED OWNER(S)

[redacted]

PITTSBURGH PA [redacted]

ODOMETER STATUS
0 = ACTUAL MILEAGE
1 = MILEAGE EXCEEDS THE MECHANICAL LIMITS
2 = NOT THE ACTUAL MILEAGE
3 = NOT THE ACTUAL MILEAGE-ODOMETER TAMPERING VERIFIED
4 = EXEMPT FROM ODOMETER DISCLOSURE

TITLE BRANDS
A = ANTIQUE VEHICLE
C = CLASSIC VEHICLE
D = COLLECTIBLE VEHICLE
F = OUT OF COUNTRY
G = ORIGINALLY MEANT FOR NON-U.S. CONSTRUCTION
H = AGRICULTURAL VEHICLE
L = LOGGING VEHICLE
P = IS/WAS A POLICE VEHICLE
R = RECONSTRUCTED
S = STREET ROD
T = RECOVERED THEFT VEHICLE
V = VEHICLE CONTAINS REISSUED VIN
W = FLOOD VEHICLE
X = IS/WAS A TAXI

FIRST LIEN FAVOR OF:

SECOND LIEN FAVOR OF:

If a second lienholder is listed, upon satisfaction of this lien, the first lienholder must forward this title to the Bureau of Motor Vehicles with the appropriate form and fee.

FIRST LIEN RELEASED _____ DATE _____

BY _____ AUTHORIZED REPRESENTATIVE

SECOND LIEN RELEASED _____ DATE _____

BY _____ AUTHORIZED REPRESENTATIVE

MAILING ADDRESS

[redacted]

PITTSBURGH PA [redacted]

ACCEPT DOCUMENT WITHOUT VERIFYING THE PRESENCE OF THE LIBERTY BELL WATERMARK

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 9th 2008

ATTN: Mr. Ed Lynam
Northstar Chevrolet, Inc.
Moon Township, PA

Re: [redacted]
Siebel Request: 71-685027263
2005 chevrolet Cobalt
VIN # **1G1AK12F657**[redacted]

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**

65881

UNIT# 50948

65449

INVOICE

DUPLICATE 1
PAGE 1

NORTHSTAR Chevrolet an American Revolution
5854 UNIVERSITY BLVD.
MOON TOWNSHIP, PA 15108
PHONE: (412) 264-3325
FAX: (412) 264-3663

[redacted]
PITTSBURGH, PA
HOME: [redacted] BUS:

SERVICE ADVISOR: 1 FRANK J MORABITO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ULTRA SILV	05	CHEVROLET COBALT	1G1AK12F657[redacted]		34650/34650	T244

IN SERVICE DATE	PROD. DATE	DEL DATE	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09MAR05 DD			18:00 30DEC08		VARI	CHG	13JAN09

R.O. OPENED	READY	OPTIONS:
13:14 30DEC08	16:50 31DEC08	STK:50948 DLR:513074

LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL
A STATE INSPECTION						
SI STATE INSPECTION						
42 INP						
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A:			(N/C) 0.00
**********						
B EMISSIONS TEST						
EX EMISSIONS EXEMPT						
42 C						
MM REPLACE R/R MARKER BULB FOR INSP				28.50	28.50	
42 C						
1 9421330 BULB				9.95	9.95	
PARTS: 0.82	LABOR: 38.45	OTHER: 0.00	TOTAL LINE B:	0.82	0.82	0.82
						39.27
**********						
C CUST STATES POWER STEERING HARD						
MM REPLACE STEERING COIL						
42 C						
1 19200751 COL				174.00	174.00	
PARTS: 549.00	LABOR: 174.00	OTHER: 0.00	TOTAL LINE C:	549.00	549.00	549.00
						723.00
**********						

THE NEW NORTHSTAR CHEVROLET
"YOUR SATISFACTION IS OUR #1 PRIORITY"

- [ ] CASH
- [ ] CHECK
- [ ] CHARGE
- [ ] VISA
- [ ] MASTER CARD
- [ ] AMEX
- [ ] DISCOVER

X _____

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PARTS AND/OR ACCESSORIES SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, NORTHSTAR CHEVROLET INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND NORTHSTAR CHEVROLET INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR ACCESSORIES.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	212.45
PARTS AMOUNT	549.82
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
OTHER CHARGES	0.00
TOTAL CHARGES	762.27
LESS OTHER	0.00
SALES TAX	53.36
PLEASE PAY THIS AMOUNT	815.63

Rec'd _____ Date _____

SERVICE DEPARTMENT HOURS
Monday & Thursday 7:30 am - 8:30 [illegible]
Tues, Wed, Fri 7:30 am - 5:0[illegible]

THANK Y[illegible]
CUSTOMER

Jan. 13. 2009 8:36AM NorthStar Chevrolet No. 3836 P. 1/1

GIANT EAGLE #35
1717 COCHRAN ROAD
PITTSBURGH, PA 15220
412-343-8020
412-343-8254 (FAX)

FACSIMILE TRANSMITTAL-SHEET

TO: Maria

FROM: [redacted]

COMPANY:

DATE: Jan. 16, 2009

FAX NUMBER: 1-866-842-9481

TOTAL NO. OF PAGES INCLUDING COVER: 2

PHONE NUMBER: 412 429 0344

SENDER'S REFERENCE NUMBER:

RE: North Star Chevy Cobalt

YOUR REFERENCE NUMBER:

☒ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

As per your call — broken steering power

65881

65449

UNIT# 50948

INVOICE

NORTHSTAR Chevrolet an American Revolution

5854 UNIVERSITY BLVD.
MOON TOWNSHIP, PA 15108
PHONE: (412) 264-3325
FAX: (412) 264-3663

[redacted]

PITTSBURGH, PA [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 1 FRANK J MORABITO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ULTRA SILV	05	CHEVROLET COBALT	1G1AK12F657[redacted]	[redacted]	34650/34650	T244

IN SERVICE DATE	PROD. DATE	DEL DATE	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09MAR05 DD			18:00 30DEC08		VARI	CASH	31DEC08

R.O. OPENED	READY	OPTIONS: STK:50948 DLR:513074
13:14 30DEC08	14:33 31DEC08	

LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL
A STATE INSPECTION						
SI STATE INSPECTION						
42 INP						(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE A:		0.00
**********						
B EMISSIONS TEST						
EX EMISSIONS EXEMPT						
42 C				28.50		28.50
MM REPLACE R/R MARKER BULB FOR INSP						
42 C				9.95		9.95
1 9421330 BULB				0.82	0.82	0.82
PARTS: 0.82	LABOR: 38.45	OTHER: 0.00		TOTAL LINE B:		39.27
**********						
C CUST STATES POWER STEERING HARD						
MM REPLACE STEERING COIL						
42 C				174.00		174.00
1 19200751 COL				549.00	549.00	549.00
PARTS: 549.00	LABOR: 174.00	OTHER: 0.00		TOTAL LINE C:		723.00
**********						

THE NEW NORTHSTAR CHEVROLET
"YOUR SATISFACTION IS OUR #1 PRIORITY"

...3 2009

SALE AMOUNT
Approved:
Entry Method:
Approval Code:
Batch #:
INVOICE
CARD #
[redacted]
CREDIT CARD
VISA SALE
CUSTOMER COPY

01/03/2009
Merchant ID:
Terminal ID:
287500468997
NORTHSTAR CHEVROLET IN
5854 UNIVERSITY BLVD
MOON TOWNSHIP, PA 15108
000000001142881
01672275
12:05:0[redacted]

$815.63
0002
000050
03233C
Swiped
Online

...OMER COPY

SSORIES SOLD
. THE SELLER,
ISCLAIMS ALL
CLUDING ALL
NESS FOR THE
INC. NEITHER
ASSUME FOR
THESE PARTS

DESCRIPTION	TOTALS
LABOR AMOUNT	212.45
PARTS AMOUNT	549.82
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
OTHER CHARGES	0.00
TOTAL CHARGES	762.27
LESS OTHER	0.00
SALES TAX	53.36
PLEASE PAY THIS AMOUNT	815.63

THANK YOU!

2005 COBALT 2-DOOR COUPE
95U ULTRA SILVER METALLIC /L4G
14B GRAY
ORDER NO. HPPZCX/TRE STOCK NO.
VIN 1G1 AK12 F6 57[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD58149351
**********13*13374S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AK37 COBALT 2-DOOR COUPE	13625.00	12739.38	INVOICE 01/24/05
B34 FLOOR MATS	80.00	72.00	SHIPPED 01/22/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 01/26/05
L61 2.2L DOHC 4 CYL ENGINE	0.00	0.00	INT COM 01/26/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	765.00	PRC EFF 01/20/05
T43 REAR DECK-LID SPOILER	275.00	247.50	KEYS G3349 G3349
			WFP-S QTR OPT-1
			BANK: GMAC - 004
			CHG-TO 13-374
			SHIP WT: 2739
			HP: 18.4
			GMS: 14018.98
			SUPPLR: 14646.46
			MRM: 15395.00
			DAN: 1SA
			MEMO 666.50

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
TOTAL	15395.00	14611.33	PAY 310 14611.33

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 13962.05

****

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

****

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

NORTHSTAR CHEVROLET, INC.

REMIT TO GMAC NO. 004
VIN 1G1AK12F657[redacted]
$ 14611.33 INV 1AD58149351
DUE 01/26/05 DEALER 13-374

Revised 12/05/2008

Privileged and Confidential Information

CASE ASSESSMENT

By: Maria Dalgleish State: Pennsylvania

Customer Name: [redacted] Service Request: 71-685027263 BBB Case No.: CHV0853980

Vehicle ID No.: 1G1AK12F657[redacted] In Service Date: 03/09/05 Vehicle is: New BAC Code: 236896

Year, Make ☐Model: 2005 Chevrolet Cobalt Vehicle Purchased Used on: N/A at odometer N/A
Mileage at Time of BBB Filing 35,000

Lien holder: GMAC☐ Other☐: {Name} Sale Type: Purchase ☒
DVM Name: Jack Adams CAM Name: Craig Joseph
Phone/Cell Number: 412-215-2947 Phone Number: 914-244-6130
Svc Mgr Name: 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:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

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

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

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 miles-whichever 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

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: {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: [redacted] **Service Request:** 71-685027263 **BBB Case No.:** CHV0853980

Vehicle ID No.: 1G1AK12F657[redacted] **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
Vehicle Purchased Used on: N/A **at odometer** N/A

Lien holder: GMAC☐ Other☐: {Name}
DVM Name: Jack Adams
Phone/Cell Number: 412-215-2947
Svc Mgr Name: Ed Lynam

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:
12/30/08	65449	15	34,650	**Complaint:** Cust states power steering is hard to turn **Repair:** Replace Steering Coil.

☐ Other (Battery)

Date:	RO ☐:	Days Out:	Mileage:	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:	RO ☐:	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:	RO ☐:	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

☐ Recall 05046

Date:	RO ☐:	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 miles-whichever 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:

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."*

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 warranty
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 Reimbursement		**Attorney Fees (if applicable):** N/A.	

TEAM LEAD APPROVING:	Steven Lambert	Date: 1/16/2009

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

Customer: [redacted]	**SR #:** 71-685027263	**BBB#:** CHV0853980

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

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

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	14499.00
MSRP (from BARS Invoice screen)	- 15395.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -896.00

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

Section 2

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

Section 3

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

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	14499.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 4713.56
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 9785.44

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

NORTHSTAR CHEVROLET
5854 UNIVERSITY BLVD
MOON TOWNSHIP, PA 15108
412-264-3325

FACSIMILE COVER SHEET

TO: Marcia Dalgleish

COMPANY: General Motors Business Resource

PHONE: 1-800-231-1841

FAX: 1-866-843-9481

FROM: Chris (Cashier)

COMPANY: NORTHSTAR CHEVROLET

PHONE: 412-264-3325

FAX: 412- 299-7507

DATE: 12-9-08

PAGES INCLUDING COVER PAGE: 15

COMMENTS: Faxing per your request

IF YOU HAVE ANY PROBLEMS RECEIVING THIS FAX, PLEASE CALL 412-264-3325.
THANK YOU

CHECK CONTROL NO. 14458 ISSUED BY: Vince Moore NORTH STAR CHEVROLET PAGE 1

INVOICE STOCK NO.	INVOICE DATE	PURCHASE ORDER NO.	COMMENT/V.I.N.	AMOUNT	DISCOUNT/ ACCOUNT NO	NET AMOUNT
	031505	TAX REG [redacted]				743.48
				14458	20200	-743.48
				65881	32401	684.98
				65881	30200	58.50
				TOTAL	20200	743.48

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

NORTHSTAR Chevrolet an Ametour Dealership
326 MANSFIELD BLVD
CARNEIGIE, PA 15106

CITIZENS BANK

14458 3-7615/360

DATE	PAY THIS AMOUNT				AMOUNT OF CHECK
15MAR05	*********743	DOLLARS	48	CENTS	********743.48

122

NORTH STAR CHEVROLET

TO THE ORDER OF PENN DOT

****
*** NOT NEGOTIABLE ***
****

AUTHORIZED SIGNATURE

NON-NEGOTIABLE

ACCOUNTING COPY

NORTH STAR CHEVROLET, Inc.

326 Mansfield Boulevard • Carnegie, PA 15106
412/279-2300 Phones 412/923-1230

DEAL 65881

DATE 03/09/05

PURCHASER'S NAME [redacted]

RES. PHONE [redacted]

PURCHASER'S ADDRESS [redacted]

BUS. PHONE

CITY, STATE & ZIP PGH, PA [redacted]

SOC. SEC. NUMBER

VEHICLE BEING PURCHASED

PLEASE ENTER MY ORDER FOR THE FOLLOWING: ☒ NEW ☐ USED ☐ DEMO ☐ CAR ☐ TRUCK

STOCK NO. 50948

YEAR 2005 MAKE CHEVROLET

MODEL OR SERIES COLBALT BODY TYPE COUPE

COLOR ULTRA SILVER TRIM

SERIAL NO. 1G1AK12F657[redacted]

TO BE DELIVERED ON OR ABOUT 03/09/05

SALESMAN WARHOLAK, GARY A

I state that odometer mileage on VEHICLE BEING PURCHASED described above is 20 at time of transfer.
(Check the following statement, if applicable)
☐ I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown. X

SIGNATURE OF TRANSFEROR (DEALER OR AGENT) DATE 03/09/05

Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 409(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513.

I state that odometer mileage on USED VEHICLE TRADED-IN described above is _____ at time of transfer.
(Check the following statement, if applicable)
☐ I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown. X

SIGNATURE OF PURCHASER DATE 03/09/05

USED VEHICLE TRADE-IN AND/OR OTHER CREDITS

YEAR MAKE STOCK NO.

MODEL OR SERIES BODY TYPE

COLOR TRIM

SERIAL NO.

SECOND TRADE

YEAR MAKE STOCK NO.

MODEL OR SERIES BODY TYPE

COLOR TRIM

SERIAL NO.

BALANCE OWED TO

This contract is not binding upon either the dealer or the purchaser, until signed by an authorized dealer representative. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CA[redacted]

Purchaser's Signa[redacted]

Accepted By

Manufacturers Suggested Retail Price		$ 9785.44
		$ UDE AUTH# 4191830
INCENTIVES	3213.56	6m card, $1000 rebate and
INCENTIVES	two $250.00	instant value certificates LPE
INCENTIVES	are used to lower selling price. And	
INCENTIVES	due Northern 14499.56 selling	
INCENTIVES		3213.56 on card
		1000 rebate
		500 cents
SUBTOTAL	JEC ✓	9785.44 ~~9785.44~~
TRADE IN PAYOFF	REBATE - 1000.00 - CNE	
OWED TO		PHONE
ADDRESS		
AMOUNT $		GOOD UNTIL
VERIFIED		DATE TIME
Insurance Agent	JS SMITH INS	
Address	PGH PA	
Phone	4129316070	Verified By:
Insurance Carrier	ERIE INSURANCE	
Policy Number	[redacted]	
Effective Date From	12/24/04 To 06/24/05	Comp. Coll.

The Seller, NORTH STAR CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of marchantability or fitness for a particular purpose, and NORTH STAR CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. Dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms.

SUBTOTAL		~~9785.44~~
TRADE ALLOWANCE OR DISCOUNT	-	
MONEY DIFFERENCE		9785.44
SALES TAX	+	684.98
LICENSE, TITLE	+	58.50
NOTARY FEES	+	N/A
DOCUMENTARY & TIRE TAX	+	60.00
TOTAL	+	10588.92
PAYOFF	+	
DOWN PAYMENT	-	N/A
SERVICE CONTRACT	+	
SERVICE CONTRACT TAX	+	
TOTAL		10588.92

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chassis described on the face hereof is a contract solely between the Manufacturer and the Purchaser. The seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller. 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 Purchaser. The Seller is not a party to such contract and such Warranty is not a part of the sale of bargain between the Purchaser and Seller. "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."

www.dmv.state.pa.us

MV—1 (9-04)

I. TAX / FEES

PURCHASE PRICE (See note on reverse)	9785.44
LESS TRADE-IN	N/A
TAXABLE AMOUNT	9785.44
X 6% (.06) SALES TAX *X 7% (.07) *(See note on reverse)	684.98
LESS TAX CREDIT	N/A
1. SALES TAX DUE	684.98
1A. Exemption Reason Code (If claiming exemption from sales tax)	
1B. EXEMPTION AMT.	
1C. (TTA) SALES TAX	
2. TITLE FEE	22.50
3. LIEN FEE	
4. REGISTRATION OR PROCESSING FEE	36.00 N/A
For Exempt Plates, enter number assigned by the Bureau	
5. DUPLICATE REG. FEE NO. OF CARDS	
6. TRANSFER FEE	
7. INCREASE FEE	
8. REPLACEMENT FEE	N/A
9. TOTAL PAID (ADD 1 THRU 8) *Send One Check In This Amount*	743.48

A. VEHICLE DESCRIPTION

MAKE OF VEHICLE	VEHICLE IDENTIFICATION NUMBER (VIN). IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY	BODY TYPE (SDN, TK, BUS, ETC.)	MODEL YEAR
CHEVROLET	1G1AK12F657[redacted]	COUPE	05

GROSS VEHICLE WT. RATING | FUEL ☐ DIESEL ☐ ELECTRIC | ODOMETER READING | AUTHORIZED NJ/PA/DE OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)

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

I certify that I have verified that a valid safety inspection sticker is displayed and that the above VIN and vehicle description information listed here are accurate to the best of my knowledge. SIGN HERE

B. APPLICANT INFORMATION

LAST NAME (OR FULL BUSINESS NAME) [redacted] | FIRST NAME | MIDDLE INITIAL | DATE ACQUIRED/ PURCHASED 03/09/2005

CO-PURCHASER | DEALER ID NUMBER (IF APPLICABLE) 85-9643

STREET [redacted] | CITY PGH | STATE PA | ZIP [redacted] | COUNTY CODE 02

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

NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK ☐. IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1L.

REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY

C. MILEAGE INFORMATION

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

☐ IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY

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

ODOMETER READING _ _ _ _ _ 2 0 ☒ TENTHS

D. LIEN INFORMATION

1ST LIEN DATE: → IF NO LIEN, CHECK ☒	2ND LIEN DATE: → IF NO LIEN, CHECK ☒
1ST LIENHOLDER	2ND LIENHOLDER
STREET	STREET
CITY STATE ZIP	CITY STATE ZIP
FINANCIAL INSTITUTION NUMBER	FINANCIAL INSTITUTION NUMBER
IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED	IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED

E. VEHICLE TRADED

MAKE OF VEHICLE | VIN | MODEL YEAR

BODY TYPE (SDN, BUS, TK, ETC.) X | CONDITION OF VEHICLE ☐ GOOD ☐ FAIR ☐ POOR

F. ADDITIONAL VEHICLE INFORMATION

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

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

MOTOR HOME: CHASSIS MFR: | BODY MAKE:

TRAILER & VEHICLES BELOW: NUMBER OF AXLES | REQ. REGISTERED GROSS WT. (INCLUDING LOAD)

SUM OF GAWRS | UNLADEN WT. (EMPTY)

TRUCK TRUCKTRACTOR: REQ. REGISTERED GROSS COMBINATION WT. | GROSS COMBINATION WT. RATING

G. APPLICATION FOR REGISTRATION

ORIGINAL PLATE ☛ Check One

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

☐ EXCHANGE PLATE TO BE IS

☐ TRANSFER OF PREVIOUSLY ISSUED PLATE ☐ TRANSFER & RENEWAL OF PLATE

☐ TRANSFER & REPLACEMENT OF PLATE ☐ TRANSFER OF PLATE & REPLACEMENT OF STICKER

PLATE NO. | EXPIRES Month Year

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

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

TRANSFERRED FROM TITLE NO. | VIN

TEMP. PLATE NO. [redacted]

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

INSURANCE COMPANY NAME: ERIE INSURANCE | NAIC NO. | POLICY NO. (OR ATTACH BINDER) [redacted] | POLICY EFFECTIVE DATE 12/24/04 | POLICY EXPIRATION DATE 06/24/05

ISSUING AGENT INFORMATION

I CERTIFY THAT ON MONTH 03 DAY 09 YEAR 05 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.

ISSUING AGENT (PRINT NAME): NORTHSTAR | AGENT NO. 85-9643

ISSUING AGENT SIGNATURE | TELEPHONE NO. (412) 923-1230

H. SEAL AND APPLICATION FOR TITLE

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

SUBSCRIBED AND SWORN TO BEFORE ME: MO. MAR DAY 09 YEAR 2005

SIGNATURE OF PERSON ADMINISTERING OATH

SEAL

Notarial Seal
Rebecca Bond, Notary Public
Allegheny County
My Commission Expires Apr 17, 2006

SIGN IN PRESENCE OF NOTARY

[redacted] BLOCK A

SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER

(412)429-0344

MESSENGER NUMBER:

50948

CERTIFICATE OF ORIGIN FOR A VEHICLE

2094

GM

RBLPD019

DATE
01/24/05

INVOICE NO.
1AD58149351

VEHICLE IDENTIFICATION NO.
1G1AK12F657[redacted]

YEAR
2005

MAKE
CHEVROLET

BODY TYPE
2 DOOR

SHIPPING WEIGHT
2739

H.P. (S.A.E.)
18.4

G.V.W.R.
3718

NO. CYLS.
04

SERIES OR MODEL
1AK37

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

13374 HPPZOX

NORTHSTAR CHEVROLET, INC.
326 MANSFIELD BLVD
CARNEGIE PA 15106-2444

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

****
* THIS VEHICLE *
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *
****

G40016921

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

BY _____
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

DETROIT MI 48243-1114
CITY STATE

GM 521 REV. 7-95

Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to the vehicle.

FOR VALUE RECEIVED I TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1

NAME OF PURCHASER(s): [redacted]

ADDRESS: [redacted] PGH PA [redacted]

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER NORTHSTAR CHEV 85 9643 BY _____

NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of PA

County of ALLEGHENY

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this 15 day of MARCH 20 05

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION Notary Public

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2

NAME OF PURCHASER(S): _____

ADDRESS: _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY _____

NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of _____

County of _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20 ___

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION Notary Public

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3

NAME OF PURCHASER(S): _____

ADDRESS: _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY _____

NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of _____

County of _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20 ___

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION Notary Public

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4

NAME OF PURCHASER(S): _____

ADDRESS: _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY _____

NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of _____

County of _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20 ___

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION Notary Public

ODOMETER DISCLOSURE FOR RETAIL SALE

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and/or imprisonment.

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading 20 NO Tenths ☐ The mileage stated is in excess of its mechanical limits ☐ The odometer reading is not the actual mileage. WARNING-ODOMETER DISCREPANCY

Signature(s) of Seller(s) Date of Statement 3-9-05 Date of Sale 3-9-05

Printed Name(s) of Seller(s) [redacted]

Signature of Purchaser(s) [redacted]

Printed Name of Purchaser(s) [redacted]

Company Name (if Applicable) [redacted]

Address of Purchaser(s) [redacted]

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this 9 day of MARCH 20 05

Notary Public

State of _____

County of _____

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

Notarial Seal
Danny R. Pietroboni, Notary Public
Carnegie Boro, Allegheny County
My Commission Expires Apr. 17, 2006
Member, Pennsylvania Association Of Notaries

LIENHOLDER

1st lien in favor of NONE

whose address is _____

2nd lien in favor of NONE

whose address is _____

GM521 REV. 1-2000

FINANCIAL RESPONSIBILITY IDENTIFICATION CARD

INSURANCE COMPANY NAME: ERIE INSURANCE EXCHANGE
NAIC CODE: 26271

POLICY NUMBER: [redacted]

EFFECTIVE	UNTIL
03/09/05	06/24/05

NOT VALID MORE THAN SIX MONTHS FROM EFFECTIVE DATE

1998 VOLV YV1LS5547W2[redacted]
Year Make V.I.N. if only 5 digits, they are last 5.

NAMED INSURED

[redacted]

PITTSBURGH, PA [redacted]

SEE IMPORTANT MESSAGE ON REVERSE SIDE

YOU NEED THE I.D. CARD FOR VEHICLE INSPECTION AND OTHER PA STATE REQUIREMENTS—SEE BACK OF CARD.

YOUR AUTO POLICY IS EFFECTIVE
FROM 12/24/04 TO 12/24/05

TO COMPLY WITH PENNSYLVANIA LAW, WE WILL:
1. Issue a 6 month I.D. card on the policy effective date.
2. Six months later issue another 6 month I.D. card.
3. Issue a card for replacement or additional vehicle(s).

YOUR AGENT PHONE: (412)931-6070
J.S. SMITH INS. AGY., INC. AA5061
101 Bellevue Rd. Suite 02
Pittsburgh PA 15229

ERIE INSURANCE GROUP
100 Erie Insurance Pl
Erie, PA 16530

ERIE

Authorized Signature

FOLD AND DETACH CARD AT PERFORATION

State	*Claim Office	Call Toll Free
TN	KNOXVILLE	888-322-3743
VA	RICHMOND	800-322-3743
	ROANOKE	800-533-3743
	WAYNESBORO	800-642-2259
WI	WAUKESHA	877-740-3743
WV	PARKERSBURG	800-642-1948

*Our phones answer 24 hours a day, 7 days a week!

To report your claim after hours (5:30 p.m. to 8:00 a.m.) or on weekends, please call your Agent or our After Hours Claims Service. Toll Free at 1-800-367-3743

FRAUD FINDERS HOTLINE
To confidentially report information on insurance fraud activities. Call our FRAUD FINDERS HOTLINE Toll-Free at 1-800-368-6536

To report an auto glass claim, call Glass Toll-Free at 1-800-352-ERIE

CLAIM SERVICE—For Claim Service anywhere in U.S. or Canada, call YOUR AGENT or, using the list below, call the Claim Office NEAREST YOUR HOME.

State	*Claim Office	Call Toll Free
DC	SILVER SPRING	800-492-2709
IL	PEORIA	888-335-3743
IN	FORT WAYNE	800-892-5655
	INDIANAPOLIS	800-624-3620
MD	SILVER SPRING	800-492-2709
	HAGERSTOWN	800-533-5602
ME	CHARLOTTE	800-473-3982
	RALEIGH	800-533-3982
NY	ROCHESTER	800-303-0823
OH	CANTON	800-362-6541
	COLUMBUS	800-282-1782
PA	ALLENTOWN/BETH	800-322-9626
	ERIE	877-771-3743
	HOME OFFICE (ERIE)	800-458-8611
	HARRISBURG	800-362-1304
	JOHNSTOWN	800-241-4209
	MURRYSVILLE	800-553-3367
	PHILADELPHIA	800-821-2902
	WARRENDALE	800-922-1824

Dec. 9. 2008 1:15PM NorthStar Chevrolet No. 3565 P. 8

				USED	VIN	YR	SALESMAN

65881 50948

INSURANCE COVERAGE INCLUDES

- ☐ FIRE AND THEFT
- ☐ COLLISION - AMT. DEDUCT.
- ☐ PUBLIC LIABILITY - AMT.
- ☐ PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE

MAR 1 1 2005

PRICE OF CAR	
FREIGHT AND HANDLING	
OPTIONAL EQUIP. & ACCESS.	
SALES TAX	
LICENSE AND TITLE	
TOTAL CASH PRICE	
FINANCING	
INSURANCE	
TOTAL TIME PRICE	

SETTLEMENT:

DEPOSIT	
CASH ON DELIVERY	
USED CAR:	
TYPE	
SERIAL NO.	
ENGINE NO.	
PAYMENTS:	
TOTAL	

ALWAYS SHOW SERIAL, ENGINE AND KEY NUMBERS

486-08540-1-2 NORICK

PRINTED IN U.S.A.

PRICE OF CAR

DESC.	ACCT.	K	SALE	K	COST
NEW CAR-RETAIL	4[illegible]	−	[illegible]	:	[illegible]
NEW CAR-FLEET	419	−		:	
NEW CAR-INTERNAL	422	−		:	
NEW TRUCK-RETAIL	4__	−		:	
NEW TRUCK-FLEET	437	−		:	
NEW TRUCK-INTERNAL	440	−		:	
NEW G.M. PROTECTION PLAN	443	−		:	
NEW OTHER PLANS	444	−		:	
NEW FINANCE INCOME	806	−		:	
		−		:	
		−		:	
		−		:	
USED RETAIL CARS	446	−		:	
USED RETAIL TRUCKS	450	−		:	
USED G.M. PROTECT. PLAN	454	−		:	
USED OTHER PLANS	455	−		:	
USED FINANCE INCOME	808	−		:	
		−		:	
		−		:	
RUSTPROOF-CARS	445	−		:	
RUSTPROOF-TRUCKS	445B			:	
WHOLESALE PASS.	448	−		:	
WHOLESALE TRK.	452	−		:	

SETTLEMENT SECTION

DESC.	ACCT.	K	AMOUNT
SALES TAX	324A	−	
LICENSE & TITLE	302	−	
MISC. INCOME	9058	−	
CREDIT LIFE/A & H INSURANCE	300C	−	
	[illegible]	−	
	[illegible]		
ACCOUNTS RECEIVABLE	220A	+	
PAY OFF BAL. OWING FIN. CO. ON TRADE IN.	220A	−	
	←		
		−	
CONTRACT IN TRANSIT	205	+	
		+	
USED CAR RECONDITIONING	447A	:	
USED TRUCK RECONDITIONING	451A	:	
		−	
FINANCE RESERVE:	262_	−	
		−	
INV. VALUE OF TRADE IN-USED VEH.	240	+	
USED VEHICLE STOCK NO.	←		
YEAR & MAKE OF TRADE-IN	← YMK		
INV. VALUE OF TRADE IN-USED VEH.	241	+	
USED VEHICLE STOCK NO.	←		
YEAR & MAKE OF TRADE IN	← YMK		

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 1G1AK12F653[redacted] (or see attached list*)

1. **Customer Incentive**

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

Incentive Program Reference	Amount	GM Incentive Code
GM card	$3213.52	USED
rebate	$1000.00	CME
Instant Value Certificate	$ 200.00	LPF
	$	
	$	
Total Incentive Amount Received	$4713.52	

AUM# 718830

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

a. I elect to receive CUSTOMER CASH in lieu of ANY OTHER INCENTIVES and/or

b. I elect to receive ___

CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 3/9/05, acknowledge receipt of incentive(s) as described in item 1 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 3/9/05

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

Authorized Dealer Signature: Joseph A Gray Jr Date: 3/9/05

Dealership Name: NORTHSTAR CHEVROLET INC Dealer Code: 13374

* List must 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

Reynolds and Reynolds

ODOM - 103N

CARLTON, JAMES E — CUSTOMER'S NAME

50948 — STOCK NO.

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, Northstar Chevrolet, INC. (transferor's name, Print)

state that the odometer now reads 20 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING — ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
CHEVROLET	COLBALT	COUPE

VEHICLE IDENTIFICATION NUMBER: 1G1AK12F657 [redacted] — YEAR: 2005

X [redacted]

Northstar Chevrolet, INC.
PRINTED NAME

326 MANSFIELD BLVD
TRANSFEROR'S ADDRESS (STREET)

CARNEGIE, PA 15106
CITY STATE ZIP CODE

03/09/2005
DATE [redacted]

X [redacted]
TRANSFEREE'S SIGNATURE

[redacted]
PRINTED NAME

TRANSFEREE'S NAME [redacted]

TRANSFEREE'S ADDRESS (STREET)

PGH PA [redacted]
CITY STATE ZIP CODE

LITHO IN U.S.A.

NC-FI WAQ Quote Worksheet - Purchase hackett 87

	Deal Number:	49519	13) Deposit:	$	3,213.56
1)	Cust Name:		14) Rebate 1:	$	1,500.00
2)	Contract Date:	03/07/05	15) Rebate 2:		
3)	Fin Inst:	CASH	16) Rebate 3:		
4)	Stock Number:		17) COD:		
			18) Trades - Net (W):		
5)	Vehicle Sale Price:	$ 14,499.00			
6)	Aftersale (W):		19) Term In Months (Zero):		
7)	Fees (W):	$ 123.50	20) *****PAYMENT*****:		$10,823.87
8)	Serv Contract (W):				
9)	Serv Contract2 (W):		Unpaid Balance:	$	10,823.87
10)	Serv Contract3 (W):				
11)	Sales Tax %/$:	7.0000% $ 909.93			
12)	Luxury Tax %/$:				

1000 Rebate
SAW Coupon!

Command (?):

Enter a command, a field number, or press a function key. Enter ? for help.
F3=Sv/Ex F5=RRecall F6=Cust F7=Veh F8=Trd F10=Misc SF11=>

Batey Chevrolet

Date 3/9/05

Salesman Gary Warholak

Buyer [redacted]

Driver # [redacted]

Co-buyer

Driver #

Street [redacted]

City Pitt County Allegheny

State Pa Zip [redacted]

Phone # [redacted] Bus #

DEAL #

*Price of Car	$	
Rebate	- $	
	- $	
Gross Trade	$ -	
Money Difference	$ =	
Tax	$ +	
Plate	$ +	
Payoff	$ +	
Subtotal	$ =	
Deposit	$ -	
Cash Down	$ -	
Total	$ =	

SOLD VEHICLE

Stk # 50948

Serial # 1G1 AK12 F6 57[redacted]

Make Chevy Model Cobalt Year 2005

Bodystyle 2 Door Mileage 20

Incl. in price above

Dealer Installed Options

- $
- $
- $

Est. Pmt x

TRADE

Titled

Serial # N/A

Make Model

Bodystyle Year

Mileage

Plate # Exp.

PAYOFF

Bank

Acct # N/A

Address

City State Zip

Amt $ Good til

Spoke to

Insurance Info

Policy # [redacted]

Carrier Erie Insurance

Effective 12/24/04 Expiration 12/24/05

Agent J. S. Smith Ins Agy

Address 101 Bellvue Rd Suite 2

City Pitt State Pa Zip 15229

Phone # 412-931-6076

Spoke to

Deduct-Comp Coll